

BOARD MINUTES

Date of Meeting - 27 March 2023

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Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	27 March 2023
Venue of Meeting	Scott Street, Motherwell	Time of Meeting	5.15pm

1. Welcome

A McFarlane, C Boyd, A Newlands, L MacDonald, K Gibb, S Dodson, M Gilfillan, S Watson, E Walker

In Attendance

L Wassell (Chief Executive), L Beresford (People Director), C Garmory (Finance & Corporate Services Director), F Smith (Customer Service Director), L Forrest (Property & Development Director), L Hughes (Minute)

Apologies

L Wilson

2. Declaration of Interest

2.1. All CVHA Officers declared an interest in Agenda Item 5.2 HR Policies and 5.3. EVH Consultation. It was agreed that all staff except for the People Director and minute taker will leave the room for these items. Board was reminded that if during this agenda item they wish to have a discussion without any staff present then they can ask for the two remaining staff members to leave the room.

2.2. Board was advised that Agenda item 8 will be a Board only session and all staff will leave the room except for the minute taker.

2.3. Board was advised they can declare an interest at any point in the meeting.

3. Strategy

3.1. Annual Procurement Strategy - Non-Confidential

3.1.1. A McFarlane introduced the Procurement Strategy for the period 2022/23. In his introduction he acknowledged that as procurement review was planned this might impact the Strategy and a question was asked if this Strategy should be held off until the review was complete. C Garmory advised Board that there was a regulated requirement to submit this document to Scottish Government by the end of March each year as well as post to the CVHA website. On this basis McFarlane confirmed the need for full scrutiny and review of this strategy before approval.

3.1.2. C Garmory, introduced the Procurement Strategy 2023/24 advising that where significant expenditure is anticipated in the coming financial year from April 2023 to March 2024 it is key that as contracting authority, CVHA must consider their duty in relation to the preparation, review and publication of their procurement strategy to ensure compliance with the relevant Scottish procurement legislation. She counselled that CVHA must ensure that information is contained within their procurement strategy of all planned

procurement, also ensure that procurement exercises for the year to which the strategy relates, are carried out in accordance with the strategy.

- 3.1.3. C Garmory confirmed that she had completed the strategy for the period April; 2023 to March 2024 and was conscious that the review of procurement procedures and processes would shortly be completed by an independent Procurement Consultant which may change the responsibilities outlined in the Strategy, however that if this was the case this would be updated.
- 3.1.4. She outlined that the Procurement Strategy must be delivered in line with the Procurement Manual, Standing Orders and Delegated Authority, Financial Regulations and Scheme of Delegation. She highlighted that there is a hierarchy of governance documents which must be considered, and the report only includes the procurement that will take place and the responsibility by directorate for each procurement exercise, not the financial authority approval level required.
- 3.1.5. C Garmory advised that the yellow highlighted areas of the updated strategy document were added to provide clarity on delegations which are pertinent to the issues that have arisen due to the procurement of the kitchen contract.
- 3.1.6. In response to a challenge from Board regarding how post holders would be able to fully understand their authority levels and the request to add the financial delegations to the Strategy she outlined that the Strategy was an annual requirement and to include the governance framework within the Strategy could mean if these were changed outwith the annual Strategy date this would complicate version control. She confirmed that it would be more beneficial to put links to the relevant documents if required.
- 3.1.7. She also confirmed that a matrix is being developed to provide staff with an overview of the delegations and authorities for all job roles and an easy view of their own job role. The Board was reminded that they had last approved the Scheme of Delegation (SOD) on 6 February 2023, and she asked them to note that after the full procurement review, the SOD may be updated and presented for Board for approval.
 - The Board asked if the key approvers could be added to the procurement table, C Garmory responded that links to the key documents (Scheme of Delegation, Financial Regulations and Standing Orders) would be included as these are live documents. The Board agreed that this was an acceptable process.
 - However further discussion took place in respect of the Strategy as a whole and guidance was sought from experienced Board members who responded that they produced much shorter Strategy documents without reference to responsibilities and process.
 - The Board requested the Strategy to be revisited and refined and shared with Board by email for approval in advance of submission. The board accepted that the timing of this was very tight and committed to providing comments and approvals as a matter of priority.
 - Board also discussed how systemised controls are built into the procurement and it was confirmed that controls are built into the purchase invoice systems and invoice approvals in line with financial authority limits.

- 3.1.8. Board agreed to **approve** the Procurement Strategy 2023/24 by email for submission to Scottish Government by the end of March 2023. Board **approved** the Appendix 1 and Appendix 2 which outlined the new procurement and contract extensions for the year 2023/24.

4. Performance, Procurement and Risk

4.1. Annual Asset Management Delivery Plan – Confidential

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- 4.1.1. Subject to amendments noted the Board **approved** the Asset Management Delivery Plan for 2023/24.

