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## **BOARD MINUTES**

**Date of Meeting - 20 June 2022**

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## Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	20 June 2022
Venue of Meeting	Hybrid (Teams & Office - Scott Street, Motherwell)	Time of Meeting	5.15pm

### 1. Welcome and Apologies

In person: A Murray (Chair), A Baird, L Wilson, K Gibb, A McFarlane, C Boyd, E Walker

Attendee (in person): J McKenzie (agenda item 4.1)

Virtual: M Gilfillan

#### In Attendance

C Garmory (Finance & Corporate Services Director), F Smith (Customer Service Director), L Forrest (Investment Director), L Beresford (People Director), R Pollock (Asset Manager), S McGleish (Finance Manager), L Neary (Corporate Services Officer), N Caldwell (Minute)

#### Apologies

I McGowan, S Watson, C Hendry, L Wassell

### 2. Declaration of Interest

2.1. A McFarlane advised Board Members that he noted interest in Agenda Item 5.2 (Recruitment of CVHA Chair) and advised he would leave the meeting during this item.

### 3. Minutes of previous Meetings

#### 3.1. CVHA Minutes – 11<sup>th</sup> April 2022 – Confidential

3.1.1 The Board **approved** the minute of the meeting held on 11<sup>th</sup> April 2022.

#### 3.2. CVHA Minutes – 12<sup>th</sup> May 2022 - Confidential

3.2.1 The Board **approved** the minute of the meeting held on 12<sup>th</sup> May 2022.

### 4. Strategy Development

#### 4.1 CVPS Annual Review (Presentation) - Confidential

**Information removed or edited due to information relating to personal/confidential Items or being commercially sensitive.**

## 4.2 Year 2 – 2021/22 Corporate Plan Performance – Non-Confidential

- 4.2.1 C Garmory introduced this report. She advised that this was the first time we had used Decision Time for this and asked for feedback from the board on the appendices.
- 4.2.2 Board advised that they found the Second Appendix very useful, however the First Appendix was perhaps too detailed and was more difficult to follow.
- 4.2.3 Board noted that we have handed over 288 new build properties and asked if that was projected against the 562. C Garmory advised the number for 2021/22 would be provided to the Board for context to the 288. **Action Log**
- 4.2.4 Board asked how much the customer iPads cost and C Garmory explained that there was no cost and that they were provided fully funded.
- 4.2.5 Board noted that the report states that overall, we were on track but that we have fallen behind in a few areas. Board Members outlined that in relation to factoring, 1L and 2D's RAG status was Amber, but asked if they should be Red. It was noted that 2D was actually Red.
- 4.2.6 F Smith advised that a decision was made by CVPS not to grow the factoring service nor expand this business in the near future. He advised that in relation to 1L, the customer satisfaction rate is Amber because we are still working on this and the project spans more than one financial year. Board advised that they would be worried that the factoring service would collapse if people realised we had paused it and aren't doing it anymore. F Smith advised that growth relates to taking on new customers, however existing operation remains business as usual.
- 4.2.7 C Garmory added that 2D was Red because the Business Plan states that we would bring on 150 new factoring customers, however following that, CVPS have made the decision not to grow this part of the business and take on anymore new factoring customers. She reiterated that 1L relating to customer satisfaction relates to the current factoring customers that we have as we are still providing services to them.
- 4.2.8 Board counted 76 points on the Corporate Plan and noted that 41 of those were Amber and Red for 21/22. C Garmory explained that this is because these priorities span over the course of a plan. The Amber ones are in progress but not complete, some of which span over the 5 years of the plan and Appendix 2 indicates the years of the plan the project is delivered over so not necessarily behind in terms of progress.
- 4.2.9 Board queried prioritisation for the key areas which were underperforming. C Garmory advised that we bring priorities to August's Board Meeting.
- 4.2.10 Board asked about the business improvement targets, as there were a few Ambers and Reds. C Garmory advised these reds related to the Asset Management Upgrade, Repairs Integration and Technology in Homes. She explained the Asset Management project stalled whilst we recruited an Asset Manager and this is a priority for 2022/23. She further explained that the Repairs Integration Project was high up in our priorities and with L Forrest now on board this can move forward. L Forrest added that this is a high priority for her team for 2022/23.
- 4.2.11 Board queried as to whether we were being too ambitious and asked if we can deliver these projects by the end of the plan. C Garmory advised that she is fairly confident that we will be able to. She noted that S Parker, our Business Improvement Manager is due to go on maternity leave, however plans are in place and work will proceed in her absence.

- 4.2.12 Some Board Members commented that they really liked the format of the appendices, however noted that it doesn't give a lot of narrative but that it worked well for any questions in relation to these to be raised during board meetings.
- 4.2.13 Board asked about the current position in relation to homelessness targets. F Smith advised that South Lanarkshire Council are really invested in this and set targets to monitor the number of lets to homeless. North Lanarkshire Council are more invested at strategic level and the leads on the housing and transition plan.
- 4.2.14 F Smith advised that the aim is for 40-50% of properties to go to homeless but noted this has been a challenge. The main challenge has been with South Lanarkshire Council when applications are refused and need to go through the 21 day appeals process thus having an impact on days to let.
- 4.2.15 With no further questions, the Board:
- **Noted** the Operating Environment in which this has been delivered against.
  - **Noted** the key highlights and lowlights.
  - **Noted** the progress against the Corporate Plan.

