

**BOARD UPDATE**  
**BOARD STRATEGIC AND PLANNING DEVELOPMENT DAY**  
**WEDNESDAY 25<sup>TH</sup> SEPTEMBER 2024**



## **CUSTOMER STORY**

The September strategy day opened with a story from a customer who lived in Matson and had started working with GL Communities as a volunteer. The customer then began volunteering with GCH to develop a customer communications focus group.

## **GOVERNANCE EFFECTIVENESS SESSION**

The Board were joined by a consultant who had observed the recent Board Performance meeting on 4<sup>th</sup> September. The consultant had also reviewed some governance controls such as papers and meeting processes.

Based upon the feedback and analysis, a group conversation took place with the Board which focussed on behaviours to support the enhancement of the relationship between the executive and non-executive board.

A series of actions were agreed as part of a Board Charter and these focussed on actions that could be undertaken prior, during and in between board meetings.

## **CHAIR'S CHALLENGE**

The session focussed on reflecting on diversity and inclusion and considering how the organisation was performing in building inclusion and belonging in the boardroom.

The Chair of the Board had personally signed up for the for the National Housing Federation's Chairs Challenge - a public commitment made by board chairs across the country to begin or further develop an inclusive culture and environment for board members.

The Board were joined by Vicci Livingstone-Thompson, CEO of Inclusion Gloucestershire and Tammi, a Trustee and employee of the organisation, who made a presentation to the Board. Inclusion Gloucestershire were highlighted as being involved in the local community, including supporting GCH residents.

The presentation focussed on disability models, language assumptions and misconceptions and reasonable adjustments.

Following the presentation, it was highlighted that discussions needed to continue and be led by GCH to develop these areas.