4.2. Quarter 3 Performance Report – Non-Confidential

- 4.2.1. C Garmory introduced this report for quarter 3 and invited questions or comments from Board.

- Board expressed disappointment in the number of targets that had not been met in the report and asked why some indicators were included on the last report but not this one. Board was reminded that Customer Satisfaction indicators (Pulse Survey results) are provided annually. C Garmory confirmed that this performance data is provided only in Quarter 2.

Action – to double check Q2 and Q3 reports and confirm if any other indicators have been omitted and update the Board if this is the case.

- L Beresford responded to question on staff turnover and provided a full breakdown of leavers.
- She confirmed that the People Team complete exit interviews and monitor the reasons why staff are leaving. She reminded the Board that whilst not on target, turnover is significantly lower than previous year of 25% and that we perform in line with the benchmark of other RSLs. She acknowledged it was still too high and this could be considerably impacting teams who are already stretched.
- In response to questions about current sickness levels, L Beresford confirmed that long term absence has significantly impacted this figure, which is trending down in quarters 3 and 4. She also highlighted that our relatively small numbers of staff compared to other public sector organisations meant the performance figures are distorted.

Action – L Beresford was requested to provide commentary to Board as part of Quarterly Performance Report on the breakdown of long term and short-term sickness and identify case numbers relating to absence at work due to stress.

- Customer Complaints - F Smith responded to Board questions regarding the content and findings of the recent internal audit complete by Wyllie & Bisset which had been graded as substantial and yet complaint

performance had dropped in regards both stage 1 and 2 average working time to complete a full response. F Smith confirmed that whilst the report had been graded substantial the recommendations in the report were regarding the time to respond to complaints. He confirmed that a new project focusing on complaints management was about to commence.

- Board asked for clarification if we work with North Lanarkshire Council (NLC) in the same way as South Lanarkshire (SLC) in dealing with homelessness and targets and if performance comparators were available on other RSLs in the NLC area. F Smith responded that this data was not available from NLC.
- Board noted that they were satisfied the KPIs for health and safety remain at an appropriate level.

4.2.2. Board discussed and approved the Strategic Performance Report for Q3 and agreed to noted actions

4.3. **KPI Target Setting – Confidential**

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4.3.1. The Board considered and **approved** the Strategic Performance Targets for 2023/24 and notes the aspirational targets for 2024/25 and 2025/26.

4.4. **New Supply Report – Confidential**

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4.4.1. Board **approved** the contents of this report subject to actions noted.

4.5. **Internal Audit Tender Approval Report – Confidential**

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5. **Governance**

5.1. **CEO Report – Confidential**

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All staff left the room, except of L Beresford and L Hughes (minute taker)

S Dodson left the meeting.

5.2. **HR Policies – Whistleblowing and Settlement Agreements – Non-Confidential**

5.2.1. L Beresford introduced both updated policies presented for approval. These were standard EVH policies which have been updated to reflect CVG's working practices. The Board thanked L Beresford for this piece of work and

agreed that both policies were of an excellent standard. They also noted that it was good to see SHR standards incorporated in the policies.

Action – L Beresford to advise the Board twice yearly of any settlement agreements made, no details required, just the number.

5.2.2. With no further questions or comments the Board discussed and **approved** the Settlement Agreement and Whistleblowing Policies.

5.3. **EVH Consultation – Confidential**

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CVHA staff return to the meeting except for L Forrest.

6. **Strategic Finance**

6.1. **Budget 2023/24 – Confidential**

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6.1.1. The Board **approved** the Budget for the financial year 1 April 2023 to 31 March 2024 as advised by the Audit committee at its meeting of the 23 February 2023 and **approve** new staff posts included within the budget.

6.2. **CVPS Lease Agreements – Confidential**

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6.3. **Business Plan and 30 Year Financial Projections – Confidential**

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6.4. **Board approved the Business Plan for 2023-2053.**

6.5. **Funding Update – Confidential**

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7. **Minutes and Action Log – Confidential**

7.1. **Board Minutes**

Members **approved** the contents of minutes of 6 February 2023.

Members **approved** the contents of minutes of 9 March 2023.

Action Log

L Wassell advised that the revised dates on the action log had been set to allow the EMT to work on priorities and ensure processes and policies were in place in a timely manner.

7.2. Members **noted** the Draft Audit Committee Minutes – 23 February 2023

Action E Walker will review and comment on draft minutes.

7.3. Members **noted** the CVPS Draft Board Minutes – 9 March 2023

All CVHA officers left the meeting.

8. Regulatory Matters - Confidential

Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.

9. Any Other Business

None

10. Date of Next Meeting

CVHA Board Meeting 19 June 2023