

BOARD MINUTES

Date of Meeting - 28 August 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	28 August 2023
Venue of Meeting	50 Scott Street, Motherwell	Time of Meeting	5.15pm

1. Welcome

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

In Attendance

C Garmory (Chief Executive), L Beresford (People Director), F Smith (Customer Services Director), C Hotchkiss (Customer Services Manager), Robert Pollock (Asset Manager), L Hughes (Minute)

Guest

Freya Lees – Northstar

Observer

Billy Quinn

Apologies

Marie Gilfillan

The Chair confirmed that the meeting was quorate.

A McFarlane welcome all to meeting and introduced guests to all Members and Officers. He acknowledged that this was the last meeting for both L Wilson and M Gilfillan as they would step down at the AGM. He updated Board that unfortunately Marie was unable to attend due to illness, however he was delighted that Lorna is able to attend.

Members were reminded to raise questions that have been added to the portal during the meeting. He also advised that any issues discussed in the meeting on which Members were not assured should be raised. Members should also consider if anything should be considered as a notifiable event.

2. Declaration of Interest

2.1. A McFarlane welcomed Board to meeting and advised they can declare an interest at any point.

3. CVHA Minutes – 19 June 2023 & Action Log

3.1. Members approved the minutes as a true record of the meeting of 19th June 2023.

3.2. Action Log

3.2.1. A Member raised whether the timing for the approval of the updated Development Policy was realistic due to the time constraints in the department. C Garmory confirmed that currently the focus of the Development Team is to ensure completion of all projects. She advised that this has to remain the priority however the new Development policy will be in place in advance of any future new supply programme and will be presented to Board for approval.

- 3.2.2. It was agreed that the policy would provide for reviews at all key milestones and the provision of specific business cases that will be presented to Board for each proposed development.
- 3.2.3. R Pollock agreed to provide a timeline for the Asset Management spend to be provided by email by mid-Sept to all Members and close this action.
- 3.2.4. C Garmory requested that the action regarding presentation of all Settlement Agreements, which was agreed to be presented to Board bi-annually, be considered closed. She reminded Board that all settlements must be approved by the Board as per the scheme of delegation, therefore they have sight of all of these. She advised for completeness these would be included within the Annual Assurance report to Board. Board agreed to this change.

4. Strategy Development

4.1. 2023/24 Delivery Plan Q1 Update– Confidential

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4.2. Douglas Update – Confidential

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- 4.2.1. With no further questions Members.
 - **Noted** the contents of this report.

5. Performance, Procurement and Risk

5.1. Q1 Quarter Performance Report – Non-Confidential

- 5.1.1. C Garmory introduced the report. She then advised Members that Appendix 2 now provides a comprehensive review of how various KPIs interconnect and influence one another, presenting Board with a holistic view of the overall departmental progress. Contained within this appendix are the year-end performance results for 2021/22 and 2022/23 to show trends in the performance.
- 5.1.2. Finally, she advised that performance for Quarter 1 of the 2023-2024 has been reviewed, with particular focus on areas of under-performance. Comprehensive measures, as outlined in the report, have/are being implemented to address these issues and ensure timely resolution for sustained progress.
- 5.1.3. Members all agreed they are conscious that performance is improving and both reports highlight how CVHA are moving in the right direction and highlighting those metrics that may be below target but moving in the right direction.
- 5.1.4. Members were concerned about the impact of the role out of Universal Credit (UC) on rental income during the migration process.
- 5.1.5. F Smith replied stating the Revenue Team work towards encouraging all customers to choose direct payments, and he acknowledged that previous issues with payment lags have improved post covid.

- 5.1.6. F Smith agreed that there could be risks on cash flow if payments are delayed, however he stated that currently it was not classed as a high risk given the numbers and the mitigations in place by the Revenue team.
- 5.1.7. All Members agreed that this new report was very good and easy to see trends. They sought a reminder on the stretch nature of the targets and were advised in some cases this was the case, particularly with the customer promises. Board acknowledged that whilst these were amber, they are amber against a stretch target and the actual is still in a positive position. Board also asked that a reforecast is included in the report at mid-year.
- 5.1.8. C Garmory advised that previously a forecast figure had been added to Performance Reporting following a request from Board and that this had then been asked to be removed, based on feedback from Board members, as some had found it confusing.
- 5.1.9. C Garmory advised that a mid-year review of KPIs was scheduled and would be presented for approval in December 2023, she also agreed that Directors would review narrative of reporting to ensure it contained reference to a reforecast if required.
- 5.1.10. The Executive Team agreed that the KPIs targets would be reviewed and developed in line with new SHR requirements and also to suit the needs of the business.
- 5.1.11. A Member enquired if CBO8 was only for RIDDOR reportable accidents and if not, why the accident at Oak Royal in Lanark was not included. C Garmory confirmed that she would check and advise all via email. **(Action Log)**
- 5.1.12. L Beresford informed there are currently no people challenges and staff absence and turnover are in a positive place.
- 5.1.13. With no further question Members **approved** the Strategic Performance Report for Q1, April to June 2023.

