

BOARD MINUTES

Date of Meeting - 21 June 2021

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Board Minutes

Name of Meeting	Board Meeting	Date of Meeting	21 June 2021
Venue of Meeting	Virtual Teams	Time of Meeting	5.15pm

1. Welcome and Apologies.

A Murray (Chair), A Baird, A McFarlane, E Walker, I Saunders, L Wilson, S Watson, I McGowan, M Gilfillan

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), L Hughes (minute)

Apologies

C Boyd, C Hendry

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.

2. Declaration of Interest

2.1. A McFarlane noted a declaration of interest at Agenda Item 4.2 Governance Report, due to connections with both law firms for which approval was sought, he confirmed he would leave the meeting at the agenda item.

2.2. The Board were advised an interest could be declared at any point in the meeting.

3. Minutes of previous meeting

3.1. The Board **approved** the minute of the previous meetings of 22 March 2021 and 21 April 2021, noting they accurately represented the discussion and decisions from the meeting and that any matters arising are covered within the action tracker.

4. Governance

4.1. Board Action Log – Confidential

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- 4.1.1. C Garmory reminded the Board that the Rules were changed to allow for virtual General Meetings in 2020 and a Board decision was made that a Calling Meetings Policy was put in place to allow the Board to determine the method of holding General Meetings. It would have been the intention to hold a face-to-face meeting in 2021 but given where we are with the pandemic the Board are asked to confirm whether this is a virtual meeting. The Board agreed that at this time a virtual meeting is the most sensible approach as it removes the risk and the need for unnecessary travel.
- 4.1.2. The Board thanked C Garmory for her update and invited questions on the new policies that had been presented for approval.
- 4.1.3. The Board asked for clarification in terms of the new Allocations Policy. The report outlined that signups for new homes are completed virtually but also require a wet signature. F Smith confirmed that they would also require a wet signature and that this can be collected after signup. He confirmed that virtual signups are completed via Whereby which is a virtual appointment system. He informed that packs are sent electronically to all new customers where the customer is comfortable to complete these electronically.
- 4.1.4. With regards to the Entitlements, Payments and Benefits Policy update, the Board highlighted that the policy included did not seem to be the CVHA completed policy as there were gaps. C Garmory agreed the policy appendix was the SFHA model document and not the CVHA one and the CVHA one should be the one for approval. The correct document will be shared with the Board. The Board were content to approve the changes outlined in the appendix.
- 4.1.5. L Beresford thanked the Board for their input on the new Mental Health & Wellbeing Policy and agreed that she would review the Stress Questionnaire to ensure it was fit for purpose, and an updated version will be uploaded to SharePoint.
- 4.1.6. C Garmory advised Board that the Assurance Plan attached at Appendix 8, had been produced to highlight the process of how the Assurance Statement for 2021 would be communicated to staff, customers and Boards. She stated that this was not the assurance plan, instead it was the journey to completion of the Assurance Statement. All were reminded that assurance was considered and reviewed at all meetings and the Board are given the opportunity during any agenda item to seek further assurance.
- 4.1.7. The Board **approved** the late addendum to the Governance Report which was a request for unpaid leave for a staff member due to personal circumstances.
- 4.1.8. With further questions The Board:
 - **Approved** the revised Standing Orders, Financial Regulations and Scheme of Delegation
 - **Approved** the award of the relevant Lots for the new Legal Services Contracts
 - **Approved** the Annual General Meeting date of 13 September 2021 and that the meeting is held virtually
 - **Approved** the updated Governance Policies, Entitlements, Payments and Benefits Policy and Code of Conduct for CVHA Board Members and Staff
 - **Approved** the updated Allocations Policy
 - **Approved** new HR Policies (Mental Health & Wellbeing, Gender Based Violence and Menopause) and
 - **Noted** the Assurance Plan process for 2021

- **Noted** the Board Appraisal update and date for 2021
- **Noted** the Internal Audit Plan 2021/22
- **Noted** update on the purchase and implementation of Decision Time
- **Noted** 2 notifiable events
- **Noted** the Business Continuity Plan update

5. Workforce Planning and Strategy

5.1 Year 1 2020/21 Corporate Plan Performance – Non-Confidential

5.1.1 L Wassell introduced this annual review on the delivery performance of the Corporate Plan. She confirmed this lengthy document had been prepared to give The Board a comprehensive overview of achievements against target. She also advised the purpose of this report was to provide information on the delivery plan priorities for 2021/2. L Wassell confirmed that this analysis of delivery against corporate plan would be incorporated into Decision Time Goals, which will be introduced to the Board in late 2021.

