

## **BOARD MINUTES**

### **Date of Meeting - 26 August 2024**

Please note that these minutes have been edited to remove any commercially sensitive or confidential discussions.

If you need this publication in larger print, audio form, Braille, or in another language, please contact our office and we will try to help you.



**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	26 August 2024
Venue of Meeting	Bill Dickie Suite	Time of Meeting	5.15pm

### 1. Welcome

#### In person

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

#### In Attendance

C Garmory (Chief Executive), N Macholla (Director of Finance and Corporate Services), R Pollock (Interim Director of Property and Development), S McGleish (Finance Manager), L Hughes (Minute)

#### Teams

F Smith (Customer Service Director), L Beresford (People Director)

#### Observers

R Brown, R Hughes, A Glen, D Boyle

#### Apologies

None

The Chair confirmed that the meeting was quorate.

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

Members were advised that any substantial questions raised on the portal should be addressed to the relevant Director at the appropriate time.

A McFarlane welcomed the guests to the meeting and thanked all Board Members for attending. He invited all to introduce themselves to the observers who were present and advised the observers will be asked to leave for a brief period during Agenda Item 3.2.

He acknowledged that this was the last meeting for C Boyd.

## 2. Declaration of Interest

- 2.1. There were no declarations of interest. The Chair advised Members that they 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 at any point in the meeting.

## 3. For Approval

### 3.1. Annual Accounts and Audit Findings Report - Confidential

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

3.1.1. With no further questions or comments Board:

- **Approved** the audit findings report
- **Approved** the statutory accounts for the year ending 31 March 2024.
- **Approved** the letter of representation for the year ending 31 March 2024.
- **Approved** our audited covenant compliance certificate.
- **Noted** the full report provided from Audit Committee to support their review of the statutory accounts and external audit.

### 3.2. Governance Report – Confidential

*Observers R Brown, R Hughes, A Glen, D Boyle left the room.*

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

3.2.1. Following discussion Board.

- **Approved** the Gifts and Hospitality Register in line with our Entitlements, Payments, and Benefits Policy.
- **Approved** the Share Memberships of the new proposed Board Members following the recent round of Board recruitment.
- **Approved** the proposed updated role descriptions for Chairs and Board Members.
- **Noted** Board Annual Declarations.
- **Noted** the update on the Board Appraisal process being undertaken.
- **Noted** the date and details of our Annual General Meeting.

*Observers R Brown, R Hughes, A Glen, D Boyle rejoined the meeting.*

### 3.3. New Supply Report – Confidential

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

3.3.1. With no further questions or comments Board noted the contents of the report.

**3.4. Annual Procurement Report – Non-Confidential**

3.4.1. N Macholla introduced this report to provide Board with an update on the Association's regulated procurement activity covering the period from 01 April 2023 to 31 March 2024. She advised that as a Registered Social Landlord we are deemed to be a Contracting Authority and must comply with legislative requirements for procurement and contracting arrangements. She further confirmed that this report meets the requirements of the Procurement Reform (Scotland) Act 2014, and to demonstrate how our performance and achievements during the period meet both the strategic direction set by the Group and all relevant procurement legislation.

3.4.2. She confirmed that there was a large programme of upcoming procurement in the next 2 years which were detailed at Appendix 2. She confirmed that value for money will be fundamental to our approach as well as our requirement to work with contractors that share our standards and values. She noted that the details at Appendix 1 and Appendix 2 will be shared with the Scottish Government.

3.4.3. Board asked for clarification on the value relating to the procurement of a Stock Condition Survey and were advised this was an estimate over a 5 year period to cover enhanced stock conditions surveys and would be clearer when the works had been fully scoped.

3.4.4. With no further questions or comments Board.

- **Approved** the Annual Procurement Report to be shared with the Scottish Government and to be published on our website.

**3.5. Policy Review Report – Non-Confidential**

3.5.1. N Macholla introduced this report providing Board with assurance in respect of the review of the Group Policies in line with our Governance Framework.