## 5. Governance

### 5.1. Action Log - Non-Confidential

- 5.1.1. C Garmory advised that all actions on the Action Log are either on the agenda, closed or not yet due and sought questions.
- 5.1.2. The Board **approved** the Action Log.

### 5.2. Governance Report - Non-Confidential

- 5.2.1. L Beresford advised that there was a need for an additional resource in the contact centre. The cost of which was covered in the budget. Board Members **approved** this.
- A McFarlane left the meeting.*
- 5.2.2. The Chair passed over to L Wilson who had been assisting with the Chair recruitment process. She explained that we followed the recruitment process as agreed at the last Board Meeting and provided an overview of what this entailed as covered in the report. Following the final interviews which was 2 internal and one external candidate the panel were recommending the appointment of A McFarlane as Chair. The panel explained that because of the current service of A McFarlane that a mid-term review is put in place for year 3. The Chair explained that if all Members agreed, A McFarlane would be appointed as Chair after the AGM. Board **approved** this decision.
- 5.2.3. Board asked about providing feedback to the candidates that did not get the role. L Wilson advised that this had already been done and the C Hendry would need to be advised about the successful candidate. A Murray agreed to do this. **(Action Log)**
- A McFarlane returned to the meeting.*
- 5.2.4. When A McFarlane returned, he was congratulated by all Members and CVG staff on his appointment.
- 5.2.5. The Chair updated the Board on the non-executive recruitment advising that there were a number of candidates shortlisted and the interviews were

being arranged. Board asked who would carry out the interviews and C Garmory advised that this could be the current chair, incoming chair and the CEO or a combination of both. Dates would be fixed with the individuals to align with the approval of share membership which will be required at the August Board meeting. **Action Log**

- 5.2.6. C Garmory advised that she has updated the Governance Excellence Plan for 2022/23 and a new section has been added which covers the tenant Health & Safety actions. She welcomed any questions.
- 5.2.7. K Gibb advised that he has done a lot of housing market intelligence work and offered his assistance. C Garmory welcomed his assistance and advised that they could pick the conversation up at their meeting the following morning. **Action Log**
- 5.2.8. Board requested an update in relation to the cycling incident. C Garmory advised the regulator confirmed that they would be in touch if they need anything further from us. Board advised that the cyclist would be able to claim up until the age of 21, taking us to 2025. C Garmory reminded Board this had been flagged with our Insurance Brokers.
- 5.2.9. Board agreed that the Board Appraisals worked well online last year and that this year it was intended for both current Chair and incoming Chair to undertake these and the external consultant would not be required. The Chair advised that dates would be agreed shortly.
- 5.2.10. No questions were raised in relation to the Internal Audit Plan.
- 5.2.11. The Board:
  - **Approved** the additional staffing resource for the contact centre.
  - **Noted** the AGM and update on Chair and Non-Exec Recruitment and approved A McFarlane as the new Chair or CVHA following the AGM in September 2022.
  - **Noted** the updated Governance Excellence Plan.
  - **Noted** the Notifiable Event submitted to SHR.
  - **Noted** the plan for Board Appraisals in 2022.
  - **Noted** the Internal Audit Plan for 2022/23.

### 5.3. EICR Investigation - Confidential

**Information removed or edited due to information relating to personal/ confidential items or being commercially sensitive**

### 5.4. HR Policies - Non-Confidential

- 5.4.1. L Beresford introduced this report and the policy updates for approval. L Beresford highlighted that the Dignity at Work Policy was brought to Board in February and that an Appendix to the Policy had been added to ensure that the informal and formal process and link with the Grievance Policy was clear for staff members. She welcomed any questions.
- 5.4.2. Board highlighted that they felt that there were some areas for clarification in relation to this policy and that there was some ambiguity within the policy.
- 5.4.3. Board asked for clarification if legal advice had been sought in respect of the policy. L Beresford confirmed that advice had been provided from our Employment Solicitor and that they considered the Policy was fit for purpose. A lengthy discussion took place and it was agreed the L

Beresford would meet with M Gilfillan out with the meeting to consider some specific concerns in relation to the policy.

- 5.4.4. It was agreed that the offline discussion shouldn't stop the policy from being approved therefore Board agreed that the Policy would be **approved**, however this policy would be brought back to Board following discussion with L Beresford and M Gilfillan on the specifics of the policy. **Action Log**
- 5.4.5. The Board noted and approved the contents of the report and the key changes made to the policies outlined in section 4.

