

## **BOARD MINUTES**

**Date of Meeting - 2 June 2025**

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	2 June 2025
Venue of Meeting	Bill Dickie Suite	Time of Meeting	5.15pm

### 1. Welcome

#### In person

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

#### Observer

Freya Lees – North Star Consultancy

The Chair confirmed that the meeting was quorate.

The Chair welcomed Freya Lees from North Star Consultancy who is observing the meeting as part of the annual appraisal process, he confirmed she would attend the meeting on 18 August to present her report.

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. 2025/26 Corporate Delivery Plan – Non-Confidential

- 3.1.1. C Garmory introduced the Corporate Delivery Plan for 2025-26 advising all that the Delivery Plan is aligned to our new 5-year Corporate Strategy.

Members were advised that all projects were assigned to our 3 objectives People, Place and Progress.

- 3.1.2. All were advised that the focus for this year is on improving standards, strengthening our foundations and building knowledge and capacity, she continued that some projects will be completed in year one, and some will continue into future years as we work towards fulfilling the vision of the 5-year strategy.
- 3.1.3. She informed all that project charters had been completed for each project and if members felt it would be useful for the projects included in the plan for Board then we could share these on Decision time to provide oversight of the key project milestones and achievements. Members indicated that the Project Charters for 4 key strategic projects on the plan should be shared with Board, these being Future of New Build Programme, Options Appraisal on Charitable Subsidiary, Sustainability Roadmap. It was acknowledged that Douglas Regeneration was coming to Board for review on 4 August and next steps would be agreed at that meeting. Project planning moving forward from this stage of the project would be shared with Board following that meeting.  
**(Action Log)**
- 3.1.4. Members were advised they have an ongoing role monitoring group performance and delivery and will be provided with a report on the progress of the delivery plan bi-annually, she agreed to a request that any projects that were not on plan and have moved into red status would be reported by exception to them at each meeting. She invited questions from Members.
- 3.1.5. Cclarification was requested on the timeline for the Sustainability Roadmap considering the Scottish Government had not yet released net zero targets. C Garmory responded that the roadmap would be a high-level journey for CVG rather than the detail of each stage. This would provide key milestones showing our overall approach to sustainability moving forward which would include more than just property related activity. She noted that the Scottish Government targets would be a factor but would not be a reason to hold up the defining of our road map which should support the delivery of the Scottish Government targets and indeed the targets we want to set ourselves internally.
- 3.1.6. In regards the regeneration project at Douglas, F Smith advised that this project is in progress and that an options appraisal would be presented to Board at a special board meeting on 4 August 2025. Arneil Johnson and MAST Architects will be in attendance and will present 5 options for appraisal and consideration by the Board. At this point the first milestone would be closed, and the project would be moved to phase 2.
- 3.1.7. S Young assured Members that the Asset Management Plan timescales are realistic, he confirmed that the June date on the Delivery Plan was an internal target, and the Plan was on track and would be ready for Board approval at August meeting. He confirmed that the information provided was caveated and Members should be assured that the plan could be adapted when net zero targets are available.
- 3.1.8. Members were alerted that projects within the Property and Development Directorate may require an extension if the current recruitment of an Asset

Manager and Compliance Officer was not successful, it was agreed that this would be monitored as the recruitment process continued.

- 3.1.9. Members agreed that the presented plan was a good thoughtful document and **approved** the Delivery Plan for 2025/26 with the caveat of delayed projects being reported by exception and noted that an update on progress against the Delivery Plan will be provided bi-annually in September and February.

### 3.2. **Apprenticeship – Non-Confidential**

- 3.2.1. L Beresford introduced the report advising the purpose is for Members to understand the rationale for employing the apprentices and approve the recruitment of a Graduate Apprentice for a period of 4 years and 2 years respectively within our Business Improvement and Customer Success Teams. She provided context on the approach to this programme which would differ to the recent GEM (Graduate Employment Mentoring), of which two recent staff members one internal and one external had successfully completed.
- 3.2.2. She confirmed that the salary was included in this year's salary budget which was approved at the March 2025 Board meeting.
- 3.2.3. With no further questions or comments, Members **approved** the recruitment of the Graduate Apprentice.

