

BOARD MINUTES

Date of Meeting – 28 February 2022

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

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Board Minutes

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| Name of Meeting | Board Meeting | Date of Meeting | 28 February 2022 |
| Venue of Meeting | South Dalziel Studios | Time of Meeting | 5.15pm |

1. Welcome and Apologies

A McFarlane (Chair), A Baird, L Wilson, K Gibb, C Hendry, S Watson, E Walker

In Attendance

L Wassell (Chief Executive), C Garmory (Finance & Corporate Services Director), F Smith (Customer Service Director), L Beresford (People Director), Lee Valentine (Special Projects Manager), Nicola Caldwell (Corporate Services Manager), L Hughes (minute).

Apologies

A Murray, C Boyd, M Gilfillan, I McGowan

2. Declaration of Interest

2.1. A McFarlane advised Board Members that he and C Hendry noted an interest in Agenda Item 4 (Succession Planning) and advised that they would both leave the meeting during this item. He advised that S Watson would chair the meeting in his absence.

2.2. No further declarations of interest were noted, Board Members were advised an interest could be declared at any point in the meeting.

3. Minute of previous meeting & Action Log – Confidential

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

3.1. Board Action Log – Confidential

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4. Strategy Development

4.1. **Board Succession Planning – Confidential**

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

5. **Strategy Development**

5.1. **Equality, Diversity and Inclusion Strategy – Confidential**

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

5.2 **Agile Working – Confidential**

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

6. **Governance**

6.1. **Regulatory Status**

6.1.1 L Wassell confirmed to Board Members that the Scottish Housing Regulator (SHR) changed our Regulatory Status to Compliant (under review).

6.1.2 L Wassell confirmed that presently there had been no further discussion with SHR in terms of further requests for information.

6.2. **Gas Safety Action Plan – Confidential**

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

6.3. **Audit Committee Remit - Confidential**

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

6.4. **Health and Safety Compliance Review – Confidential**

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

6.5. **Governance Report**

6.5.1 C Garmory introduced this report and invited colleagues to comment on their sections.

6.5.2 F Smith provided an update on Douglas out of management properties. He confirmed he met with South Lanarkshire Council staff and local elected officials and that he was looking to ratify the decision to take three properties from out of management back into management to be let from the waiting list.

- 6.5.3 Board Members agreed to this request and asked for an update on the Douglas Regeneration Strategy. F Smith reminded Board Members of the report completed by John Jeffries that was presented to Board on 21 June 2021. He confirmed that future plans included consultation with CVHA tenants and also owners (particularly owners in flatted properties).
- 6.5.4 F Smith confirmed that he will provide updates to Board as the project progresses.
- 6.5.5 He confirmed that all decisions regarding major and cyclical work in properties in Douglas would be considered on a case by case basis.
- 6.5.6 L Valentine provided clarity on the process of applying for medical adaptations, which involves all stakeholders including social workers and council staff, she confirmed that funding amount was allocated on a five-year average spend.
- 6.5.7 L Beresford responded to concerns with regards to additional staffing requests. She confirmed that she felt it was key to be transparent with Board Members regarding the reasons for additional staff requirements which had been included in the budget but not part of the original workforce planning approval in 2021. She advised that it made good business sense to appoint two Asset Managers in different roles, as both candidates had different but complementary skills.
- 6.5.8 L Wassell confirmed that the Executive Team are currently reviewing senior level salaries to ensure parity amongst our benchmarking groups and also that a review of workforce planning was required to ensure that all areas of the association had the correct resources in place.
- 6.5.9 With no further questions Board
- **Approved/Noted** the Douglas out of management allocation plan
 - **Approved** the Medical Adaptations Policy update
 - **Approved** additional staffing resources
 - **Noted** approval for allocation of an MMR property to a CVHA staff member
 - **Noted** the Resignation of Board Member Irene Saunders for personal reasons
 - **Noted** the Notifiable Events
 - **Noted** the change in Board meeting date from 3 to 10 October 2022

6.6. HR Policies

- 6.6.1 L Beresford introduced the report updating Board Members on the new HR Policies. She confirmed that her team had followed EVH guidance in relation to frequency of policy reviews.
- 6.6.2 Board Members challenged the formal/informal approach to resolution sections, questioning if a dispute was handled informally then would notes be required. L Beresford agreed to clarify this area. (Action Log)
- 6.6.3 Board Members also queried the length of time between reviews of the policies and it was confirmed that the dates in the table were inaccurate and that the HR policies are reviewed on a 3 yearly cycle.
- 6.6.4 The Board noted and approved the contents of this report and the key changes made to the policies outlined in section 4 of the report.