5.2. **New Supply Report – Confidential**

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- 5.2.1. With no further questions this report was **approved**.

5.3. **Health & Safety Compliance Report – Non-confidential**

- 5.3.1. R Pollock to clarify via email with Members if the accident report in 4.10 was a RIDDOR accident and if yes then why was not Board not made aware at the time. **(Action Log)**
- 5.3.2. A CDM client summary report for 2022/23 and Q1 in 2023/24 to be circulated to Members. **(Action Log)**
- 5.3.3. Mould action plan to be reviewed and actions to be closed. **(Action Log)**
- 5.3.4. With no further questions Board:
 - **Noted and discuss** this report
 - **Noted** the progress of the Fire Risk Assessment Action Plan at Appendix 1

- **Approved** the content of the Damp and Mould Action Plan at Appendix 2 subject to actions being closed off.

5.4. **Damp & Mould Policy**

- 5.4.1. R Pollock presented this new Damp and Mould Policy to Board for approval, he asked Board to have assurance that the policies in place for CVG are meeting the needs of our customers.
- 5.4.2. He advised that the policy had been developed as part of the Damp and Mould Action plan and had been developed to set out the strategic approach to the management of damp and mould in CVG properties and prioritise the health and welfare of our customers. He further advised the policy underscores our commitment to creating safe and habitable living environments by proactively addressing issues related to dampness and mould.
- 5.4.3. Members thanked R Pollock and his team for developing this policy, they asked him to review 4.2. External wall penetrating damp and 4.3 Inadequate loft insulation and asked him to provide a clearer narrative to this. **(Action Log)**
- 5.4.4. A Member asked what the obligation was to rehouse tenants pending work in regards damp and mould, R Pollock confirmed that this is covered by the Decant Policy. He agreed to make reference to this in the policy. **(Action Log)**
- 5.4.5. All CVG staff agreed to a request to make it clear on policies and reports by removing the unused option rather than bolding i.e., 'Yes' instead of 'Yes/No.'
- 5.4.6. With no further questions Board **approved** the Damp and Mould Policy subject to the changes noted above.

6. **Governance**

6.1. **CEO Report – Confidential**

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6.2. **People Report – Non-confidential.**

- 6.2.1. L Beresford introduced the new People Report advising the purpose is to update on recent progress against the milestones of our People Strategy.
- 6.2.2. L Beresford responded to questions regarding the Wellbeing survey results, she advised that this was a short 3 question survey that staff answer quarterly through our HR system Bamboo. She confirmed that it was totally anonymous, and she was not able to set the questions asked. She agreed that whilst the questions may change quarterly the topics remain constant.
- 6.2.3. Furthermore, she added that although users can't be identified results can be broken down to departments of more than 5 people. She confirmed that the results are shared with managers to discuss at team meetings which provide good feedback and discussions in team which are then discussed by the executive team.

- 6.2.4. Members were also informed that the results are presented, and actions agreed at CV Voice, which is a staff group, with members from all teams.
- 6.2.5. In regards the NPS score, Members stated concerns it had dropped slightly in June, L Beresford agreed that she was disappointed that had happened with the score, and she is keen to see September's results increase. She also highlighted that there was an issue with the June Survey due to a technical problem with Bamboo HR and that the survey went out close to the holiday period which might explain lower response rate. She advised that results are shared by Director and Managers and team meetings and staff are encouraged to engage in the survey.
- 6.2.6. L Beresford informed Members that Clyde Valley are about to embark on the IIP accreditation, and the first step will be a large staff survey, she anticipated this process will start in October 2023.
- 6.2.7. A member raised a query from the staff survey in connection with the IT comment. C Garmory advised that this was raised at her the Finance and Corporate Service Directorate team meeting and it is clear that issues are not being reported to be resolved. The teams are reminded to report issues to TSG for a solution.
- 6.2.8. Finally, L Beresford confirmed that the Learning and Development plan covers a breadth of sessions organised for staff. She confirmed that all training attended is by an approved training provider or an experienced staff member. She agreed for the next report she will outline who provided the training. **(Action Log)**
- 6.2.9. With no further questions, Members noted this report and agreed that it was a good addition to the meeting agenda.

