

**MINUTE OF 43rd ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD VIRTUALLY ON WEDNESDAY, 22 SEPTEMBER 2021, AT 3.00 PM**

1. APOLOGIES

The Chairperson formally opened the 43rd Annual General Meeting of Key and explained that, as we are still dealing with Coronavirus one year on, this would be our second online AGM. He informed members that the meeting was being recorded and would be made available on Key's website. He advised that the chat function could be used to ask questions and anyone proposing or seconding should gesture to their camera.

The Chairperson then went on to outline the various presentations and contributions that would follow and invited the Secretary to give the apologies, of which there were three, from: David Meechan, Bob Parry and Duncan Sim.

The Secretary confirmed that, in addition to the 16 shareholders attending the meeting, there were 29 forms received appointing some of those in attendance as proxies this afternoon, thereby ensuring that the meeting was quorate.

2. CHAIRPERSON'S REPORT

The Chairperson began his report by acknowledging the unprecedented difficulties the COVID-19 pandemic has continued to bring, and the outstanding responses of the people we support, their families and our staff. He thanked everyone for their incredible efforts and commented that he was proud and inspired by their kindness, creativity and resilience, and believed this would get us through difficult days ahead.

He drew members' attention to this year's Annual Review, which contains uplifting stories that demonstrate that despite the pandemic, people's lives continued to grow, with humour, joy and purpose. He thanked artist Martin Sloss, and Project Ability, for permitting us to use Martin's painting of the Wallace Monument on the cover of the Review.

The Chairperson explained that the Review highlights how we have all become so familiar with online tools, including people being supported to engage with technology through Connecting Scotland and staff celebrating their qualifications with an online SQA ceremony. But most importantly it focuses on stories from across Scotland, of how people across Key and Community Lifestyles have been keeping active, engaged and connected during the pandemic. In particular, he spoke of Lisa and Ewan's marriage, Shaun gaining his Open University qualification, Lynne becoming a dog owner and people we support in Dunoon fund-raising through the Kiltwalk.

The Chairperson then described how important our partnership with TAG was in achieving all the above, and he thanked Leam, Kirsten, the members of TAG and all the community development workers for their contributions.

The Chairperson went on to tell members about some of the significant service developments Key and Community Lifestyles had been involved with over the last year. This included working with local housing providers to support young people in Dunbartonshire and Ayr to set up home, many for the first time. Also, in the last year we started providing new services to 232 people, including

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for example older people in North Lanarkshire who are benefiting from self-directed support for the first time, giving them more control and flexibility than had previously been available for them.

Key now supports 1635 people across 16 local authorities, and the Chairperson directed his thanks to the managers and staff who have worked tirelessly to respond to new requests for support during the pandemic, at a very difficult and challenging time.

The Chairperson also gave his thanks for the hard work and dedication of the members of Key's Board, and commented that their skill, experience and principles have steered Key well through the pandemic. It was with sadness that the Chairperson announced the retirement of two longstanding Board members, who were stepping down at this AGM.

Firstly, he paid tribute to Joanna Pearson for her 18 years volunteering on the Board, including five years as Chairperson. He confirmed that Jo's considered and thoughtful approach will be very much missed on the Board, but that we are delighted that she will maintain her involvement by remaining as a member of the Training Review Group and as a Director of Community Lifestyles.

Secondly, the Chairperson offered a special goodbye to Bill Mooney, who has served on the Board for 44 years, and had been one of the original founders and Board members of Key in 1977. Bill had been driven, along with other parents of people with learning disabilities, to ensure housing and services could be made available which would allow their children and others, to live full lives at the heart of their communities, close to family and friends. Over the years, Bill was committed to ensuring our work was guided by the wishes and views of those we support, and the Chairperson confirmed that this would be his legacy: ensuring that we continue to listen carefully to the people we support and those close to them about what they want now and in the future.

3. ADOPTION OF MINUTE OF 42nd AGM HELD ON 16 SEPTEMBER 2020

The minute of the previous year's AGM was adopted in a motion proposed by Ann McGuigan and seconded by Jack Crombie.

4. ADOPTION OF MINUTE OF SPECIAL GENERAL MEETING HELD ON 16 SEPTEMBER 2020

The minute of the previous year's SGM was adopted in a motion proposed by Jo Pearson and seconded by Rebecca O'Donnell.

5. ADOPTION OF FINANCIAL ACCOUNTS FOR YEAR ENDED 31 MARCH 2021

The Head of Finance gave a brief financial summary for the year to 31 March 2021. She highlighted the main items of income and expenditure and the process of audit and financial review of the Annual Accounts, a full set of which had been issued to members in advance of the AGM. The Chairperson thanked the Head of Finance for her report and invited a proposer and seconder for adoption of the Accounts for the year to 31 March 2021, which were adopted on a motion proposed by Paul Cannop, seconded by Rebecca O'Donnell.

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6. APPOINTMENT OF AUDITOR

The Chairperson advised that the Board had recommended the re-appointment of Azets Audit Services Limited (previously known as Scott Moncrieff) as the external auditor for the year to 31 March 2022. This was agreed on a motion proposed by Rebecca O'Donnell, seconded by James Cox.

7. ELECTION OF BOARD MEMBERS

The Secretary advised that the Board Members retiring but not standing for re-election were Joanna Pearson and Bill Mooney. Board members retiring and standing for re-election are Dave Le Sage, David Meechan and Angus Turner. There were no new nominations received from the membership.

