



Board of Management Meeting held on 20 May 2021 at 6.30pm

Due to the Coronavirus public health crisis and government advice the Board meeting was conducted remotely using Zoom.

The following members participated remotely:

Mark Griffiths (Chair)
Linda Anderson
Malcolm Begg
Fiona Boath
Theresa Elliot
Anne Law
Susan Macmillan
Fionn Stevenson
Margaret Vass

Staff in attendance: Donna Birrell, Chief Executive Officer (CEO)
Kirsty Brown, Deputy Chief Executive/Director of Finance and Corporate Services (DCEO/DFCS)
Norrie MacPhail, Interim Asset & Development Manager (IADM)
Jackie Leeds, Housing Services Manager (HSM)
Susan Mackay, Corporate Services Officer (CSO)
Hilary Tennant, Governance and Compliance Officer (GCO) (Minutes)

Also in attendance: Ewan Macdonald, Gregor Cameron Contracts Ltd (Item 3 only)

Item		Action
	<p>Getting to know new staff The Chair welcomed the six new RSHA staff members to the meeting, and the Board and staff made their introductions. Following the introductions, the staff left the meeting and the formal Board meeting started at 6:30pm.</p>	
1.	<p>Apologies and Conduct of Meeting The Chair welcomed everyone to the meeting and thanked Ewan MacDonald from Gregor Cameron Consultants for attending for Agenda Item 3.</p>	

	<p>Apologies had been received from Martin Earl and Lorna Cameron.</p> <p>The Chair advised the Board that Cordelia Guidery had recently been unwell and had now decided to resign from the Board. The Chair noted the Board's thanks to Cordelia for her time and dedication to RSHA and wished her a speedy recovery.</p>	
2.	<p>Declarations of Interest</p> <p>Declarations of Interest were made by T Elliot (Item 3.1 and 10.2), L Anderson and F Boath (Item 11.4), CEO (Item 11.5)</p>	
3.	<p>Development Exception Report:</p> <p>3.1 Tyndrum Business Case & Financial Appraisal (EM, GCC Ltd)</p> <p>The report presented the business case and financial appraisal for the proposed development at Mansefield, Tyndrum. Two sites had been identified, with site selection indicating that both were suitable for development. The report provided information on the demand for housing in the area, the current status in relation to site ownership, planning and design development, along with details of the project risks, proposed timescales and a financial appraisal.</p> <p>Questions were raised in relation to the long term demand for housing in the area, the number of units planned for the site, the disruption to existing tenants from construction traffic, and the social infrastructure in place to support these additional houses.</p> <p>The Board decided:</p> <ul style="list-style-type: none"> ◆ That the contents of the report be noted ◆ That the selection of site 2 (Mansefield) for development be approved. ◆ That progression of discussions with Scotgold, the National Park and Strathfillan Community Development Trust (SCDT), in relation to the possibility of RSHA delivering some housing units on behalf of the community group for them to fund and manage, be approved. ◆ That progression of the appointment of a Design Team, including Architect, Engineer and Cost Consultant, to take the project to detailed planning stage be approved. ◆ That the offer of the feasibility work completed for site 1 to SCDT at no cost, in line with the Association's wider role remit, be approved. ◆ That a Pre-Contract RSHA budget of £20k, in conjunction with Scotgold's contribution of £10k, for work to progress the planning application, legal agreements and consultant appointments, be approved. <p>3.2 Balmaha Exception Report (EM, GCC Ltd)</p> <p>The report provided an update on progress on the non-material amendment to the original planning and building warrant. Details of the risk and mitigation strategy were also provided.</p> <p>The Board decided: that the project progress report be noted.</p>	

	<p>The Chair thanked EM on behalf of Gregor Cameron Consultants for attending and presenting the paper.</p> <p><i>EM left the meeting at 6.45pm.</i></p>	
4	<p>Health and Safety</p> <p>4.1 Health and Safety Update – there was no further update for the Board</p> <p>4.2 Landlord Facilities Health and Safety Update – there was no further update for the Board</p>	
5.	<p>Group Minutes</p> <p><u>Board</u></p> <p>5.1 Minute of Board Meeting: 18 March 2021 The Minute was approved following a motion by Fionn Stevenson and seconded by Margaret Vass.</p> <p>5.2 Confidential Minute of Board of Management Meeting: 18 March 2021 The Confidential Minute was approved following a motion by Fiona Stevenson and seconded by Margaret Vass</p> <p><u>Subsidiary</u> None.</p> <p><u>Audit and Risk Committee</u></p> <p>5.3 Minute of Audit & Risk Committee meeting: 29 April 2021 The Minute was noted</p> <p>5.4 Confidential Minute of Audit & Risk Committee meeting: 29 April 2021 The Confidential Minute was noted</p> <p><u>Working Groups</u></p> <p>Investment: None</p> <p>Customer Engagement, Participation and Scrutiny: None.</p> <p>Investment: None</p>	
6.	<p>Matters Arising Schedule (CEO)</p> <p>The Matters Arising Schedule was approved.</p>	
7.	<p>Record of Electronic Approvals (CEO)</p> <p>No report.</p>	
8.	<p>Group Key Risks (CEO)</p> <p>The Risk Register had been considered by the Audit and Risk Committee on 29 April 2021. The Register had been kept under review during the COVID-19 pandemic, and a separate Action Plan relating to pandemic preparedness had been incorporated in the Business Continuity plan.</p>	