### 3.3. **Annual Policy Register- Non-Confidential**

- 3.3.1. J Hands introduced the paper advising the purpose of this report is to provide, in line with our governance framework, assurance to the Board in respect of the review of policies across the Group. The Policy update report is presented annually to the Board and this report provides an update on the policy changes since the last report was presented to Board on 26 August 2024.
- 3.3.2. He highlighted the updated Policy Register and advised that time scales had been updated to reflect when policies were to be reviewed. A Member stated that they were content with this register and liked the layout and format.
- 3.3.3. He provided assurance to Members that he was working on implementing a new policy review process, providing scrutiny to the policy review process with timely notifications, and updated policy document templates.
- 3.3.4. He introduced 2 new policies for approval at the meeting;
  - Out of Hours Policy
  - Customer Experience Policy
- 3.3.5. Members requested clarification on the definition of exceptional circumstances in the Out of Hours Policy (OOH) that may require cancellation of leave, L Beresford advised that this would be when a serious incident occurred that would mean the Business Continuity Plan (BCP) was implemented, i.e. an emergency such as fire, gas explosion which would require more than one member of staff to manage.

- 3.3.6. She confirmed that this policy had been reviewed by key staff and upon approval staff would be briefed and would be encouraged to volunteer to join the out of hours rota, which is currently only staffed by the Executive Team. She also advised that the OOH contact centre dealt with most OOH calls.
- 3.3.7. A member asked if the £700 allowance would increase annually, L Beresford confirmed that the allowance would increase annually in line with the EVH annual increase.
- 3.3.8. Members requested that the policy register be reviewed further to ensure that the policies allocated for Board approval did require Board approval. **(Action Log)**

*E Walker left the meeting*

- 3.3.9. C Garmory asked Members to consider the change to the Board Recruitment and Succession Planning Policy, asking to agree that the Chair of Audit Committee could serve two three-year terms. **Members agreed.**

- 3.3.10. With no further discussion Members

- **Noted** the Policy Register and the changes to policies made throughout the year.
- **Noted** the update to EVH Terms and Conditions.
- **Approved** the following policies;
  - Out of Hours Policy
  - Customer Experience Policy
  - Board Recruitment and Succession Policy

*E Walker rejoined the meeting.*

#### **3.4. Allocation of Property to staff member relative – Confidential**

- 3.4.1. A McFarlane, asked Members if they were content that CVHA Officers were present for this section of the meeting, all agreed that they were.
- 3.4.2. **Information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**
- 3.4.3. With no questions or comments Members **approved** the offer of tenancy detailed in the report.

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

#### **4.1. Annual Report – Non-Confidential**

- 4.1.1. C Garmory introduced this new report for 2025, advising the aim is to provide Board with a year-end update on our overall performance across 2024/25.
- 4.1.2. She advised all that the report gives Members a full understanding of the progress of our 2024/25 Delivery Plan, a copy of which has also been uploaded to the Decision Time Resource Library for Members information and review, where necessary.

- 4.1.3. She advised this also provided an overview of our performance for the year which is also reflected in the Annual Return on the Charter submitted to the Scottish Housing Regulator, which was scrutinised at Audit Committee on 22 May before being shared with our Chair A McFarlane for approval. As Chair of Audit Committee E Walker, acknowledged the continued improvements in performance, noting that she was assured that performance is strong in all areas and a solid foundation for our new Corporate Strategy.
- 4.1.4. With no further questions Members **noted** the contents of this report for oversight and monitoring purposes.

#### 4.2. Regulatory Returns Report – Confidential

- 4.2.1. **Information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**
- 4.2.2. With no further questions Members **noted** submission of; Annual Return on Charter, Five Year Financial Projections, Loan Portfolio and the requirements of our Engagement Plan for 2025/26.

