
BOARD MINUTES

Date of Meeting - 18 November 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	18 November 2024
Venue of Meeting	Scott Street Office	Time of Meeting	5.15pm

1. Welcome

In person

A McFarlane, E Walker, K Gibb, W Quinn, A Newlands, N McKay, S Dodson, R Brown, R Hughes, A Glen, D Boyle

On Teams

S Watson

Apologies

S Dodson

In Attendance

C Garmory (Chief Executive), N Macholla (Finance and Corporate Services Director), F Smith (Customer Service Director), L Hughes (Minute)

Presenter

F Lees (NorthStar) (Agenda Item 3.4 only)

Observers

J Stewart, P Thomson (Scottish Housing Regulator)

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

A McFarlane advised that Freya Lees from NorthStar Consultancy would join the meeting at Agenda Item 3.4 to present the Board Appraisal report.

A McFarlane welcomed J Stewart and P Thomson from Scottish Housing Regulator (SHR) who are attending as observers and invited all present to introduce themselves.

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. Rent Consultation Report - Confidential

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

3.1.2. With no further questions or comments Members:

- **Approved** the decision to enter into consultation with customers on a rent and service charge increase of 3% for 2025/26; and
- **Noted** that the final decision on the rent and service charge increase will be made by this Board in February 2025, following feedback from the tenant consultation process detailed.

3.2. Void and Roofing Tender Report – Confidential

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

3.3. Annual Treasury Management and Policy – Non-confidential

3.3.1. N Macholla introduced the report advising the purpose is to provide Members with an update on treasury management matters from 1 April 2024 to date. She stated figures largely relate to 1 April 2024 to 30 September 2024 however where more up-to-date information is available this has been included given the recent October budget announcements.

3.3.2. She confirmed that the Treasury Management Policy presented for approval had no material changes to note, and now made reference to the SFHA model policy following feedback from our internal audit on Corporate Governance – Regulatory Standards conducted by TIAA earlier in the year. She noted that given the robustness of the policy, it has not been fully changed to reflect the model SFHA Policy but noted that the content aligns.

3.3.3. In response to a question from a Member regarding staff skills and knowledge to effectively manage all treasury matters, N Macholla advised that S McGleish (Finance Manager) will complete a Treasury Management qualification in early 2025 and additionally CVG utilise a treasury advisor (ATFS) for any guidance or support required in this area. She also noted that the general make-up of the treasury management arrangements within CVG were not complex given the level of fixed debt

and the make-up of the borrowing but recognised that this could change over time and assured Board that advice would be sought where required.

3.3.4. A Member raised two pertinent points on the Treasury Management Policy which N Macholla agreed to update, notably: (Action Log)

- include Nat West Group to
S1.1(1).10 The Association can only invest with the following counterparties.
- To update the phrasing on to ensure it recognises this being current and not the overall debt the organisation can borrow:
S1.1(2).1 This means total debt at any one time will not exceed £156.8m.

3.3.5. With no further comments Members:

- **Approved** the Treasury Management Policy and **noted** the Treasury Management Report.

3.4. Board Appraisal Report – Confidential

F Lees joined the meeting via Teams.

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

3.4.2. With no further questions or comments Members thanks F Lees for her input, and:

- **Considered** and **approved** the Annual Appraisal Report 2024 at **Appendix 1** of this report.
- **Noted** the development plan arising from the appraisal discussions which will be shared with Members.

F Lees left the meeting.

3.5. Land Lease Agreement – Confidential

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

4. For Oversight and Monitoring

4.1. Delivery Plan Q2 - Confidential

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

4.1.2. Board **noted** the contents of this report and thanked C Garmory for the detailed summary.

4.2. **New Supply Report – Confidential**

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

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

4.3. **Performance Report – Non-confidential**

4.3.1. N Macholla introduced this report advising the purpose is to provide Board with an update on performance for the period April to September 2024 against the approved targets.

4.3.2. She noted that 25 indicators were on target, one within tolerance and 2 out of target. She highlighted that despite void properties repairs being completed out with target at Q2 this was due to improving the standard of our homes with additional works being carried out at void stage and aligned with our discussions to date on void standards.

4.3.3. A McFarlane noted that he had requested further information on complaints and that this had been added at Appendix 3 of the report.

4.3.4. It was recognised that new members are not familiar with the process for setting the targets and generally going through the annual cycle provides the full overview to new members therefore including the induction for the first year on the Board is learning. She advised that a short session on this should be planned for the New Year, hosted by N Macholla and her team with all Members being invited to attend. (Action Log)

4.3.5. Members **noted** they had oversight and monitoring of the targets.

4.4. **Strategic Risk Register Report – Non-confidential**

4.4.1. N Macholla introduced this report advising the purpose is to allow all to review the current strategic risks to CVG and consider any risks on the radar that are not currently identified.

4.4.2. E Walker, Chair of Audit Committee confirmed that Audit Committee would review the register in detail at the Audit Committee meeting on 21 November and review the current risk scorings and dates.

4.4.3. A Member raised whether consideration should be given to SRR – Business Plan and Budget Assumptions not deliverable in light of the increase to National Insurance. N Macholla agreed to review this. (Action Log)

4.4.4. Members **noted** the Strategic Risk Register and were assured it was reflective of the current environment.

4.5. **People Report – Non-confidential**

4.5.1. C Garmory introduced the report noting the purpose is to update Members on recent progress with the People Strategy and Delivery Plan.

4.5.2. She highlighted the improved Net Promoter Score (NPS), particularly around staff engagement and personal motivators, noting the reduction in completion rate could be attributed to the number of surveys staff were being asked to complete in September.

4.5.3. Members noted that they were encouraged by the wellbeing initiatives and were satisfied that they provided support and guidance for staff working at home and in the office.

4.5.4. Board **noted** the contents of the report.

4.6. **Staff Entitlements, Payments and Benefits Report – Confidential**

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

4.6.2. Board **noted** this report.

5. **Minutes of Meetings and Action Log**

5.1. **Action Log**

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

5.1.2. No actions or points noted, and action log was **approved**.

5.2. **CVHA Minutes – 7 October 2024**

5.2.1. Members **approved** the minutes as a true record of the meeting of 7 October 2024.

6. **Group Parent Monitoring - Confidential**

6.1. Innov8 Minutes 10 October 2024 – **Noted**

7. **AOCB**

7.1. C Garmory confirmed that work was being undertaken to consider the dissolution of Innov8 in March 2025, and she would confirm with Scottish Government if any report was due to be received by them. (Action Log)

8. **Date of Next Meeting**

8.1. CVHA Board Meeting 28 November 2024 on Teams and 3 February 2025 in Scott Street.