## 6. Performance, Procurement and Risk

### 6.1. Q4 Performance Report & 2022/23 Annual Performance Targets - Non-Confidential

- 6.1.1. Board queried the three adaptation indicators aligned to the H&S of our tenants and the need to prioritise adaptations to ensure tenants were safe in their homes and had the means to remain in their homes. It was highlighted that 2 indicators were red and one was green but the green was an underspend linked to performance in terms of completing the adaptations and should therefore be red. Board wanted to understand how they could ensure the funding was utilised and adaptations were prioritised.
- 6.1.2. L Forrest advised that there have been some challenges around this process, many of which are out with our control. She outlined how it can be difficult to set a target for number of completions as we don't know how many referrals we will receive and around spend as the extent of the adaptations can vary from a handrail to a full extension. She advised that she can however look into this in more detail and report back to Board. **Action Log**
- 6.1.3. Board was reminded that the number of adaptations fell behind last year as a result of the member of staff dealing with these being off sick and a catch up took place late in the year.
- 6.1.4. R Pollock advised that we have been granted £320k for this year. He advised that 10 people are on the waiting list from last year. When the funding comes in the work will go to the contractor and the work will be turned around in 20-30 days. He advised that one of the adaptations has major works however this is covered out with the £320k and that the rest are all minor adaptations.
- 6.1.5. The next point that Board Members raised was whether we can improve our re-lets time. F Smith advised that this has been a challenge over the last 3 years. Our reporting of this is far more accurate now. We are currently working on our voids project to get this work done quicker. We are changing our reporting system and setting a target of 50 days for this year. F Smith noted that he is confident that we can get there.
- 6.1.6. It was noted by Board Members that targets have dropped down, and overall performance is not looking healthy. They would like to see priorities in an action plan. C Garmory agreed to provide this at the next meeting. She advised that performance targets where we are working towards improvement has been included in the report for the next 3 years following a request from Board. This outlines where we want to get to and the timescales for getting there for the next 3 years.
- 6.1.7. Board advised that the targets relating to the average length of time to deal with emergency repairs does not reflect what C Garmory has just advised and it was agreed this would be re-looked at. **Action Log**

- 6.1.8. F Smith explained that we are working with Timetra in order to level the service out. We are doing work with them in relation to appointment scheduling on the customer portal.
- 6.1.9. F Smith also explained that with regards to customer satisfaction targets, these relate to the annual survey.
- 6.1.10. The Board:
  - **Discussed** and **approved** the 2021/22 Strategic Performance Report
  - **Approved** performance targets for 2022/23 and noted the aspirational targets for 2023/24 and 2024/25.

## **6.2. Health & Safety Compliance - Non-Confidential**

- 6.2.1. R Pollock introduced this report. He explained that there are now 200 EICR's outstanding which are on track to complete by end of June/early July. The final phase will be moving to forced access visits. Lots of good work has been done so far and we are only a couple of weeks from completion.
- 6.2.2. Board queried whether we were confident that the forced accesses will be complete in July. R Pollock advised that these go ahead and will only be impacted if customers have covid.
- 6.2.3. R Pollock provided an update in relation to Section 7 in that the amount of Fire Risk Assessment items reported to the Audit Committee was 335. He is aware that this sounds like a large number, but in context it relates to an average of just over 2 items per common area and they are minor actions. He outlined that 150 of the items have already been complete and the rest are ongoing and will be monitored by the H&S Operational Group.
- 6.2.4. The Board **noted** the contents of the Health and Safety Compliance report.

## **7. Development & Property Directorate**

### **7.1. New Supply Report – Confidential**

**Information removed or edited due to information relating to personal/ confidential Items or being commercially sensitive.**

### **7.2. High Street, Kirkintilloch (Verbal Update) - Confidential**

**Information removed or edited due to information relating to personal/ confidential Items or being commercially sensitive.**

## **8. Strategic Finance**

### **8.1. 5-Year Viability Report and Loan Portfolio – Confidential**

**Information removed or edited due to information relating to personal/ confidential Items or being commercially sensitive.**

### **8.2. Treasury Management Update – Confidential**

**Information removed or edited due to information relating to personal/ confidential Items or being commercially sensitive.**

## **9. Group Parent Monitoring**

### **9.1. CVPS Minutes - 10 March 2022 – Confidential**

9.1.1. The Board noted the minute of the meeting held on 10th March 2022.

### **9.2. CVPS Minutes - 29 March 2022 - Confidential**

9.2.1. The Board **noted** the minute of the meeting held on 29th March 2022.

### **9.3. Innov8 Minutes - 24 February 2022 - Confidential**

9.3.1. The Board **noted** the minute of the meeting held on 24th February 2022.

## **10. Committee Minutes**

### **10.1. Audit Committee – 12 May 2022 – Confidential**

10.1.1. The Board **noted** the minute of the meeting held on 12th May 2022.

## **11. Any Other Business**

11.1. A McFarlane advised that the approved Health & Safety remit of the Audit Committee was covered under AOB and that the Audit Committee had approved this. Board approved the remit of the Health & Safety Operational Group.

## **12. Date of Next Meeting**

12.1. The date of the next scheduled Board meeting is stated on the agenda as 22nd August 2022 at 5.15pm in 50 Scott Street, Motherwell.

## **13. Check Out**