

BOARD MINUTES

Date of Meeting - 17 March 2024

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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	17 March 2025
Venue of Meeting	Bill Dickie Suite/Hybrid	Time of Meeting	5.15pm

1. Welcome

In person

A McFarlane, K Gibb, R Brown, R Hughes, D Boyle, N McKay, W Quinn

Teams

A Newlands, A Glen, E Walker, S Watson, S Dodson

Apologies

None

In Attendance

C Garmory (Chief Executive), L Beresford (People Director), N Macholla (Finance and Corporate Services Director), F Smith (Customer Service Director), S Young (Property and Development Director), J Hands (Head of Assurance), L Hughes (Minute)

The Chair confirmed that the meeting was quorate.

The Chair welcomed Sinclair Young, newly appointed Property and Development Director and Joe Hands who has joined CVG in a new position of Head of Assurance.

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 substantive questions raised on the portal should be addressed to the relevant Director at the appropriate time.

2. Declaration of Interest

2.1. 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. Corporate Strategy – Non-Confidential

3.1.1. C Garmory introduced the Corporate Strategy for 2025-26 advising all Members that the strategy presented for approval aimed to capture the changes they had requested at the recent Board Strategy Day on 12 February 2025 when a draft had been shared. She thanked all present for their support and commitment in the development of the 5-year strategy.

- 3.1.2. She counselled that the three changes suggested by Members, via Decision Time would be included in the final version which are;
- Page 9 - Customer Satisfaction; wording changed to reflect that it will be maintained and be consistent over the lifetime of the strategy to achieve and maintain a minimum of 90%.
 - Page 12 – Sustainability wording to be changed to reflect more positive elements.
 - Page 13 – Change wording to reflect that we continue to meet covenants.
- 3.1.3. Members thanked everyone for all their work and commitment in producing the Corporate Strategy. With no further questions Members **approved** the Corporate Strategy for 2025 to 2030 subject to the changes noted at 3.1.2 above. **(Action Log)**
- 3.2. **Budget 2025/26 – Confidential**
- 3.2.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**
- 3.2.2. With no further questions or comments, Members **approved** the 2025/26 Budget for the financial year 1 April 2025 to 31 March 2026, as advised by the Audit Committee at its meeting held on 3 March 2025.
- 3.3. **Business Plan – Confidential**
- 3.3.1. **Minute/information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**
- 3.3.2. Members thanked N Macholla for the detailed report to support the plan and agreed that subject to the addition of the base case assumption for the salary increase they were satisfied to **approve** the Business Plan for 2025-2055 which will be uploaded to the SHR portal and shared with CVG Lenders.
- 3.4. **CVPS Lease Agreements – Non-Confidential**
- 3.4.1. N Macholla introduced this paper advising the purpose is to review and discuss the proposed increase to the CVPS Lease Agreements for 2025-26.
- 3.4.2. With no questions or comments Members **approved** the proposed lease cost increase for 2025-26.
- 3.5. **Procurement Strategy – Non-Confidential**
- 3.5.1. N Macholla introduced the Procurement Strategy for 2025-26 advising it had been reviewed and updated by all members of the CVHA team who have procurement responsibilities.
- 3.5.2. She noted that The Procurement Reform (Scotland) Act 2014 requires any public organisation which has an estimated annual regulated spend of £5 million or more (excluding VAT) to develop and review a procurement strategy annually before the start of that next financial year. She confirmed that the strategy had been updated to align with the Corporate Strategy and any changes in legislation and good practice.

- 3.5.3. Members queried how the KPI and compliance reporting would be presented to Board. N Macholla advised that the KPIs are included in the Annual Procurement Report which is presented to Board for approval and submitted to the Scottish Government. A member asked if more regular oversight could be incorporate into Audit Committee to ensure this wasn't only being presented at the end of the year. It was agreed this will be included. **(Action Log)**.
- 3.5.4. In response to a question asking if CVHA have a value for money savings register, N Macholla responded no, however this could be considered. She advised that a Procurement Initiation Document (PID) is in place which shows indicative costs associated with the specific procurement area, which can then be compared to actual costs, including comparison of cost savings once the procurement exercise is complete. She noted that this would support the request noted by Members and will assist in us demonstrating value for money. It was agreed to consider a meaningful process of capturing the efficiencies and savings. **(Action Log)**
- 3.5.5. With no further questions or comments Members;
- **Approved** the Procurement Strategy 2025-26 and its publication with associated procurement requirements on the Association's website and shared with Scottish Government; and
 - **Approved** the procurement under **Appendix 1** of the Procurement Strategy and the extensions of existing contracts under **Appendix 2** for 2025-26.

