

**Minutes of the Meeting of the Board of Management
held on 29 November 2018 at 10.15am
Airth Castle Hotel, Airth, Falkirk**

PRESENT:	Mrs S Napier	Chair
	Mrs P Dawson	
	Mrs I Deuling	
	Mr R Fernie	
	Ms I McGarvie	
	Mrs M Moore	
	Mr G O'Sullivan	
	Mr D Scobie	
	Ms M Sibbald	
	Ms J Stone	
IN ATTENDANCE:	Mr B Logan	Chief Executive
	Mr C Dickson	Director of Care Services/Interim Director of Housing Services
	Mrs N Harcus	Interim Director of HR
	Mr S Smith	Director of Finance & ICT Services
	Ms C Innes	Head of Development
	Ms H Thomson	Assistant Director: Property Services
	Miss C Beesley	Governance & Administration Manager

3317. Apologies for Absence

Apologies for absence were received from Dr L Holdsworth and Mr W Smalley. The Chair welcomed Ms Stone to her first Board meeting.

3318. Declaration of Interest

All staff declared an interest in Minute 3323(ii).

3319. Minutes and Confidential Minutes of the Meeting held on 23 October 2018

In respect of the confidential Minutes and, in particular, 3314(i), at the top of page 4 of the Minute, a request was made to change the wording to 'It was agreed that the Board would be advised if it was felt that the proposed higher end of savings would not be achieved'. Thereafter, both sets of minutes, having been previously circulated, were approved and signed by the Chair.

3320. Business Arising

(i) Action List from Previous Meetings

In respect of Minute 3288 – Confidential Minutes of the Meeting held on 5 July 2018, it was noted that, in respect of raising the issue of charging with owners at The Walled Gardens, the Owner Services Manager had flagged this with owners at the AGM the previous week. A further meeting was arranged for December and an update to the Board would thereafter be provided via the Chief Executive's report in February.

In respect of Minute 3290(i) – Confidential Item: Report from the Chief Executive – it was noted that a short paper had been produced and would be circulated to the Board providing detail on the new Housing Management System.

In respect of Minute 3314(i) – Confidential Item: BR24 Report, it was noted that the due date should be amended to February 2019.

3321. Priority Items

(i) Confidential Item: Report from the Chief Executive

(ii) Confidential Item: Final Draft Budget Strategy 2019-20

(iii) Rent & Service Charge Review

The Board received a verbal update from the Director of Finance & ICT Services following a pre-Board session by Arneil Johnston that morning. The following queries were raised:

- Was the proposal to implement the inflationary increase and the rent review implementation in Year 1? The Director of Finance & ICT Services confirmed that this was the case.
- Would rents for void flats be taken into account? The Director of Finance & ICT Services confirmed that this would be looked at as part of the Policy
- What was the strategy for those tenants not on Housing Benefit? The Chief Executive advised that phasing would help with this but that it would have to be accepted that some customers would have a larger increase than others. He confirmed that Bield's Welfare Officer could be asked to assist those affected
- The Board were impressed with the work so far undertaken and the mechanism for delivery of the changes which showed positive engagement with tenants. The Chief Executive suggested that updates in this respect could be highlighted in the Bulletin e.g. 'You Said, We Did'.

The Board:

- (i) approved the principles of the Arneil Johnston model subject to minor amendments and points of clarification**
- (ii) agreed a 3 year phasing period for implementing the model**
- (iii) agreed to consult with tenants on a 2.5% inflationary rent increase which would be incorporated within the implementation of the agreed model**

- (iv) **noted that a new Rent Policy will be brought to the Board for approval in February 2019. This would include a procedure for addressing the phasing of increases and decreases when re-lets/voids arise.**

- (iv) Confidential Item: Disposal of Woodlands Care Home, Bo'ness

3322. Performance & Audit

- (i) Minutes of the Performance & Audit Committee Meeting held on 16 August 2018 & Draft Minutes of the Performance & Audit Committee meeting held on 15 November 2018

The Board noted the Minutes of the Performance & Audit Committee meeting held on 16 August 2018 and the draft Minutes of the Performance & Audit Committee meeting held on 15 November 2018.

- (ii) Confidential Minutes of the Performance & Audit Committee meeting held on 16 August 2018 & Draft Confidential Minutes of the Performance & Audit Committee Meeting held on 15 November 2018

The Board noted the Confidential Minutes of the Performance & Audit Committee meeting held on 16 August 2018 and the draft Confidential Minutes of the Performance & Audit Committee meeting held on 15 November 2018.