6.3. **Governance Report – Non-confidential**

- 6.3.1. C Garmory introduced this report.
- 6.3.2. Members noted the recruitment of new Board Members who will be elected at the AGM on 18th September 2023, and noted that gender balance was 8 males to 2 females. C Garmory agreed that whilst the male to female ratio was out of balance that there hadn't been in the recent recruitment exercises women applying. She advised that a positive search for women board members would be undertaken. However, she did outline that the skills balance was effective for the requirements of CVHA Board.
- 6.3.3. Members noted that they were pleased to see a CVHA tenant was now joining the board.
- 6.3.4. C Garmory advised that the Altair Action Plan had been presented to Audit Committee on 24 August 2023 for review and they had taken the action to review the plan until completion. She also advised that TIAA, internal audit partners had completed a Procurement Internal Audit in July, which had been graded as Reasonable (with TIAA confirming that this was at the high end of Reasonable). Additionally, at the request of the Audit Committee one element of the audit outcome was currently being reviewed. The updated audit will be shared with Members via email when received from TIAA. **(Action Log)**
- 6.3.5. With no further questions or comments Members:
- **Approved** the Gifts & Hospitality Register

- **Approved** one share membership
- **Approved** the Remit of CVHA Board and CVG Audit Committee
- **Noted the** Procurement Audit in detail
- **Agreed** to complete Board annual returns
- **Noted** the date of AGM on 18 September 2023 and agreed to attend.

6.4. **Policy Report – Non-confidential**

- 6.4.1. C Hotchkiss introduced the report advising that Board should be assured that the policies being presented for approval are meeting the needs of our customers, the policies are.
- Domestic Abuse Policy
 - Safeguarding Policy
- 6.4.2. C Hotchkiss advised that the Domestic Abuse Policy had been reviewed and updated and our partners Women’s Aid and Aura had been consulted in the development of the policy to ensure the correct language was being used. She advised that all stakeholders in the policy are partners that her teams work with regularly and she agreed to add Police Scotland Domestic Violence Task Force to the list. **(Action Log)**
- 6.4.3. In response to questions regarding how the Customer Services Team responds to incidents of domestic violence or safeguarding issues, C Hotchkiss advised that her team work with MAPPA (Multi Agency Public Protection Arrangements) teams within our local authority areas of operation. Her team will work with MAPPA and at times may have to facilitate a house move or end a tenancy based on the advice of Police Scotland or other statutory bodies.
- 6.4.4. She confirmed that Police Scotland may advise CVHA when a tenant is placed on the sexual offenders register and/or an incident of domestic violence has occurred. She confirmed that information is shared on a need-to-know basis. She confirmed that Police Scotland only inform if they are legally obliged to.
- 6.4.5. With no further questions Members **approved**
- Domestic Abuse Policy
 - Safeguarding Policy

6.5. **Annual Assurance Report – Confidential**

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6.6. **Annual Secretary report – Non-Confidential**

- 6.6.1. With no questions Board **acknowledged** the report and compliance with Rule 68 and understands that this is recorded for purpose of minutes.

7. **Strategic Finance**

7.1. **Statutory Accounts – Confidential**

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7.1.1. With no further questions Board

- **Approved** of the Statutory Accounts for year ending March 2023. – Appendix 1
- **Noted** the Audit Findings at Appendix 2
- **Noted** the Covenant Compliance Certificate at Appendix 3
- **Approve** the Letter of Representation to be signed by the Chair at Appendix 4

7.2. **CVPS Lease Agreement – Confidential**

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8. Any Other Business

8.1. C Garmory confirmed that the Scottish Housing Regulator was attending a meeting the next board meeting on 18th September to review regulatory status and encouraged attendance.

8.2. A McFarlane thanked L Wilson for her time spent as a Board Member at CVHA he noted her valuable contribution and insight she gave as a Chief Executive of another Housing Provider.

9. Date of Next Meeting

CVHA Board Meeting 18 September 2023