5.1.2 In response to a question from the Board regarding the digital self-service offerings in the plan and the ability of CVHA to offer this to customers, F Smith advised that his Customer Services Team were working with Research Resource to gain deeper understanding of our customers and their needs and expectations. He advised that staff sessions have been held as well as focus groups and customer journey mapping. He concluded that our customers have been asking for more digital services which the new contact centre will help support. He gave examples of improved repair logging systems which can/will be done via an app to impress upon his point.

5.1.3 The Board thanked L Wassell for the lengthy detailed report and asked if an infographics style report could be produced, L Wassell advised that this would be available when Goals on Decision Time is set up.

5.1.4 The Board **reviewed** and **commented** on the delivery performance of the Corporate Plan during 2020/1 and **approved** the plan for 2021/22.

5.2 Workforce Planning Update - Confidential

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6. Performance, Procurement and Risk

6.1. Q4 Performance Report & 2021/22 Annual Performance Targets – Nonconfidential

6.1.1. C Garmory introduced this report, she confirmed the quarter 4 performance results included were those that were submitted in the Annual Return on Charter in May 2021 and were reviewed by the Audit Committee, shared with the whole Board and signed off by Chair Allan Murray.

6.1.2. C Garmory enquired if the Board had any questions or concerns regarding the annual performance targets, some comments were made regarding the formatting of the report and the ability to view it easily. It was agreed the Corporate Team would review the layout and how it could be viewed on tablets and desktops.

- 6.1.3. With no further questions the Board
- **discussed and approved the Strategic Performance Report.**
 - **approved** performance targets for 2021/22

6.2 Strategic Risk Register & Risk Appetite – Non-confidential

- 6.2.1 C Garmory introduced this report, advising it had been reviewed by Audit Committee on 13 May 2021, she further advised the strategic risk register is reviewed monthly by the Executive Management Team and finally she advised that the new software programme Decision Time would support the risk framework. C Garmory invited questions from the Board.
- 6.2.2 Firstly, the Board noted the new risk and following discussion noted the reasons why the risk had been added.
- 6.2.3 One member asked if the register needed to be shared with Board on a more regular basis but further explained that they would make direct contact with C Garmory to discuss and clarify the process of risk management.
- 6.2.4 L Wassell advised Board that it is their prerogative to ask for assurance that the Executive Team is effectively managing risk and she confirmed that she is satisfied that all control procedures are in place.
- 6.2.5 With no further questions Board **reviewed** and **approved** the Strategic Risk Register for CVHA and considered any potential future risks under Risk Radar.

7. Development and Property Directorate Report

7.1. New Supply Report – Confidential

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7.2. Douglas Low Demand – Confidential

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7.3 Repairs Service Transition and Redesign – Confidential

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8. Strategic Finance – Confidential

8.1 5-Year Viability Report and Loan Portfolio – Confidential

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8.2 Treasury Management Update – Confidential

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9. Group Parent Monitoring – Confidential

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9.1. CVPS Minutes

9.1.1. The Board **noted** the minutes of the CVPS Board on 21 April 2021.

10. Committee Minutes

10.1 Health & Safety Board – Confidential

10.1.1 The Board **noted** the minutes of the Health and Safety Board on 22 April 2021.

10.2 Audit Committee – Confidential

10.2.1 The Board **noted** the minutes of the Audit Committee on 13 May 2021.

11. AOCB

11.1. No AOCB was noted by The Board.

12. Date of Next Meeting

12.1. The date of the next meeting is Monday 23 August 2021 at 5.15pm.