- (iii) Management Accounts to 30 September 2018

The Board received Report BOM/6(iii)/NOV/18 and a report in relation thereto from the Assistant Director of Finance.

The Board noted the Management Accounts to 30 September 2018.

- (iv) Key Performance Indicators – Q2 (July-September 2018)

The Board received Report BOM/6(iv)/NOV/18 and a report in relation thereto from the Business Improvement Manager.

In relation to the % of tenancy offers refused (Indicator 2) on page 4 of the cover report, it was noted that there had been an increase in refusals with 31% due to issues with the property. A query was raised as to whether any analysis was undertaken in this respect. The Director of Care Services/Interim Director of Housing Services confirmed that more detail could be obtained if required. The Chair suggested that, if potential tenants were refusing tenancies due to, for example, there being no shower, this could be looked at as part of the planned maintenance programme.

The Board of Management:

- (i) **agreed that the aspects of Bield's performance in need of monitoring and improvement were as highlighted in the summary report; and**
- (ii) **noted the decisions taken by the Performance & Audit Committee regarding BR24 performance reporting.**

(v) Business Strategy Tasks – Q2 (July-September 2018)

The Board received Report BOM/6(v)/NOV/18 and a report in relation thereto from the Business Improvement Manager.

It was highlighted that it was felt helpful to have received an update from the Interim Director of HR in relation to the Investors in People (IIP) re-accreditation position. It was noted that a staff survey had also been undertaken (BS.03.01) with the results to be looked at the following day. Around 70 staff were interviewed by the IIP consultant and the outcome of this would be made available to the Board in due course. This would provide a useful baseline moving forward.

In relation to the Asset Management Strategy refresh (BS.09.01), it was noted that this would be linked to the rent and service charge review and would provide a tool to work with. The Assistant Director of Property Services and the Head of Development would assess the information and hold meetings with managers in this respect.

In respect of the ICT Strategy Update (BS.07.01), it was noted that, although a 31 December 2018 expected completion date had been suggested, there had currently been no work undertaken on this in relation to the % complete. The Director of Finance & ICT Services confirmed that this task would be undertaken by the due date.

The Board of Management reviewed the progress of the priority tasks.

3323. Remuneration

- (i) Confidential Minutes of the Remuneration Committee meeting held on 16 August 2018

The Board noted the Confidential Minutes of the Remuneration Committee meeting held on 16 August 2018.

- (ii) Draft Confidential Minutes of the Remuneration Committee meeting held on 23 October 2018

3324. Governance

Nil

3325. Update Reports

- (i) Confidential Item: Report from the Company Secretary

The Board received Report BOM/9(i)/NOV/18 and a report in relation thereto from the Governance & Administration Manager.

The Board:

- (i) approved the applications for membership of Bield;**
- (ii) noted the register of legal documents; and**
- (iii) noted the use of Standing Order 10.**

(ii) Confidential Item: Development Progress Report – Six-Monthly Update

The Board received Report BOM/9(ii)/NOV/18 and a report in relation thereto from the Head of Development.

The Board expressed their delight that Bield were continuing to persevere with new build developments in difficult times. The Head of Development was thanked for her work in this respect.

The Board noted the contents of the Development Progress Report.

(iii) Health & Safety Update – Bi-Annual Report (April-September 2018)

The Board received Report BOM/9(iii)/NOV/18 and a report in relation thereto from the Health & Safety Manager.

The Board noted the contents of the paper.

(iv) SFHA Activity Update

The Board received Report BOM/9(iv)/NOV/18 and a report in relation thereto from Mr G O’Sullivan. In relation to SFHA membership, Mr O’Sullivan advised that there had now been an increase of 20 RSLs joining or re-joining SFHA since its recruitment programme begun early in 2017.

The Board of Management noted:

- (i) the contents of the report; and**
- (ii) that further reports would be submitted for information in due course.**

3326. Policy Review

Nil

3327. Compliance

Nil

3328. Reports from Working Groups

(i) Minutes of the Partnership Forum held on 8 November 2018

The Board noted the Partnership Forum held on 8 November 2018.

3329. Date of Next Meeting – Thursday 14 February 2019, Edinburgh

The date of the next meeting was confirmed as Thursday 14 February 2019, Edinburgh.

All staff left the meeting at this point.

3330. Any Other Business

(i) Chief Executive's Appraisal

The Chair reported that the Chief Executive's appraisal was well underway and that she was due to discuss this at the Office Bearer's meeting on 17 December 2018.