#### 4.3. Health and Safety Compliance Report – Non-confidential

- 4.3.1. 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.
- 4.3.2. In response to a question regarding damp and mould and how we deal with this proactively rather than reactively, N Macholla advised that damp and mould in our properties is identified in different forms, i.e., reports from tenants, Technical Inspectors, contractors and when stock condition surveys are completed. She advised that through different social media channels and conversations with customers we are actively trying to encourage our tenants to recognise damp and mould, report it and more importantly educate them on how to stop/reduce it, through lifestyle practices.
- 4.3.3. L Beresford replied to a concern regarding the level of mental health absences of staff due to bereavement, she advised she was limited to what she could report, however she assured all that her team provided support for non-work related mental health particularly when staff return, however if it is work related then stress questionnaires are completed and support is offered either via our staff Mental Health First Aiders or our counselling support partner.
- 4.3.4. Members **noted** the contents of the report.

#### 4.4. New Supply Report – Confidential

- 4.4.1. **Information removed or edited due to information relating to personal/confidential items or being commercially sensitive.**
- 4.4.2. With no further questions or comments Members **noted** the contents of this report.

## 5. Noting

### 5.1. Strategic Risk Register

- 5.1.1. J Hands introduced this report advising the purpose is to allow the Board to review the current strategic risks to Clyde Valley Group (CVG) and consider any risks on the radar, he advised that he had presented this report to Audit Committee who had reviewed it in detail and no significant issues had arisen since.
- 5.1.2. He confirmed that the risk of the RTS Switch off had been added to the Operational Risk Register as requested by Audit Committee.
- 5.1.3. With no further comments the Strategic Risk Register for CVG was reviewed and any potential risks under the Risk Radar were considered.

### 5.2. Treasury Management Report – non-confidential

- 5.2.1. N Macholla introduced this report advising the purpose of report is to provide the Board with an update on the Treasury Management position within Clyde Valley Housing Association (CVHA).
- 5.2.2. She advised that since presentation to the Audit Committee in May there had been an upward movement in inflation, which Members should be aware of as we draw nearer towards our rent setting period.
- 5.2.3. Members **noted** the contents of the report.

## 6. Minutes of Meetings and Action Log

### 6.1. Action Log

- 6.1.1. E Walker brought to Members attention that 4.1.5 Customer Portal action is now being managed by Audit Committee.
- 6.1.2. C Garmory confirmed all closed actions would be removed from the log and the log would be updated to include any actions from this meeting.
- 6.1.3. With no further comments the action log was **approved**.

### 6.2. CVHA Minutes – 3 February 2025 and 4 March 2025

- 6.2.1. Members **approved** the minutes as a true record of the meeting of 17 March 2025.

## 7. Group Parent Monitoring - Confidential

- 7.1. Audit Committee – 22 May 2025 – **Noted**, as these are draft E Walker will provide some additional narrative for these minutes before approval in August.

## 8. AOCB

- 8.1. A McFarlane advised Members that Freya Lees from NorthStar consulting would be presenting her appraisal report at the August Board Meeting.

- 8.2. F Smith provided background information on the Douglas Options Appraisal meeting on 4 August, he advised that significant levels of engagement with the local Community Council and South Lanarkshire Council had taken place, with the bulk of the work in regards asset management and structural reports now completed. He confirmed Board would be presented with 5 options, of which the Executive Team would review in mid-July in preparation for the meeting.
- 8.3. F Smith agreed to share a site plan of Douglas, (**Action Log**) and C Garmory advised if Members would like to visit Douglas before 4 August to contact Lisa Hughes via email by Friday 6 June 2025 and a visit will be organised.
- 8.4. She also confirmed that whilst all options presented would not be run through the business plan, they would not be presented without financial implications considered, and high-level affordability would be measured for all and when an option was selected to be progressed the costings would be included in the financial review.

## **9. Dates of Next Meetings – 4 August (Douglas Options) and 25 August 2025**

*All CVHA Officers except for C Garmory, L Beresford and L Hughes (minute) left the meeting.*

## **10. Confidential Staffing Matter**

- 10.1. L Beresford presented this report. A discussion followed with a number of points of assurance being provided to the Board.
- 10.2. Members **approved** the recommendation from the paper.