

BOARD MINUTES

Date of Meeting - 18 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	18 March 2024
Venue of Meeting	Teams	Time of Meeting	5.15pm

1. Welcome

Teams

A McFarlane, A Newlands, W Quinn, C Boyd, S Watson

In Attendance

C Garmory (Chief Executive), F Smith (Customer Services Director), L Beresford (People Director), N Macholla (Director of Finance & Corporate Services), R Pollock (Interim Director of Property & Development), S McGleish (Finance Manager), L Hughes (Minute)

Apologies

K Gibb, E Walker, S Dodson, N McKay

The Chair confirmed that the meeting was quorate.

Natalya Macholla, new Finance and Corporate Services Director was introduced and welcomed to the meeting.

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

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.

2.2. S Watson declared an interest at Agenda Item 6 EVH Salary Negotiations, and stated she would leave the meeting as she was a Chief Executive of a Housing Association which is a member of EVH. All staff present declared an interest in this agenda item also and would leave the meeting for this item.

3. For Approval

3.1. Budget 2024/2025 - Confidential

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3.1.1. With no further questions or comments, Board:

- **Approved** the 2024/25 Budget for the financial year 1 April 2024 to 31 March 2025, as advised by the Audit committee at its meeting held on 22 February 2024.
- **Approved** the Budget Report to be updated to reflect the final agreed salary increase as per the EVH consultation.
- **Approved** the new 0.4 FTE staff post included within the 2024/25 Budget.

3.2. CVPS Lease Agreement – Confidential

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3.2.1. With no further questions or comments Members **approved** the revised lease costs to CVPS for MMR properties.

3.3. Annual Procurement Strategy – Non-Confidential

3.3.1. C Garmory introduced this report advising Members 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 each financial year.

3.3.2. She confirmed that this strategy sets out how the Association intends to carry out its regulated procurements i.e., procurements with an estimated value equal to or greater than £50k for goods and services, following review by the Executive Leadership Team.

3.3.3. Members were advised that due to the Stock Condition Survey (SCS) currently being completed, in this year's Procurement Strategy the works required for asset management spend had not been fully identified although the procurement spend had been included as the Property Maintenance Framework with a proposed spend of £10 million. C Garmory advised that at board meetings throughout the year any procurement not on the strategy or included within the framework would be presented for approval in line with the scheme of delegation in advance of procuring.

3.3.4. C Garmory confirmed that in Appendix 2 the pool car leases item would be updated to reflect a 1-year extension. **(Action Log)**

3.3.5. With no further questions or comments Members:

- **Approved** the Procurement Strategy 2024-25,

- **Approved** the detailed procurement under Appendix 1 and the extensions of existing contracts under Appendix 2 for 2024-25 subject to a minor update in respect of lease cars.
- **Noted** the Procurement Strategy will be presented to Scottish Government and uploaded to CVHA website.

3.4. **Procurement Manual Update – Non-Confidential**

- 3.4.1. C Garmory introduced this report reminding Board that the reasons for reviewing the manual was in relation to changing the directorate responsible for procurement oversight. Board was reminded that when they approved the manual during 2023 that it was advised that the Director of Property & Development was the responsible director however this was being reviewed as this approach hadn't been successful to date. Other small updates had been made to the manual which were aligning to updated legislation and minor admin updates.
- 3.4.2. Members acknowledged that Director of Finance & Corporate Services is now identified as the Procurement lead in CVG as had been included in the Job Description when recruiting for the role.
- 3.4.3. Members noted the Procurement Policy and stated they were assured that procurement procedures in the group were in accordance with both the manual and policy and stated they were content to **approve** the Procurement Manual and Procurement Policy for CVG.

3.5. **Scheme of Delegation (SOD”) – Non-Confidential**

- 3.5.1. C Garmory introduced this report, advising the key reason for the update was as a result of the movement of the procurement from the Director of Property & Development to the Director of Finance & Corporate Services.
- 3.5.2. She also advised that the SOD had been updated to reflect the changes to the Procurement Manual, in regards the changes in delegation. She acknowledged as a result of a concern from one member that this was a detailed document, however she stated that CVG staff have an easy to review excel spreadsheet that highlights each budget holder's authority levels with a search and or filter function.
- 3.5.3. C Garmory responded to a challenge from a Member regarding the update to contract approval and work orders section of the SOD. She confirmed that this had been split out to allow for different limits for approvals from contracts procured as a bigger procurement exercise and those which are not.
- 3.5.4. C Garmory confirmed that as per new Development processes, only Board had the authority to approve purchase of land and the SOD would be amended to reflect this. **(Action Log)**
- 3.5.5. S McGleish confirmed in response to a Member's question that currently cheques are not used often, and most payments are by electronic transfers. It was agreed that use of cheques would be reviewed in 2024/25 and if no longer required then Cheque Signatories would be removed at the next review.

- 3.5.6. With no further questions or comments Members **approved** the updated Scheme of Delegation and Standing Orders and Delegated Authority Policy.

