

## **BOARD MINUTES**

**Date of Meeting - 4 October 2021**

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

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## Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	4 October 2021
Venue of Meeting	Virtual Teams	Time of Meeting	5.15pm

### 1. Election of Office Bearers and Board Members

- 1.1 The Company Secretary led this item. The Board is required to elect its Office Bearers and Committee Members up to the next AGM.

**A Murray was willing to continue as Chairperson for another year and the Board approved his re-appointment.**

L Wassell, Company Secretary handed the meeting to Chairperson Allan Murray, congratulating him on his appointment.

- 1.2 A Murray advised Board Members that A McFarlane was willing to continue as Chairperson for Audit Committee and the Board approved his re-appointment.
- 1.3 Existing Board Memberships stand and positions for the other Committees are as outlined:

#### **Audit Committee Members**

A McFarlane – Chairperson  
K Gibb  
C Boyd  
E Walker  
I McGowan  
S Watson

#### **Member of Health and Safety Board**

A Baird

#### **CVPS Observer**

A McFarlane

- 1.4 A Murray advised Board Members the board calendar will be shared with the new members of the Audit Committee. **(action log)**

### 2. Welcome and Apologies

A Murray (Chair), A Baird, A McFarlane, L Wilson, S Watson, M Gilfillan, C Boyd, I Saunders, E Walker, K Gibb

## **In Attendance**

L Wassell (Chief Executive), J Duncan (Development & Property Director), C Garmory (Finance & Corporate Services Director), F Smith (Customer Service Director), L Beresford (People Director), S Parker (Business Improvement Manager), L Valentine (Customer Services Manager), L Hughes (minute).

*Chair of Maryhill Housing Association, Lindsay Forrest was observing the meeting.*

## **Consultant presenter**

Freya Lees, NorthStar Consulting

## **Apologies**

C Hendry, I McGowan

A Murray advised Board Members Freya Lees, from NorthStar Consulting was attending the meeting to present the board appraisal report.

A Murray advised that K Gibb was going to join the meeting from the train and guidance around doing this securely had been issued to K Gibb.

Chair, A Murray reminded the Board they should ask for assurance on any agenda item at any point in the meeting should they require to do so.

## **3. Declaration of Interest**

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

## **4. Annual Appraisal Report - Confidential**

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

## **5. Minute of previous meeting& Action Log - Confidential**

### **5.1. Minutes of previous meeting 23 August 2021 – Confidential**

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

### **5.1 Board Action Log – Confidential**

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

## **6. Strategy Development – Non-Confidential**

- 6.1 L Wassell introduced the Strategy Development session, advising Board Members this session in the meeting had been planned to allow Board Members discussion and opportunity to review mid-year progress on the Corporate Strategy. She asked Board Members to note that the Asset Management Strategy would be covered in more depth at the Board Strategy Day on 17 November 2021.
- 6.2 Customer Experience Strategy: L Valentine provided a comprehensive update of the Customer Contact Centre implementation and the proposed approach to the rent strategy and review for 2022/23.
- 6.3 Discussion included:
- The limitations of being able to comment at this point in the year on the rent increase for next year without understanding the potential financial business plan impacts. It was explained that this was an opportunity to think ahead, given the current known changes in inflation. The proposed rent increase will be fully considered by the Board at their meeting in December. This was likely to be a further one year increase, followed by a longer term strategy to be developed during 2022.
  - All cost and inflationary increases will be considered before an agreement is reached on the rent strategy including development and build costs, staff wage costs, cyclical works increases, interest and loan repayments. Zero carbon and EESSH costs assumptions will be included, and other costs associated with planned legislative requirements.
  - Board Members would like clarity on what other Housing Association proposed rent increases are. Some that were already known were shared at the meeting with members.
  - Consideration to be given to CPI/RPI and more importantly to affordability for our customer base and business viability.
  - Customer Services team to consider producing a value for money rent letter for all individual customers.
- 6.4 People Strategy: L Beresford presented an update on workforce planning and agile working.
- Discussion included:
- All sectors are experiencing issues with recruitment and retention. Concerns remain around CVG staff turnover and the limited value of target setting. Board Members are keen to explore a retention strategy.
  - Board Members are positive about the move to agile working and can see how this will benefit the staff and customers in CVHA.
  - Board requested sight of the results of the staff wellbeing pulse survey results which is underway when these are available. **(Action log)**
- 6.5 Digital and Smarthink Strategy: S Parker introduced the Digital and IT Strategy session, and the Board noted concerns that plans are a real stretch for IT and sought confidence that Association has the resource in place to support these priorities particularly in the context of remote working. Board was advised that the plan is ambitious however that delivery is on track at this point in the year.

6.6 Having explored how this strategy session works within the Board Agenda time available, Board Members were invited to provide feedback on whether this was an effective approach, to give them further opportunity to add increased value through quality discussion.

## 7. Annual SHAPs Financial Assessment – Non-Confidential

7.1 Board Members confirmed they were familiar with this annual assessment process and its contents. They noted the outcome of this annual financial risk assessment; that CVG's position is **low risk**.

## 8. Governance – Non-Confidential

### 8.1. Annual Assurance Statement Report –Non-Confidential

8.1.1. A Murray introduced this report and asked Board Members if they had any questions regarding the draft assurance statement, he confirmed he was content with the detailed and comprehensive review of the previous report that had been presented to Board Members on 21 August 2021 and that the Board consider assurance at each meeting.

8.1.2. C Garmory advised Board Members that currently fifteen gas annual services are overdue, and these are scheduled to be complete by Monday 11 October. At this juncture she confirmed that if all were complete then the Annual Assurance Statement could be signed with assurance that gas safety is 100% compliant. However, she advised Board Members that if all were not complete the Annual Assurance Statement should comment upon outstanding gas safety inspections. Allan Murray commented that he would sign the statement on behalf of the Board on 12 October on return from leave if all late gas services were complete. If not, he would revisit this with the Board. Board Members agreed they were satisfied with this response. C Garmory will share the statement with Board via email when signed.  
**(Action Log)**

8.1.3. Board Members:

- **Considered** and **approved** the self-assessment and noted this has been reviewed by CVPS Board and Customer Panel.
- **Considered** the Governance Excellence Plan and noted this has been updated in line with input and further actions arising from update of self-assessment.
- **Approved** the wording of the Annual Assurance Statement and approved that this can be signed by the Chair and submitted to SHR based on the caveats in 8.1.2 above.
- **Noted** that, if during the year anything happens which materially changes the level of Assurance set out in the Statement, the Regulator should be notified

### 8.2 Governance Report – Non-Confidential

8.2.1 With no questions or comments on this report, due to Members already having knowledge on both, Board Members:

- **Noted** the update on then notifiable event at Lancaster Crescent, East Kilbride
- **Noted** the Declaration of Interest Register for Board Members has been uploaded to CVHA website

**9. Group Parent Monitoring - Confidential**

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

**10. Committee Minutes**

**10.1. Audit Committee – Confidential**

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

**11. AOCB**

**11.1. Staffing Matter – Confidential**

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

**12. Date of Next Meeting**

12.1. The date of the next meeting is Monday 6 December 2021 at 5.15pm. Board Members were reminded Board Strategy Day is on 17 November 2021 at Dalziel Park, Motherwell, joining details will follow.