

BOARD MINUTES

Date of Meeting - 5 February 2024

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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	5 February 2024
Venue of Meeting	Scott Street, Motherwell	Time of Meeting	5.15pm

1. Customer Panel Session

2. Welcome

In person

A McFarlane, A Newlands, E Walker, S Dodson, N McKay, W Quinn, K Gibb, S Watson

In Attendance

C Garmory (Chief Executive), F Smith (Customer Services Director), L Beresford (People Director), L Steven (Interim Finance & Corporate Services Director), R Pollock (Interim Finance & Corporate Services Director), A Cairns (Customer Services Manager), L Hughes (Minute)

Apologies

C Boyd

Observers

J Moran, M Parton, S McQuade, M Davies Customer Panel Members in attendance for part of Agenda Item 4.1

The Chair confirmed that the meeting was quorate.

A McFarlane (Chair) welcomed all to meeting and introduced the Customer Panel and thanked them for joining for the Rent Approval agenda item 4.1.

He then reminded Members that if any points made during the meeting would indicate non assurance, then these should be raised before asking Members to alert the Chair if they considered any points could result in a notifiable event.

Members were advised that the agenda format has changed as per their request that all items for approval are now considered first, with items for oversight and noting thereafter.

Members were also asked to note that a “**value for money**” section has been added to each Board report at the request of the Audit Committee.

3. Declaration of Interest

3.1. A McFarlane advised Members could declare an interest at any point and reminded them if they wished to have a discussion without staff present then they could ask for staff to leave the room.

3.2. All staff present declared an interest in Agenda Item 8 and would leave the room at this agenda item. CEO declared an interest in Agenda Item 9 and would not be present for this agenda item.

3.3. S Watson declared an interest at Agenda Item 8 – EVH Ballot and advised that she would leave the room at that session as would all CVHA Officers.

3.4. W Quinn declared an interest at Agenda Item 4.1 as he is a tenant and rent payer of CVHA.

4. For Approval

4.1. Rent Increase - Confidential

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

With no further questions or comments Customer panel members left the meeting.

4.2. New Supply Report–Confidential

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

4.3. Term Maintenance Contract Update

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4.4. Compliance Policies (Gas Safety and Asbestos)

4.4.1. R Pollock outlined the purpose of the report was to present the updated and rewritten Gas Safety and Asbestos Management policies for consideration and approval. He counseled the reason for presentation for approval was due to the new installation of the MRI Asset Management system.

4.4.2. He noted there had been typographical errors in both policies which have been updated. He also confirmed that in section 8.4 of the Gas Safety Policy, no access procedure' has been adopted with checks completed annually.

4.4.3. Members asked in future if a policy has been updated, it was presented as a tracked changes version. R Pollock agreed.

4.4.4. With no further questions or comments Members **approved** the Gas Safety Policy and Asbestos Management Policy.

4.5. Douglas Street Tender Approval

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5. For Oversight & Monitoring

5.1. Q3 Delivery Plan - Confidential

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

6. People Report (includes liP delivery plan) - Non-Confidential

- 6.1. L Beresford introduced the report to update all Members on recent progress regarding our People and in line with the People Strategy and Delivery Plan.
- 6.2. All Members congratulated L Beresford and the wider team on the recently received Gold Investors in People (liP) and Silver Wellbeing liP accreditation. She thanked them and said she was delighted, and it was testament to the hard work and dedication of all staff. She also advised this aligned with the Delivery Plan and helps form building blocks for new strategies. The report showcased trust, commitment and culture at CVHA.
- 6.3. She also noted that the eNPS score has increased considerably from +22 in the first survey to +58 which demonstrated the engagement levels within CVHA which has improved quarterly.
- 6.4. L Beresford advised the new Finance and Corporate Services Director had been appointed and would start on 26 February 2024.
- 6.5. Members thanked L Beresford for this award, acknowledging the amount of work involved. She thanked them and there was then discussion on Investors in Young People, and it was noted the Executive team were considering the employment of younger 16-24 year olds as part of the Workforce Planning and in the form of Apprenticeship programmes.
- 6.6. With no further questions or comments, Members passed on their personal thanks to all involved in liP accreditation and **noted** the contents of the report.

7. Minutes of Meetings and Action Log

7.1. CVHA Minutes –11 December 2023

- 7.1.1. Members **approved** the minutes as a true record of the meeting of 11 December 2023

7.2. CVHA Minutes – 20 December 2023

- 7.2.1. Members **approved** the minutes as a true record of the meeting of 20 December 2023.

7.3. Action Log

- 7.3.1. Chair thanked all for bringing actions to a close.
- 7.3.2. Board **approved** the Action Log **further** to the updates noted above regarding 'on hold'.

All CVHA officers (except L Beresford) and S Watson left the meeting.

8. AOCB

8.1. EVH Ballot

8.1.1. Lisa Beresford (People Director) drew the attention of the Board to her paper and the EVH Ballot Form. She confirmed that since authoring her paper, EVH had emailed on Friday 2 February to confirm that UNITE the Union were recommending to their members the rejection of the EVH offer. The email stated that the staff ballot offer was due to close on 12 February and if the offer was rejected, then it would be withdrawn.

The People Director left the meeting.

8.1.2. The Board discussed the issues. In light of the new information, whilst the Board were happy to accept the offer made by EVH on their behalf at 5.5%, they did not want to record a vote until it was known if the offer had been rejected and withdrawn or still stood. An update would be emailed to Board members when this became available, and a decision made when this was required.

Shannon Watson returned to the meeting.

9. CEO Appraisal

9.1. After outlining the history of discussions between the Chair and the CEO on this matter since her appointment, it was resolved that the Chair and Chair of Audit Committee would carry out the CEO appraisal for 2024 on 21 February 2024, at 2.30pm. It was requested that it would be forward looking.

10. Date of Next Meeting

- CVHA Board Meeting 19 February 2024 (High Street, Kirkintilloch)
- CVHA Board Meeting 18 March 2024