With details of members standing for election having been circulated to all members, the Chairperson declared that, as there were more vacancies on the Board than members standing for election, those members are re-elected to the Board without a vote. This was agreed on a motion proposed by James Cox, seconded by Paul McCann.

8. CHIEF EXECUTIVE'S REPORT

The Chief Executive began by expressing her appreciation for some of our members joining us this year for the virtual meeting and to support the AGM. She also thanked Jan Murdoch for this year's uplifting and vibrant Annual Review.

The Chief Executive explained that because the chairpersons of Key and National TAG were telling us today about how the people we support have been keeping themselves active and engaged, she would instead focus on the extraordinary efforts of our workforce during the last year.

She said that, at last year's AGM, she could not have predicted that one year on COVID-19 would still be part of our daily lives. She was proud of how our support staff and managers had been guided by their values to do their very best under difficult circumstances during this time. Their selflessness in turning up each day to support, care for and be with people has been both inspiring and humbling. She expressed deep gratitude for everything they have done.

The Chief Executive then spoke of our thanks to the wider workforce, including those in the Square, local admin teams and in TAG, who have had to find different ways of providing essential support services to our local teams. In particular she informed members of how much our local services have appreciated the empathy and understanding offered them by their colleagues in the wider workforce.

Moving onto our Housing Services, the Chief Executive advised that our tenant satisfaction survey for 2020 was very positive: 95.1% of people who responded said they were satisfied with our landlord service. This is significantly higher than the Scottish average of 88%. It was also welcome news that nearly 90% of our tenants also said they were satisfied with how we manage our neighbourhoods.

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In recognition of the new ways of working, the Chief Executive told of how we have maintained our focus on staff wellbeing and support, by checking in with them regularly and sharing in activities that promote good mental health. Unsurprisingly during such a challenging time, our people have spoken of loss and grief, but also the togetherness, mutual support and kindness that has shone through.

The Chief Executive reminded members that during the pandemic the public and media increasingly recognised the professional, skilled and complex role of a social care worker. With this the argument for pay and conditions comparable with local government and the NHS began to grow. Also, the people who rely on support became more visible and their experiences made the case for changes to the way we arrange social care more urgent. This led to an independent review of adult social care in Scotland.

She explained that Key fully supports the changes recommended in the review which, we hope, will improve the experience of both people who receive and deliver support, including an approach that gives supported people a stronger voice, more choice and control and properly values and rewards the workforce.

The Chief Executive confirmed that Key will continue to contribute to the debate, supporting a person-centred, human rights approach whilst these changes are put into effect, including the creation of a National Care Service. We will continue to work with TAG to make sure the voices of the people we support are front and centre and that the talent of our workforce is recognised and valued.

The Chief Executive closed her report by offering her thanks to the Chairperson and Board for their steady, calm and insightful support throughout the year.

9. REPORT FROM NATIONAL TAG

The Chairperson of National TAG, Rebecca O'Donnell, had pre-recorded her report on the activities of The Advisory Groups over the past year, and this was played to the AGM.

She opened her report by expressing her sadness that COVID-19 is still affecting everything we do, one year on from the last AGM, and that it has been 18 months since we were able to hold TAG meetings.

The TAG Chairperson told members of how uplifting it was to see so many people following TAG on Facebook and sharing their ideas and stories through the year, and she thanked everyone for their contributions.

She told the story of one group of TAG members in Glasgow who were frustrated by both lockdown and the weather during winter. TAG supported them to obtain iPads which they could use to become Roving Reporters, recording photos and videos of their nature walks and of the Glasgow Christmas decorations. Their films are available on TAG's youtube channel.

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The TAG Chairperson also spoke of other activities that TAG had supported people to get involved with, including the Game Changers programme, online sports and dance classes through Dance 4 All. This class had recently been able to meet up for the first time on Glasgow Green, as well as still being followed by many more across Scotland online.

She said that community development workers for TAG were delighted when they were able to get back out delivering important SDS activities in Renfrewshire, Stirling and Clackmannanshire. This involved supporting people to think about the different things they could do during lock down. In Inverclyde TAG worked with the HSCP to get people involved in the redesign of their day services.

The TAG Chairperson thanked community development worker, Michael, who after seven years has left to take up a new role elsewhere. He was the first person to work for TAG when it became a charity and she wished him well.

The TAG Chairperson commented that perhaps one of the most difficult aspects of the last 18 months had been the loss off family members and friends, at a time when people could not say goodbye in the usual way. She introduced a montage of photos which commemorated the lives of some of the people who had died in the past two years.

After the slideshow, the TAG Chairperson ended her report on a note of optimism, asking members to keep going and take care. She then introduced a second video, the Review of the Year, showing all the different activities people had taken part in during the pandemic, demonstrating their creativity and determination to get through with positivity and spirit.

10. CLOSING COMMENTS

Following the film, Key's Chairperson responded by stating that the Review of the Year film is a very important opportunity for us to reflect on the lives of the people we support, and the positive impact Key, Community Lifestyles and TAG have. He expressed his sincere thanks to Rebecca and those who helped make it.

The Chairperson confirmed that we remain very much aware of the lives lost to COVID-19, here and across the world, of the impact the virus has had on those who have contracted it, and the toll it has taken on organisations like ours. But he echoed Rebecca's sentiments, and reiterated that there is light at the end of the tunnel, and that if we continue to work together, we will get through this.

He thanked everyone for attending or acting as proxy representatives, and thanked all those who helped organise the AGM, and expressed his hope that we will meet face-to-face next year. The Chairperson then closed the meeting.