	<p>The Risk Register had been reviewed by the SMT and a summary of the risk change positions were provided in the report.</p> <p>The Board decided:</p> <ul style="list-style-type: none"> ◆ That the updated Risk Register for RSG be approved. ◆ That the Risk change positions as reported, be noted. <p>The updated Group Key Risk Register was approved.</p> <p><i>The Business Continuity update and SHR COVID-19 Information Return has been emailed by the CEO to Members as previously agreed.</i></p>	
9	<p>Strategy</p> <p>9.1 Customer Engagement Strategy: Feedback from Consultation (HSM)</p> <p>The report provided the Board with detailed feedback from the recent Customer Engagement Strategy consultation. The survey findings were provided in Appendix 1.</p> <p>Key themes drawn from the survey findings were highlighted in the report. Feedback received indicated that tenants were content with the draft Strategy and that no particular changes were required.</p> <p>A query was raised in relation to the terminology of the report, where the survey was issued to households and not to each tenant within the household. The CEO advised that for this type of transactional survey it was not possible to issue invitations to individual tenants, however for future, large scale surveys individual invitations to reply would be issued, depending on the ability of SDM to provide this level of detail to CX Feedback.</p> <p>The Board decided:</p> <ul style="list-style-type: none"> ◆ That the results of the Customer Engagement Strategy consultation be noted. ◆ That the Customer Engagement Strategy be approved. ◆ That delegated authority be given to the Housing Services Manager to assess the requirement for, and if needed completion, of an Equality Impact Assessment (EIA) for the Strategy. <p>9.2 Draft Annual Procurement Strategy (CEO)</p> <p>The aggregated value of procurement for goods and services for RSHA is now estimated to be above £5m, and RSHA is required to produce an Annual Procurement Strategy as set out in the Procurement Reform (Scotland) Act 2014.</p> <p>A draft Annual Procurement Strategy was attached as appendix 1.</p> <p>A question was raised in relation to the ability to measure RSHA’s success in aligning procurement by contractors with RSHA values and objectives. The CEO reported that an annual procurement report would be produced which would allow RSHA to measure the success of the strategy and highlight where any</p>	

	<p>adjustments are required. It was also suggested that we ask a random sample of suppliers to self-assess against our requirements.</p> <p>The Board decided:</p> <ul style="list-style-type: none"> ◆ That the Annual Procurement Strategy, be approved. ◆ That the requirement to produce an Annual Procurement Strategy will be reviewed annually, every March, be noted. 	
10	<p>Finance</p> <p>10.1 Confidential Q4 Management Accounts (DCEO/DFCS)</p> <p><i>This matter was confidential.</i></p> <p>10.2 Confidential Additional Private Finance Requirements</p> <p><i>This matter was confidential.</i></p>	
11	<p>Governance - Ethical Conduct and Notifiable Events/Annual Assurance Status</p> <p>11.1 Notifiable Events: No Report.</p> <p>11.2 Office Bearers' Decisions: None</p> <p>11.3 Recommendations from Audit and Risk Committee</p> <p>The report provided the Board with the recommendations from the Audit and Risk committee on 29 April 2021. These included:</p> <ol style="list-style-type: none"> I. The Annual Group Risk Review II. The Mid-Year Review of Annual Assurance Statement III. The Confidential HR report IV. Policies recommended for adoption. <p>The Board decided:</p> <ul style="list-style-type: none"> ◆ That the Annual Group Risk Review be approved. ◆ That the recommendations from the Confidential HR Report be approved. ◆ That the completion of the Mid-Year Review of the Annual Assurance Statement be noted. ◆ That the following policies be approved for adoption: <ul style="list-style-type: none"> ○ Complaints Policy ○ Electrical Safety Policy ○ Estate Management Policy (updated). <p><i>Staff left the meeting during consideration of the following two items.</i></p> <p>11.4 Confidential Annual Board Appraisals Report, North Star Consulting and Research</p> <p>(including Board Learning and Development Plan, Confirmation of Continuing Effectiveness if subject to 9-year rule) and the Board Succession Plan.</p>	