3.6. **KPI Target Setting – Non-Confidential**

- 3.6.1. C Garmory introduced this report advising the purpose is to provide Board with assurance that the 2024/25 targets have been set following thorough trend analysis and strategic planning to optimise our performance whilst delivering achievable results. She invited questions from Members.
- 3.6.2. The first question asked was regarding CH14 percentage of tenancy offers refused, and why the target had been almost doubled for 2024/25 and subsequent years.
- 3.6.3. F Smith responded advising previously in CVHA due to the level of new build developments, refusals have been low compared to the benchmark. He confirmed that generally new build homes are not refused compared to existing properties and because of the high levels of new build development in CVHA overall refusals percentage are low. He concluded that due to the slowdown in developments it is likely that moving forward refusals will increase in line with the benchmark and our peers. He confirmed that could also have an impact on CH30 average time to relet property, which was on target to achieve sub 50 days this year. He acknowledged the work of the housing and repairs teams this year to significantly reduce this time from 75 days to 50 days in Q3 and he foresaw no reason why this would not continue and for this reason he was content with this target.
- 3.6.4. He further advised that he was confident that his team would continue to work closely with repairs to further improve relet times and was hopeful that as part of the repairs tender, a void only contractor would be appointed which would improve turnaround times in properties and further reduce relet times.
- 3.6.5. A Member voiced concern that CV6 and 7 percentage of homeless lets to applicants in both councils seem to be stretch targets and noted concern that they may not be achievable.
- 3.6.6. F Smith responded that North Lanarkshire Council (NLC) do not set homelessness targets, and the 30% target that CVHA has set is at a level which he feels is achievable.
- 3.6.7. F Smith further advised that South Lanarkshire Council (SLC) do set homelessness targets and for this reason a target of 40% had been agreed with them. He also noted that both councils manage the workflow of homeless applicants differently to provide further context to the targets.
- 3.6.8. R Pollock responded to a question regarding adaptations asking if the target of 40 days is too low. He confirmed that this year a considerable amount of work had been completed in this area and he was satisfied that this could be achieved provided sufficient funding was provided. He also agreed that whilst this was challenging and that he feels passionately that adaptations should be completed in this target to improve the quality

of life of our current and new tenants but it all depends on proper funding being available.

3.6.9. R Pollock acknowledged the CV02 Scottish Government Spend, may not be a KPI and agreed with C Garmory that this should be moved to the New Supply Report, with SG spend against target reported to Board via this route. Members agreed with this proposal as it would provide clarity of spending against SG grants. **(Action Log)**

3.6.10. With no further questions Members thanked C Garmory for the detailed report and **approved** the Strategic Performance Targets for April 2024 to March 2025 and noted the aspirational targets for 2025/26 and 2026/27.

3.7. **New Supply Report – Confidential**

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3.7.1. Members thanked R Pollock for his hard work and commitment to improving the development programme and to bringing outstanding issues to a conclusion. Members **approved** the contents and updates to this report.

3.8. **Property Disposal – Confidential**

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

3.9. **Innov8 Proposal – Confidential**

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

3.10. **Share Membership Approval – Non-Confidential**

3.10.1. With no questions or comments. All present **approved** the membership application form.

4. **For Oversight & Monitoring**

4.1. **2024/2025 Delivery Plan - Confidential**

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4.2. **Q3 Performance Report – Non-Confidential**

4.2.1. C Garmory introduced this quarterly update, advising the purpose is to review the Association's performance is meeting expected targets and where instances of under-performance are evident, provide further assurance with supporting commentary and remedial actions to improve performance. Apologies were given that Appendix 1 was not uploaded to Decision Time to support this, however it is now available to review. She confirmed that Directors present would respond to questions.

- 4.2.2. A Member asked for clarification on the number of indicators outlined in the report in regards tolerance levels. C Garmory advised that the difference was that this year's annual pulse survey results have now been added, which were not included in Q2.
- 4.2.3. Members acknowledged that the indicators were moving in a positive direction, and they were satisfied that trends were improving. C Garmory advised that now Appendix 1 had been uploaded there was detailed commentary to support indicators that were not on target.
- 4.2.4. Members noted the purpose of the report was for oversight and monitoring of the Strategic Performance Report to December 2023 and they were content that a summary of the Annual Return on the Charter would be shared at the meeting on 3 June 2024. **(Action Log)**

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

- 4.3.1. Both L Beresford and R Pollock, provided Members with assurance that relevant compliance with 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. L Beresford confirmed that her team were working with Investors in People (IIP) to complete the action plan and further development of the Wellbeing Plan. She confirmed that progress was being made and wellbeing of staff would remain a focus this year. To support this, she confirmed that staff sickness reduced during 2023/24.
- 4.3.3. R Pollock assured Members that all aspects of landlord health and safety are compliant. He provided an update on the Legionella programme, which is behind schedule due to customers not providing access, however he confirmed that the HSE accept that access can be an issue for landlords and that a representative sample can be initially assessed on a homogenous basis with the stock eventually assessed on a rolling programme. CVHA have embarked on a five-year programme and therefore there is plenty of time to achieve the target and Members should not be concerned.
- 4.3.4. R Pollock confirmed that CVG have not been impacted by the Ideal Boiler situation.
- 4.3.5. All present were **assured** they have **sufficient oversight and monitoring** of health and safety compliance in CVG.

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

5.1. **CVHA Minutes – 5 February 2024**

- 5.1.1. Members approved the minutes as a true record of the meeting of 5 February 2024.

5.2. **CVHA Minutes – 19 February 2023**

- 5.2.1. Members noted C Boyd had attended this meeting and his name would be added to attendees after which they approved the minutes as a true record of the meeting of 19 February 2024.

5.3. **Action Log**

- 5.3.1. R Pollock and S Watson acknowledged that Wilson Developments have now submitted annual accounts to Companies House. R Pollock advised that when a decision was made by SLC he would be able to close the action.

- 5.3.2. Board **approved** the Action Log.

All CVHA Officers with exception of L Beresford left the meeting. S Watson left the meeting.

6. **EVH Salary Negotiations – Confidential**

- 6.1. L Beresford introduced her report. There were no questions.

L Beresford left the meeting

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7. **AOCB - CEO Appraisal 2024**

- 7.1. The Chair updated board members on the CEO appraisal recently carried out by himself and the Chair of Audit Committee. The Board were happy with the outcome.

8. **Date of Next Meeting**

- 8.1. CVHA Board Meeting 3 June 2024. Proposed date for approval of Business Plan to be confirmed.