

**MINUTE OF 46th ANNUAL GENERAL MEETING
OF KEY HOUSING ASSOCIATION
HELD ON WEDNESDAY, 11 SEPTEMBER 2024, AT 3.00 PM**

1. APOLOGIES

The Chairperson, Sheenagh Simpson, formally opened the 46th Annual General Meeting of Key. She welcomed those who had joined the meeting in-person as well as those who were attending online.

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 six, from: Susan Hunter, Paul Hush, Andrew Doyle, Lynn Doyle, Jack Crombie and Rebecca O'Donnell.

The Secretary, Andrea Wood, confirmed that, in addition to the 21 shareholders attending the meeting there were 22 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 by introducing the theme of this year's Annual Review: *People, Place and Citizenship*. She emphasised the vital relationship between these elements, reaffirming Key's founding belief that disabled people have the right to live in a home of their own, be part of a community, and take their rightful place as citizens. The Chairperson noted that while these principles remain central to Key's work, they are increasingly under pressure due to reductions in public spending, which have led to cuts in support, a narrowing focus on critical needs, and at times, a return to more institutional models of care such as shared support and congregated housing.

Members were reminded of the importance of the *Coming Home Implementation* report, published by the Scottish Government in 2022, which marked a milestone in adult social care by committing to support people with learning disabilities and complex needs to live in their own communities. The Chairperson highlighted Key's significant role in this work, drawing parallels with the organisation's involvement in the closure of long-stay hospitals in the 1990s. She shared the inspirational stories of David, Lisa, and John, featured in the Annual Review, who have successfully transitioned from hospital or residential care into homes of their own, supported by people who care about them and value their contributions.

The Chairperson acknowledged that despite the progress made, more people are living in hospital settings than ever before. She stressed the importance of keeping human rights at the heart of decision-making, especially as financial pressures increase. Key continues to work in partnership with local authorities, the Scottish Government, NHS partners, and other providers to deliver sustainable improvements in housing and support for people with complex needs.

The Chairperson celebrated the achievements of Andrew, Louise, and Lynn, who are featured in the Annual Review for their involvement in the *Stand by Me* dementia research project. This partnership between the Universities of Stirling and Edinburgh, Alzheimer Scotland, and Key explores the experiences of couples where one partner has a learning disability and the other has a dementia diagnosis. Originating from Andrew and Lynne's personal experiences, the research has challenged stereotypes and highlighted the support needed for such couples. The project won the 'Dementia and Diversity' category at the 2023 Dementia Care Awards in London, and the Chairperson congratulated the team on this prestigious recognition.

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The Chair informed members that Key has continued to work with the Coalition of Care and Support Providers (CCPS) to campaign for increased funding and to ensure that the proposed National Care Service delivers meaningful improvements, including fair pay for the workforce and proper implementation of self-directed support. Members were shown a photo of Key's meeting with the then Cabinet Secretary, Michael Matheson, where these issues were discussed. The Chairperson also highlighted Key's contribution to the Scottish Parliament's post-legislative scrutiny of the Social Care (Self-directed Support) (Scotland) Act 2013, and acknowledged the Chief Executive, Andrea Wood's, ongoing contribution in her role as CCPS Convenor.

The Chairperson spoke about the development of Key's new strategic plan, which will launch in 2025. She shared that the planning process began with a joint strategy session between the Board and National TAG, where the themes of Citizenship, Quality, and Workforce were explored. The plan will focus on community connections, digital innovation, workforce wellbeing, collaboration, and inclusion — all aimed at ensuring people can live the lives of their choice in their own homes and communities, supported by a valued and engaged workforce.

Finally, the Chairperson thanked her fellow Board members and the members of TAG for their ongoing commitment, professionalism, energy and compassion. She informed members that two Board members, Musab Hemsli and Angus Turner, were retiring from the Board. She thanked Musab for his valuable contribution over the last two and a half years, especially using his professional experience as an employment lawyer to give advice to the Board in this area. Special mention was given to Angus, who had become a founding member of Key's Board in 1978 as a parent of someone with a learning disability. The Chair recognised his passion, enormous commitment, his inspirational leadership, particularly during the periods where he was Chairperson himself. She expressed Key's grateful thanks and was delighted share that, while he was leaving Key's Board, he would remain with us as one of Community Lifestyles' Directors.

3. REPORT FROM NATIONAL TAG

Brian Kemsley, Chair of National TAG, and Demilynn Nicol, National TAG Secretary, jointly presented an update on the work of TAG groups across the country. They shared that all 15 TAG groups have been active over the past year, from the Highlands to Galloway, engaging in a wide range of activities and discussions.