6.7. Contract Extension- Landscape Maintenance

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

7. Q3 Performance Report – Non-Confidential

- 7.1.1. C Garmory introduced the Strategic Performance Report with updated quarter 3 performance for 2021/22. She also introduced Board Members to the benchmarking report from the Scottish Housing Regulator's quarterly return and advised that a quarterly benchmarking report from Scottish Housing Network (SHN) had recently been received and this would be shared with Board Members via Decision Time. **(Action Log)**
- 7.1.2. C Garmory confirmed that staff challenges in terms of sickness and turnover and the level of changes facing the organisation had impacted our performance results overall.
- 7.1.3. C Garmory advised Board Members that some areas of performance would be negatively impacted further in quarter four particularly in relation to customer complaints and days to let. Both these indicators are impacted when either the case is closed or in the case of days to let when the allocation has been made. She wanted Board Members to be aware of this and not have any surprises when the performance is presented to Board for the submission of the Annual Return on Charter. (ARC).
- 7.1.4. Board Members challenged the low level of homeless referrals in relation to the target, F Smith confirmed that this was due to CVHA being part of North and South Lanarkshire's Common Housing Register (CHR). Both had large waiting lists in relation to homeless referrals. He confirmed that this would be the same for all RSLs that were part of a CHR.
- 7.1.5. Board Members all agreed that it had been a challenging year for the association in all aspects of performance, with the lack of stability in some parts of the business and the higher level of sickness and turnover. The Board were keen to acknowledge the work of the Executive Team and the great

successes they have also had during the year. Board Members asked if this should be considered in the strategic risk register if it does not improve over time, the Executive Team agreed to consider and reflect on this.

7.1.6. The Executive Team all agreed with Board Members that they were disappointed in the current level of performance. They were mindful that results would not change overnight and that an improvement plan was in place. Prioritisation would be given to tasks that can be actioned and improved in the near future, in line with the performance targets for 2022/23. Board Members agreed with this plan and asked for a robust narrative to be included in the ARC return. **(Action Log)**

7.1.7. With no further questions Board **approved** the Strategic Performance Report for quarter 3.

7.2. **Pulse Survey Action Plan – Non-Confidential**

7.2.1. F Smith introduced the detailed Pulse Survey Action Plan to Board Members. He noted that it was gratifying to see the improvement in some metrics regarding customer satisfaction due to the advancements and enhancements in the area of customer satisfaction. This included the new Customer Contact Centre and Wellbeing Hub. He confirmed that the Customer Portal is due to be launched soon which will further support and build our customer satisfaction levels.

7.2.2. Board **approved** the action plan that has been developed in response to the 2021 Pulse survey.

7.3. **New Supply Performance Report – Confidential**

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7.4. **Novation of Contract, Leslie Street, Motherwell - Confidential**

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7.5. **High Street, Kirkintilloch – Confidential**

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8. **Strategic Finance**

8.1. **Budget – Non-Confidential**

8.1.1. C Garmory introduced the budget for 2022/23 and confirmed that it had been reviewed in detail by the Audit Committee at the meeting on 10 February 2022. C Garmory advised that a detailed presentation had been given at that meeting by S McGleish, Finance Manager and this would be uploaded to Decision Time. **(Action Log)**

- 8.1.2. C Garmory confirmed that the Audit Committee had scrutinised the budget and summary of their discussion was included within the report.
- 8.1.3. C Garmory confirmed the addendum had been added to reflect the changes in rental income as a result of changes to the handover dates for development sites and the additional asset manager posts which hadn't been included in the budget. She verified that with these budget changes CVG would not breach covenants and would remain cash positive.
- 8.1.4. She further concluded that the additional temporary staffing in the budget would be for one year only and would not be rolled forward within the 30 year business plan. She confirmed that the current plan could not withstand the level of staff costs if the temporary resource was kept indefinitely. Board Members thanked the Finance Team for both detailed reports and appendices. Audit Committee members confirmed after detailed scrutiny they were content to ratify the budget for 2022/23.
- 8.1.5. Board **approved** the CVG Budget for 2022/23 following recommendation from Audit Committee.

9. Group Parent Monitoring – Confidential

The Board **noted** the

- 9.1. CVPS Draft Board Minute 2/11/2021
- 9.2. Draft Innov8 Minute 2/12/2021
- 9.3. Draft Audit Committee Minute 10/2/2022

10. Any Other Business

- 10.1. No other business was noted.

11. Date of Next Meeting

- 11.1. The date of the next meeting is Monday 11 April 2022 at 5.15pm the venue will be confirmed nearer time.