

BOARD MINUTES

Date of Meeting - 12 December 2022

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Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	12 December 2022
Venue of Meeting	Scott Street, Motherwell	Time of Meeting	5.15pm

1. Welcome

A McFarlane, C Boyd, C Hendry, A Newlands, L MacDonald

Virtual

K Gibb, L Wilson, S Dodson

In Attendance

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

Apologies

M Gilfillan, S Watson, E Walker

A McFarlane welcomed all to the meeting and thanked those who had made comments on Decision Time prior to the meeting. He advised Members that more training on Decision Time would be offered, and details will follow shortly. He welcomed feedback on the effectiveness of the meeting and his role as Chair and asked this should be shared with him directly via email by the morning of Wednesday 14 December 2022.

2. Declaration of Interest

2.1. Andrew McFarlane declared he was an acquaintance of consultant mentioned in Agenda item – New Supply. No other declarations were noted, Members were reminded that they can declare an interest at any point in the meeting.

3. Performance Procurement & Risk

3.1. Quarter 2 Performance Report – Non-Confidential – Partially redacted due to confidentiality

3.1.1. L Wassell led the quarter 2 performance report and asked Members to note the Annual Pulse Survey Report, she confirmed to all that a full Customer Satisfaction Report will be presented to Members on 6 February Board Meeting, all were advised the report will include.

- review of the Annual Pulse Survey results completed by Research Resource
- review of the Institute of Customer Services (ICS) customer survey results
- action plan based on the findings from these surveys

3.1.2. A detailed discussion took place.

3.1.3. With no further comments Members **discussed** and **approved** the Strategic Performance Report for Q2 and **noted** the Annual Pulse survey results and the review of the satisfaction results which will take place in quarter 4.

3.2. New Supply Report – Confidential

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3.3. Health and Safety Compliance Report – Confidential

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3.4. Procurement – Electrical Safety – Confidential

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3.5. Procurement – Heating Services – Confidential

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4. Governance

4.1. CEO Report – Confidential

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4.2. Annual Report – Staff Entitlements, Payments, and Benefits Report – Confidential

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5. Strategic Finance

5.1. Annual Treasury Management and Policy Update and Short Life Working Group Remit for additional borrowing 2023 – Confidential.

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6. Minutes and Action Log – Confidential

6.1. Minutes – 24 October 2022

Members **approved** the contents of minutes of 24 October 2022.

6.2. Action Log

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7. Interim Contract Award Landscape Maintenance Service – Confidential

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8. Chief Executive Appraisal – Confidential - this was postponed

9. Any Other Business

10. Date of Next Meeting

- Group Board Strategy Day 26 January 2023
- CVHA Board Meeting 6 February 2023