



**Minutes of the Meeting of the Board
held on 20 October 2022 at 3.00pm
via Zoom**

PRESENT:	Lesley Holdsworth Pat Dawson Robert Fernie Carole Lamond Isabel McGarvie Graeme Russell Willie Smalley	Chair
IN ATTENDANCE:	Lynne Douglas Tracey Howatt Jack Marshall Andrea Paterson Clare Beesley	Chief Executive Director of Customer Experience Interim Director of Finance & Technology Interim Director of Strategic Assets Governance Manager

The Board welcomed the Interim Director of Strategic Assets to her first Board meeting.

3665. Apologies for Absence

Apologies for absence were received from David Fisher, Beth McNeil, Margaret Moore and Nikki Ritchie.

3666. Declarations of Interest

There were no declarations of interest.

3667. Minutes

- (i) Minutes of the Meeting held on 22 September 2022
The Minutes of the Meeting held on 22 September 2022, having been previously circulated, were approved and signed by the Chair.

- (ii) Confidential Minutes of Meeting held on 22 September 2022
The Confidential Minutes of the Meeting held on 22 September 2022, having been previously circulated, were approved and signed by the Chair.

3668. Business Arising

- (i) Action List
The Board noted the Action List.

3669. Priority Items

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

3670. Items for Noting

- (i) Confidential Item: Redacted
- (ii) Confidential Item: Redacted
- (iii) Freedom of Information Update
The Board received Report B/6(iii)/OCT/22 from the Performance & Quality Co-ordinator.

The Board noted the FOI and ERI report which highlighted the number of FOI requests since the last report three months ago.

- (iv) ARC Performance Report & Peer Review 2021/22
The Board received Report B/6(iv)/OCT/22 from the Performance & Quality Co-ordinator.

The Director of Customer Experience advised that the report provided an overview of Bield's performance in relation to the indicators submitted to the Scottish Housing Regulator. It also provided a comparison with Bield's peer group of similar organisations.

The Director of Customer Experience highlighted that there was work required to keep in line with the peer review group. The overall

comparison average was difficult for Bield to maintain in some areas, due to the type of specialist accommodation Bield provided compared to the majority of RSL's.

A query was raised in respect of Indicators 8 and 9 relating to response times for repairs which appeared to be far out from the peer group. The Director of Customer Experience advised that this was due to the way the days were calculated which may be different between organisations. A request had been made to the team dealing with this area for more information and once received, could be shared with the Board.

In respect of the number of days to allocate properties (Indicator 30), again the Board felt that this was much higher than Bield's peers. The Director of Customer Experience advised that properties which were longer term voids had been allocated which skewed the average figures.

The Board noted that complaints were still an issue and that this should continue to be monitored.

A suggestion was made to look closer at the nuances in respect of the colour coding and whether these were accurate, as well as a deeper dive into those areas highlighted red. The Board confirmed that they liked the layout of the report.

The Chief Executive highlighted that the report was generated by the Regulator with not much room for Bield to amend. More detail was provided in the quarterly KPI reports to the Board.

A query was raised in respect of tenant satisfaction and how much flexibility there was in relation to the tenant survey content. The Director of Customer Experience advised that this was being looked at with a view to liaising with the Partnership Forum to receive tenants' views on what should be asked. It was noted that surveys would not only be sent by post but would also be available online as well as some other potential options.

The Board used the information provided in the report and considered that Bield's performance needed improvement or further investigation per the above.

(v) Modern Slavery Statement

The Board received Report B/6(v)/OCT/22 from the Procurement Manager.

The Interim Director of Finance & Technology advised that there was a requirement to publish the Statement on an annual basis and that there were only minor amendments to the Statement from last year.

The Board noted the 2022 Modern Slavery Statement.

(vi) Board Feedback – Events/Conferences/Training

The Board provided the following updates:

Robert Fernie had attended the SFHA online AGM which had proved interesting, particularly the presentation by Chris Birt from the Joseph Rowntree Foundation.

Isabel McGarvie advised that she had attended various online sessions led by consultancy firms which covered e.g., pay, inflation and energy costs. Isabel confirmed that she would share a link for circulation to the Board.

Some SMT and Board members had attended a Teams drop-in session with the ICT team. It was suggested that a further session be set up for the Board. The Chair advised that she would be happy to hold an informal session at the Board Away Day for Board member who required assistance.

A number of SMT and Board members had attended the previously discussed Staff Awards evening which had proved a success.

3671. Update Reports for Committees, Sub-Committees and SLWG

(i) Governance SLWG – 22 August 2022

The Board noted the Minutes of the meeting of the Governance SLWG held on 22 August 2022.

(ii) Audit & Risk Committee Meeting Minutes – 8 September 2022

The Board noted the Minutes of the meeting of the Audit & Risk Committee held on 8 September 2022.

(iii) Audit & Risk Committee Meeting – Confidential Minutes – 8 September 2022

In respect of Minutes in general, a query was raised as to whether the Minutes from Committees should be presented to the Board if they had not already been approved by the respective Committee. In this respect, it was agreed to mark each Committee minute as 'draft' unless it had already been formally approved at the Committee meeting. The minutes would only come to the Board as final once approved by the respective Committees.

The Board noted the Confidential Minutes of the meeting of the Audit & Risk Committee held on 8 September 2022.

(iv) People & Staff Governance Committee Meeting – Confidential Minutes – 12 September 2022

It was noted that discussion had taken place at the Committee meeting in relation to the cost of living crisis. The Chair of the Committee agreed to arrange circulation of the report which had been presented to Committee in this respect. This issue should also be added to the Board agenda for discussion in November.

It was noted that the CIPD had prepared a toolkit which may be useful for the Director of People & OD to look at. There were also a number of other organisations who were provided money advice, debt service and employee wellbeing advice.

A suggestion was made to make use of any wasted food at those developments providing meals. The Director of Customer Experience advised that Bield was trying to reduce waste overall and were looking to employ an Income Maximisation Officer who would provide advice to, not only tenants, but staff also.

3673. Governance

(i) Confidential Item: Company Secretary Report

The Board received Report B/9(i)/OCT/22 from the Governance Manager.

The Board:

- (i) approved the application for membership; and**
- (ii) noted the use of SO10.**

3674. Date of Next Meeting – Thursday 24 November 2022

The next Board meeting was due to take place on Thursday 24 November 2022.

It was noted that the Board away day would take place on 23 November. The Chief Executive advised that the day would consist of work in relation to the Business Strategy. Alison Smith would be assisting on the day. It was hoped to sign off the Strategy at the January Board meeting with implementation taking place in April.

3675. Any Other Business

(i) Co-option of new Board Member

The Chair advised that, following a recent recruitment process undertaken by the Office Bearers, she was looking for Derek Breingan to be co-opted to the Board. Derek's background was in banking and his knowledge would prove very useful going forward.

The Chair asked that, if any Board members knew of any others in their networks who may wish to join to the Board, to reach out to them and ask that they get in touch.

The Board approved the co-option of Derek Brenigan to the Board.