TAG members have hosted guest speakers from Police Scotland, Fire and Rescue, and St. Andrew's Ambulance, helping people prepare for emergencies. They've also explored topics such as voting in the general election, vaping, and what makes a good support worker. A key focus has been co-training, with TAG members working to recruit more co-trainers who can share with new staff what matters most to the people Key supports.

Consultation workshops continued across nearly all areas, giving people the opportunity to share their experiences and ideas about the support they receive. These ideas have now been developed into local action plans, and Key's managers will report back to regional TAGs on progress being made.

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Brian and Demilynn highlighted the creation of a new video, developed by the TAG Drama Group in Glasgow, to help people understand how to make a complaint. The video uses real-life scenarios to show what someone can do if they are unhappy with their support, reinforcing the importance of people knowing their rights and how to act on them. The drama group were also involved in designing a new training video to help the people that Key support get involved in the recruitment and selection of their workers. The video helps people prepare for interviews, explaining the process and what is expected.

Members heard that across the country, TAG groups have supported people to try new activities and get involved in their communities. The Highland Hooley made a welcome return after a break during COVID, and in Forth Valley, the family fun day was a great success with music, sunshine, and a strong turnout. In Glasgow, the Community Development team has been busy planning and delivering a wide range of events. TAG members have helped start walking groups, football teams, dance classes, and even boxing sessions, encouraging people to stay active and connected.

One of the standout moments of the year was *Strictly All Ability* — the first event of its kind, where nine TAG dancers were paired with nine professional dancers for a spectacular evening of performance. Brian congratulated everyone involved and shared the exciting news that another event is planned for April next year.

To close, Brian and Demilynn thanked all TAG members for their energy, ideas, and campaigning efforts over the past year. They also expressed appreciation to everyone who contributed photos and stories to TAG's Facebook pages, encouraging members to keep sharing their experiences.

4. ADOPTION OF MINUTE OF 45th AGM HELD ON 13 SEPTEMBER 2023

The minute of the previous year's AGM was adopted in a motion proposed by Paul McCann and seconded by Ewan Hamilton.

5. ADOPTION OF FINANCIAL ACCOUNTS FOR YEAR ENDED 31 MARCH 2024

The Director of Finance, Alison Wood, gave a brief financial summary for the year to 31 March 2024. She highlighted the main items of income and expenditure and the process of audit and financial review of the Annual Accounts, a full draft set of which had been issued to members in advance of the AGM. The Chairperson thanked the Director of Finance for her report and invited a proposer and seconder for adoption of the Accounts for the year to 31 March 2024, which were adopted on a motion proposed by Ewan Hamilton, seconded by Wendy Hall.

6. APPOINTMENT OF AUDITOR

The Chairperson advised that the Board recommended the re-appointment of Azets Audit Services Limited as the external auditor for the year to 31 March 2026. This was agreed on a motion proposed by Doreen Kay seconded by Jim Howatson.

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7. ELECTION OF BOARD MEMBERS

The Secretary reminded members that Angus Turner and Musab Hemsí were retiring from the Board and not seeking re-election. Those stepping down and seeking re-election were Dave Le Sage, David Meechan and Gillian Anderson. 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, Dave, David and Gillian were elected to the Board without a vote. This was agreed on a motion proposed by Ewan Hamilton, seconded by Wendy Hall.

8. MY HOME GROUP PRESENTATION

Members were introduced to Wendy Ann Hall and Caroline Kay, representatives of the My Home Group, who spoke about the work of the Group over the past year. The My Home Group represents tenants of Key Housing Association and meets regularly to ensure the Housing Team is delivering a high-quality service and that tenants are satisfied with their homes.

Wendy and Caroline shared that the past year had been particularly busy, with the Housing Team working to catch up on maintenance and upgrades that had been delayed during the COVID-19 pandemic. Members were pleased to hear that tenants had received new kitchens, and that window replacements had been carried out across several properties.

The Group had reviewed a new requirement for housing associations — the Equalities Monitoring Form — which is designed to ensure fair treatment for all tenants. The My Home Group played an important role in reviewing the form to make sure it was easy to understand and accessible to everyone. This work is part of the Group's wider commitment to reviewing all communications sent to tenants, including information about rent, maintenance, safety in the community, property security, and fire risks.

Members heard about the annual rent consultation, which helps ensure tenants feel their rent is fair and offers good value for money. The Group also learnt about the process of re-letting properties, known as "voids," and had discussed what needs to happen to prepare a flat for a new tenant.