3.5.2. She advised members that all clean and tracked change versions were available to review in the Decision Time Resource Library.

3.5.3. A Member enquired how would staff be aware/trained on the new policies. N Macholla provided an example of the Health and Safety Policy which had been completely rewritten and aligned with the HSE guidance and input from our Health and Safety advisors. She informed all that a health and safety matrix had been developed which simplified all sections of the policy and made it clear across each Directorate where responsibility lay. She noted that the policy rollout would commence at the Health and Safety Operational Group (HSOG) and noted that the Corporate Team are working with the People Team to develop Health and Safety training for the members of the HSOG. She noted that a key part of the policy rollout would also centre around our online training suite where we have essential

modules, and that communication of key messaging would be essential across the business.

- 3.5.4. She also informed all, that the Corporate Team produce a Policy of the Month on SharePoint for all staff to review, which falls in line with updated policies and finally she confirmed that staff attend training sessions in their Directorate in respect of new policies.
- 3.5.5. C Garmory confirmed that all staff complete iHasco eLearning which is linked to policies for example Lone Working, Whistleblowing etc.
- 3.5.6. L Beresford confirmed that all training is recorded by her team to ensure that records are correct.
- 3.5.7. With no further questions or comments Board.
  - **Noted** the Policy Register and the changes to policies.
  - **Approved** the Policies updates.

### 3.6. **Customer Promises and Commitments Report – Non-Confidential**

- 3.6.1. F Smith introduced this report to provide Board with the draft version of the Customer Promises and Commitments.
- 3.6.2. He provided a brief summary for the new members on how these promises and commitments were developed. He confirmed that these will replace the Customer Care and Service Standards Policy.
- 3.6.3. He advised that two research projects, in 2021 and 2023 were completed by independent resource consultants, which included focus groups, interviews and customer journey mapping. These have informed our approaches to the development of our customer offering, services, and systems.
- 3.6.4. He confirmed that this customer feedback, research, and results from the measurement of our Customer Promises has highlighted the need to focus on managing expectations, keeping commitments, and delivering outcomes. With this in mind he presented the proposed Customer Promises and Commitments.
- 3.6.5. He confirmed that these will be monitored via the CRM system and said it is expected that the update to the CRM will be completed by the end of the current reporting year. He stated that the CRM will provide updates for customers at all key stages throughout the process.
- 3.6.6. A member asked around the reporting to Board in respect of these new measures. F Smith advised that initially reporting would be via performance reporting on Decision Time, however he anticipated that Power BI would provide better reporting via dashboards in the near future.
- 3.6.7. Members also asked how the Board would continue to have oversight of the project progress. F Smith confirmed that further details would be

provided to Board on this via the Delivery Plan which is updated and presented to Board quarterly.

3.6.8. With no further questions or comments Board.

- **Approved** the Customer Promises and Commitments.

#### **4. For Oversight and Monitoring**

##### **4.1. 2024/2025 Corporate Plan Performance- Confidential**

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

4.1.1. Board **noted** the contents of this report.

##### **4.2. Annual Assurance Report - Confidential**

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

4.2.1. Members thanked N Macholla, and all involved in preparing this report and appendices, recognising that a huge amount of work had been completed.

##### **4.3. Health & Safety Compliance Report – Non-Confidential**

4.3.1. Both L Beresford and R Pollock provided Members with assurance that relevant compliance with the health and safety policy, legislation and regulation is being adhered to, and that the health and safety of our customers and employees is treated as our priority and embedded in our organisational culture.

4.3.2. R Pollock referred Members to section 4.3 of the report, advising the Legionella Risk Assessments had been carried out via a desktop exercise for each dwelling and any property identified as having a medium risk will have a site-based risk assessment undertaken. He confirmed that advice on this process was received from our health and safety advisors, Housing H&S Compliance UK.

4.3.3. In response to members query R Pollock confirmed that a Quick Quote for a new Legionella contractor closes this week in PCS, with work to commence on the medium risk properties as soon as appointment made.