3.6. KPI Target Setting – Non-Confidential

- 3.6.1. N Macholla introduced the report advising the purpose is to present the strategic performance targets for 2025-26 for Board consideration and approval. She confirmed that the targets were aligned to our Corporate Strategy.
- 3.6.2. A Member asked if we currently benchmark against top-quartile performers and if this is something that could be visible to Board. N Macholla noted that we currently benchmark against the Scottish Housing Regulator data and the Scottish Housing Network. She agreed to the request from a Member to consider benchmarking against the top quartile performers and the visibility of this to Board. **(Action Log)**
- 3.6.3. C Garmory agreed with concerns that many of the targets were already being achieved, she reminded Members of the journey the association had been on, and the hard work and commitment of the staff to reach this point and have gone through an extended period when they felt they haven't been in with a chance of winning. She advised that whilst stretch would be a given, if we set the targets at an overstretch then the impact on staff could be demotivating if these are not achieved consistently. Members agreed the performance was already in a good place and understand the rationale to consolidate for 2025/26 and reconsider the stretch for 2026/27. She advised all that the targets for approval were for 2025-26 and future year targets would be reviewed annually.

- 3.6.4. With no further questions or concerns Members **approved** the Strategic Performance Targets for 2025-26 and **noted** the assumed targets for 2026-27 and 2027-28.

4. For Oversight and Monitoring

4.1. Q3 Performance Reports – Non-Confidential

- 4.1.1. N Macholla introduced this report advising Members that the purpose of the update was to detail performance for the period October to December 2024 against the approved targets. She acknowledged that 23 indicators are meeting or out-performing target, 3 indicators are within tolerance levels and 2 indicators are under-performing.
- 4.1.2. She confirmed that the two not meeting target had valid reasons and one related to the time taken to complete the works in our voids. She noted that more time was being taken over some voids as the standard of some of our existing homes was improved whilst other works were being carried out. The overall days to let has not been negatively impacted.
- 4.1.3. One Member asked if commentary could be made more explicit in terms of the work that is complete, and any actions required. N Macholla agreed to review this ahead of the next report. **(Action Log)**
- 4.1.4. In response to a question from a Member regarding assurance of the performance framework. N Macholla noted that an internal audit had been completed by Wylie and Bisset in September 2022, graded strong with no recommendations.
- 4.1.5. Members noted they were very satisfied with the ongoing performance improvements and with no further questions, **noted** the content of the report for oversight and monitoring.

4.2. Health & Safety Compliance Report – Non-confidential

- 4.2.1. N Macholla introduced this report advising Members that the report had been updated and restructured to provide further focus on our landlord health and safety requirements, our corporate and people health and safety.
- 4.2.2. In response to a question regarding Lone Working procedures, N Macholla assured Members that lone working procedures were in place for all staff via a choice of devices, with stringent reporting to the Management Team monthly. She agreed to share a copy of the Lone Working Policy with Members and include reference to lone working statistics in future reports. **(Action Log)**
- 4.2.3. E Walker reminded Members of the role of the Audit Committee in proving assurance that health and safety processes are reviewed and monitored via the Internal Audit Programme and Assurance Statement Review and asked if reference to this work could also be included in future reports. **(Action Log)**
- 4.2.4. Members **noted** the contents of the report.

4.3. New Supply Report – Confidential

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

4.3.2. With no further questions or comments Members **noted** the contents of this report.

5. Minutes of Meetings and Action Log

5.1. Action Log

5.1.1. C Garmory asked for permission to close the action relating to the sustainability road map noting that this is included in the Delivery Plan for 2025/26 which will be presented to Board in June. Members agreed.

5.1.2. With no further comments the action log was **approved**.

5.2. CVHA Minutes – 3 February 2025 and 4 March 2025

5.2.1. Members **approved** the minutes as a true record of the meeting of 3 February 2025 and 4 March 2025.

6. Group Parent Monitoring - Confidential

6.1. Audit Committee – 3 March 2025 - **Noted**

6.2. CVPS Board – 6 March 2025 - **Noted**

7. AOCB

7.1. A McFarlane advised Members that Freya Lees from NorthStar consulting would be attending the Board Meeting in June to observe as part of the annual board appraisal process. He advised that appraisals this year are planned for June, with details following shortly.

8. Date of Next Meeting – 2 June 2025