One of the most important responsibilities of the My Home Group is reviewing the results of the Tenants' Satisfaction Survey. Each year, Key's tenants are asked for feedback on a range of issues, including how repairs are carried out, the management of gardens and communal areas, the quality of housing information, and how involved they feel in decisions about their homes. Wendy and Caroline were pleased to report that over 90% of tenants who responded to the survey last year were satisfied with Key's housing services. Further details from the survey are available in this year's Annual Report, and Andrea Wood will speak more about this later in the meeting.

My Home Group remains committed to ensuring that Key tenants receive a high standard of service and have access to the information they need to feel safe, secure, and happy in their homes. Wendy

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and Caroline invited any interested tenants to speak with them after the AGM or to contact their housing officer to learn more about joining the group.

9. CHIEF EXECUTIVE'S REPORT

The Chief Executive, Andrea Wood, who is also Secretary to Key's Board, informed the AGM that Key maintains a reputation as a very well-respected provider and currently supports 1500 people across 17 local authorities, providing over 51,000 hours of support each week – consistent with last year.

The Chief Executive acknowledged sector-wide challenges such as funding restrictions, staff shortages, and increasing demand, but emphasised that the organisation's priorities continue to be shaped by what matters most to the people it supports: having a home of their own, meaningful activities, relationships, and choice and control over their support.

She referred to the stories featured in this year's Annual Review, which demonstrate how Key is helping people live life to the full, regardless of the complexity of their support needs. These stories are a powerful reminder of the importance of understanding people's aspirations and using every available means to help them achieve their goals.

The CEO reported that the quality of Key's services has been recognised by the Care Inspectorate, with all inspected services receiving grades of either "very good" or "good." 90% of services were graded "very good" for compassion, dignity, and respect, with one service graded "good." For health and wellbeing outcomes, 73% of services received a "very good" grade, and three were graded "good." All services inspected under the "getting the most out of life" category received a "very good" grade. Overall, 82% of services were awarded "very good" for supporting wellbeing, with the remaining two receiving "good."

Members heard feedback from one inspection report, which highlighted warm and caring relationships between staff and supported people, strong involvement of families, and a culture of respect and appreciation. She noted that this feedback reflects the values at the heart of Key and Community Lifestyles — respect, participation, and inclusion.

Staffing and leadership were also praised, with all services receiving grades of "good" or "very good." Inspectors consistently noted the motivation, kindness, and compassion of managers and support staff, as well as the inclusive and respectful cultures within teams. The Chief Executive expressed her deep gratitude to all staff for their resilience, professionalism, and commitment.

She also highlighted the role of National TAG in helping Key assess and improve the quality of its support. TAG's consultation events, involving over 800 people, explored key issues such as what makes a good support worker, how changes to support are communicated, and how people can raise concerns. Workshops had revealed a strong emphasis on respectful relationships and clear expectations around unacceptable behaviours. The Chief Executive praised the openness and confidence of participants and thanked TAG staff for their dedication to creating inclusive spaces for people to share their views.

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Turning to housing, the Chief Executive thanked the My Home Group for their work in shaping Key's landlord services. She reported that over 90% of tenants were satisfied with the overall service — an increase from 2022 and above the Scottish average. Satisfaction with how Key keeps tenants informed stood at 82%, and 75.3% of tenants felt they had opportunities to participate in decision-making. While slightly below the national average, these figures will be a focus for improvement in the coming year.

Repairs services received a 92% satisfaction rating, well above the Scottish average. However, indicators related to housing stock quality have declined, likely due to delays in the renewal programme caused by the pandemic. Re-establishing a full repairs programme is now a major priority.

The Chief Executive reflected on the resilience of Key and Community Lifestyles through the recent years of unprecedented challenge — from the pandemic to the cost-of-living crisis and ongoing political and financial uncertainty. She credited the organisation's success to the shared commitment of staff, TAG, the Board, and all those involved in delivering services.

She concluded by reaffirming Key's long-standing priorities: helping people live good lives of their choosing, valuing the workforce, and maintaining a strong focus on quality. Quoting former Chairperson Angus Turner from a 1987 Annual Report, she reminded members that the organisation has always prioritised relationships, choice, and inclusion — values that continue to guide its work today.

In closing, the Chief Executive paid tribute to the Board for their insight and support throughout the year, and thanked everyone involved in Key and Community Lifestyles for their continued dedication and hard work.

10. REVIEW OF THE YEAR

The Chairperson then introduced the video presentation of TAG's Review of the Year, celebrating the way in which people are living their best lives.

Following the presentation, the Chair responded by reminding us that the Review of the Year is a very important opportunity for us to reflect on the lives of the people we support, and the positive impact Key's and TAG's support can have. She thanked Brian, Demilynn and all those who helped to make it.

11. CLOSING COMMENTS

The Chair thanked everyone for attending or acting as proxy representatives, and thanked all those who helped organise the AGM, and closed the meeting.