4.3.4. R Pollock responded to a question from a Member regarding the installation of electric car charging stations in our homes, confirming it was not something that had been requested via any alteration requests as yet. It was agreed that there could be charging stations installed that we don't know about. Members were advised that a section on charging stations would be added to our customer H&S handbook and an article would be produced for Winter newsletter. R Pollock advised that all Technical Inspectors work in the same communities, and he would ask them to look out for any potential installation of charging stations. **(Action Log)**

- 4.3.5. E Walker provided a brief update to Members informing them that Audit Committee had been presented with the Asbestos Management review completed by Housing H&S Compliance UK. She acknowledged that the Audit Committee had reviewed all actions, and they were assured that the risks associated with our stock was low.
- 4.3.6. She confirmed that the follow up site visit would be completed by Housing H&S Compliance UK in September. She acknowledged that the auditor was very thorough, and she was confident that CVHA would be awarded Adequate Assurance, which the Audit Committee found acceptable.
- 4.3.7. L Beresford acknowledged that long term sickness was higher than target and that her team were working closely with those off to assist their return to work.
- 4.3.8. All agreed that good progress had been made with our health and safety position and that they were assured they have sufficient **oversight and monitoring** of health and safety compliance across CVG.

#### 4.4. **Quarter 1 Performance Report – Non-Confidential**

- 4.4.1. N Macholla introduced the performance report covering the period April to June 2024. She advised that the narrative on the report should provide Members with details on areas that have improved. A member highlighted the positive success on voids, which has decreased significantly to 26.79 days due to positive joint working across our Repairs and Customer Success Teams.
- 4.4.2. A Member asked F Smith if there was an issue with Customer Commitments as it had been below target each month of the quarter. He advised that month 2 (May) was incorrect due to reporting issues, however it was still below target. He noted that a considerable factor was in relation to repairs. He provided an update on the current repairs project that is underway, advising that the Repairs Team and Customer Contact Centre were now working in the same area to provide support and guidance, and he was confident that this and the new CRM processes would help improve this metric.
- 4.4.3. All agreed they were assured they have sufficient **oversight and monitoring** of performance across CVG.

#### 4.5. **Annual Secretary report – non-confidential**

- 4.5.1. With no questions Board **acknowledged** the report and compliance with Rule 68.

## 5. For Noting

### 5.1. Pension Viability Report – Non-Confidential

5.1.1. S McGleish stated that the purpose of this paper was to provide the Board with the results of the pension viability assessment for CVG in line with the audited statutory accounts to 31 March 2024. She noted that this report assesses the risk if the pension deficit was required to be paid back. She noted that, consistent with the previous 2 years, the risk of CVHA not being able to fulfill this repayment was deemed low and this was attached in the corresponding Appendix for Board.

5.1.2. With no further questions or comments Board **noted** the contents of the report.

## 6. Minutes of Meetings and Action Log

### 6.1. Action Log

6.1.1. A Member asked if a few closed actions had been removed from the Action Log. L Hughes to review the action log and ensure that the correct one has been shared and that closed actions remain on the log for a period of time before being removed. (**Action Log**)

6.1.2. No other points noted, and action log **approved**.

### 6.2. CVHA Minutes – 03 June 2024

6.2.1. Members **approved** the minutes as a true record of the meeting of 03 June 2024.

## 7. Group Parent Monitoring - Confidential

7.1. Audit Committee Minutes – 23 May 2024 – **Noted**

7.2. CVPS Minutes – 06 June 2024 – **Noted**

## 8. AOCB

8.1. A McFarlane provided a vote of thanks to Campbell Boyd who has been a Board Member from 1996.

## 9. Assurance

9.1. No notifiable events were noted in the meeting and there were no instances that Board considered indicated non-assurance.

## 10. Date of Next Meeting

10.1. AGM 16 September 2024

10.2. CVHA Board Meeting 07 October 2024.