	<p><i>This matter was confidential.</i></p> <p>11.5 Confidential CEO Annual Appraisal Report <i>This matter was confidential.</i></p> <p>11.6 New Member Applications: no report</p>	
12.	Operations: No report.	
13.	<p>Performance and Policy</p> <p>13.1 Confidential ARC and ESSH Submission, including VSS ARC Validation Report This matter was confidential.</p> <p>13.2 Quarter 4 Performance Report (January – March 2021) /End of Year Performance Results The report provided details of the Quarter 4 Performance results. The CEO noted that the changes made following the ARC validation report had altered the Q4 performance report and a revised report would be uploaded to the Resources area of Decision Time immediately following the meeting.</p> <p>Details on critical ARC & other KPI Indicators Performance Report were included as Appendix 1. It was noted that new indicators had been added to the ARC (Housing Management, Repairs/Maintenance and Complaints), one has been deleted (Complaints).</p> <p>Details on arrears, re-let times, tenancy sustainment and anti-social behaviour were included in the report. Information on planned maintenance expenditure was provided in Appendix 2, and the Q4 development performance report in Appendix 3.</p> <p>The RSG Strategic Plan had been approved by the Board in May 2020 (updated March 2021). A RSHA Business Plan for 2020/2023 was produced to support delivery of the Strategic Plan. Progress towards achieving the Q4 actions was provided in Appendix 4.</p> <p>The Board decided that the contents of the report be noted.</p>	CEO
14.	<p>Chief Executive’s Report (CEO) The report provided the Board with an update on recent key issues, actions and developments.</p> <p>The report provided information on adaptations funding received, the forthcoming Group Strategy Session, and the Equality, Diversity and Inclusion Audit which had been commissioned. Details of feedback received from tenants during the consultation on the Complaints Handling Procedure was provided in Appendix 1.</p>	

	<p>Correspondence from the SHR to provide an update in Coronavirus Advice for Governing Bodies was provided in Appendix 2, and the SPSO complaints handling timescale and complaints service recovery plan update was provided in Appendix 3.</p> <p>The Board decided that:</p> <ul style="list-style-type: none"> ◆ The Adaptations Funding received in 2020/21, and the 2021/22 funding bid, be noted. ◆ The SHR correspondence regarding Appendix 1 Scottish Housing Regulator Coronavirus Advice for Governance Bodies Updated April 2021 be noted. ◆ The SPSO correspondence regarding Complaints handling timescales and complaints service recovery action plan 6 May 2021 be noted. ◆ The EVH Diary 2022 Advertising Opportunity was not recommended. 	
15.	<p>Action Tracker</p> <p>The Chair reported that he and the CEO had noted the comments at item 21, 20 February 2020 and that consideration would be made on a case by case basis regarding external consultant’s attendance at Board meetings. This item, along with the others noted in the report, would be removed from future Action Trackers.</p> <p>The Board decided that the Action Tracker be approved.</p>	CEO
16.	<p>Attendance at Conference/Seminar or Networking Events:</p> <p>The Chair reported that he and the CEO had attended a Stirling SHIP review meeting, where it was reported that spending on housing had exceeded budget allocation. 20/21 allocation had been £10.3m with actual expenditure £18.2m. The allocation for 21/22 would be £11.2m. The HAG grant rate per unit was under review and looked likely to rise from £71k to £81k.</p> <p>F Stevenson highlighted that she had attended an event organised by Good Homes Alliance, who promote building sustainable homes and support working towards Net Zero. If any Board member would like further information, please contact Fionn.</p> <p>The Board discussed the feedback following the Clais Farm site visit and the CEO reported that this would be passed to the Director of Housing and Property Services (DHPS) to action once he was in post.</p>	DHPS
17.	<p>Any Other Competent Business</p> <p>The Chair asked the Board if they would be agreeable to completing an Ice breaker document, similar to the document that the staff had recently completed. The Board agreed to do so, and the CEO agreed to circulate the template to the Board.</p> <p>Board members were also reminded to complete the Doodle Poll for attendance at the Board Strategy Session in the autumn.</p>	CEO Board Members

18.	Review/Reflections of Meeting: Please email your feedback to Mark Griffiths Chair.	
19.	<p>Date of Next Meetings</p> <ul style="list-style-type: none"> • Equality, Diversity & Inclusion Focus Group - Thursday 27 May 2021 • Joint Training Session: Effective Questioning, Scrutiny and Challenge TBC • Venachar - Board 17 June at 4.30pm • Board - Thursday 17 June 2021 at 6.30pm • Audit & Risk Committee Pre Session - Thursday 29 July 2021, draft Annual Assurance Verification and scrutiny of evidence TBC • Audit & Risk Committee - Thursday 29 July 2021, TBC <p>The Chair thanked the new staff for attending the Board and thanked the Board members and officers for their hard work and closed the meeting.</p> <p><i>Meeting ended at 8pm</i></p>	