



**Minutes of the Meeting of the Board
held on 24 February 2022 at 3.00pm
via Zoom**

PRESENT:

Lesley Holdsworth	Chair
Ingirid Deuling	
Robert Fernie	
David Fisher	
Carole Lamond	
Eric Lewis	
Isabel McGarvie	
Margaret Moore	
Graeme Russell	
Willie Smalley	

IN ATTENDANCE:

Lynne Douglas	Chief Executive
Tracey Howatt	Director of Customer Experience
Val Hunter	Director of Business Development
Paula Rice	Director of Finance & Technology
Nikki Ritchie	Director of People & OD (up to and including Minute 3606(iii))
Clare Beesley	Governance Manager

3601. Apologies for Absence

Apologies for absence were received from Beth McNeil.

3602. Declarations of Interest

There were no declarations of interest.

3603. Minutes

- (i) Minutes of the Meeting held on 28 January 2022
The Minutes of the Meeting held on 28 January 2022, having been previously circulated, were approved and signed by the Chair.

- (ii) Confidential Minutes of Meeting held on 28 January 2022
The Confidential Minutes of the Meeting held on 28 January 2022, having been previously circulated, were approved and signed by the Chair.

3604. Business Arising

- (i) Action List
In respect of Minute 3543(ii) – Board Development, the Chair confirmed that the intention was still to arrange for a representative from PATH to attend a Board development session and this would be arranged.

In respect of Minute 3587(iv) – Board Skills Gap Analysis, the Chair confirmed that the Office Bearers would look closer at this prior to going out to recruit new Board members, likely around May 2022.

The Board thereafter noted the Action List.

3605. Priority Items

- (i) Confidential Item: Redacted
- (ii) Confidential Item: Redacted
- (iii) Confidential Item: Redacted

3606. Items for Noting

- (i) Confidential Item: Redacted
- (ii) Q3 Performance Report
The Board received Report B/6(ii)/FEB/22 from the Operational Directors and Head of Strategic Programmes & Improvement. It was noted that queries had been raised, and responded to, prior to the meeting.

The Board congratulated the team for an excellent report which they found to be clear and straightforward to read.

The Chief Executive commended the housing team for their work in reducing voids and confirmed that a tremendous amount of work had been undertaken to get to this point. The Director of Customer Experience acknowledged that staff had been more focussed on voids, and this was helping with the improvements being seen. The Chief Executive advised that more integrated reporting was now possible, and a demo could be provided to the Board if this was found to be

useful. A suggestion was made to provide the Board with a report with more refined figures on occasion to show a more realistic position with the outlying voids removed.

A query was raised in respect of Bield at Home and what work was being undertaken to increase uptake of the service. The Director of Customer Experience advised that a Team Leader was now in place which would allow more focus to be placed on the service. It was also hoped to bring back the social aspect now that lockdown was being eased. There were potential plans to extend the service outwith the current area, but it was felt that the service provided required to be modernised initially.

It was noted that there had been a substantial reduction in tenant arrears which was welcomed. The Director of Customer Experience explained that ongoing work was being undertaken with tenants in this area.

In respect of Property Management - Spend Against Budget, it was suggested that this should include an indication of spend against the annual budget. The Director of Business Development confirmed that she could look at this.

A query was raised in respect of the increase in short term staff absences and those due to mental health and stress. The Director of People & OD advised that there had been a few cases of serious accidents, some ongoing issues with Covid-19 symptoms and the ability for staff to access services for ongoing issues. There had, however, been a number of successful returns to work since the report had been issued. It was noted that although staff had positive access to signposting to services, there was a requirement to look at how this was brought into the workplace. It was also noted that contact had been made, following an introduction via a Board member, with Shiny Minds who helped with mental health. It was felt that this would be better picked up later in the year.

The Board reviewed the Q3 performance and determined aspects of Bield's performance which required further explanation or attention.

(iii) Confidential Item: Redacted

3607. Update Reports for Committees, Sub-Committees and SLWG

(i) People & Staff Governance Committee Confidential Minutes – 19 October 2021

The Board noted the Confidential Minutes of the People & Staff Governance Committee held on 19 October 2021.

- (ii) People & Staff Governance Committee Meeting – 9 February 2022
The Chair of the Committee provided a verbal update to the Board and confirmed that the minutes would be presented to the March Board meeting.

The Board noted the verbal update in respect of the meeting of the People & Staff Governance Committee held on 9 February 2022.

- (iii) Audit & Risk Committee Meeting – 17 February 2022
The Chair of the Committee provided a verbal update to the Board and confirmed that the minutes would be presented to the March Board meeting.

The Board noted the verbal update in respect of the meeting of the Audit & Risk Committee held on 17 February 2022.

- (iv) Digital Advisory Group – 15 February 2022
The Board representative on the Group provided a verbal update to the Board. She confirmed that the CX project was in a better position than it had been a few months ago. The Chair of the Board suggested that a clause be put in any new contract in respect of the customer portal element which would allow any financial penalties to be put on Civica if they did not follow through with the contract. The Director of Customer Experience confirmed that she would speak with the Head of ICT to discuss this.

The Board noted the verbal update in respect of the meeting of the Digital Advisory Group on 15 February 2022.

- (v) SLWG ARC Improvement Plan – 1 February 2022
The Chair of the Group confirmed that a further meeting was due to take place on 4 April, prior to the next submission to the Scottish Housing Regulator.

The Board noted the Minutes of the SLWG ARC Improvement Plan meeting held on 1 February 2022.

3608. Policy Review

- (i) Data Protection
The Board received Report B/8(i)/FEB/22 from the Head of Policy & Customer Standards.

The Board confirmed that they were pleased to see this Policy presented for approval and asked that thanks be passed on to the team.

The Board approved the policy with no changes requested.

3609. Governance

- (i) Confidential: Company Secretary Report
The Board received Report B/9(i)/FEB/22 from the Governance Manager.

The Board:

- (i) noted the register of legal documents; and
(ii) noted the use of SO10.

3610. Date of Next Meeting – Thursday 24 March 2022

The date of the next meeting was agreed as Thursday 24 March 2022.

3611. Any Other Business

There was no other business.