



Digital version Approved Minute

Board of Management Meeting held on 15th August 2019 at 6.30pm at the Wallace Boardroom, Lomond Court, Stirling FK9 4TU

Attendance:

Margaret Vass (Chair)	Mark Griffiths	Malcolm Begg	Colin O’Brien
Fiona Boath	Bob Moyes	Theresa Elliot	
Alison Smith	Susan Macmillan	Linda Anderson	

Staff & Others Donna Birrell (Chief Executive Officer – CEO)

Attendance: Malcolm Lee (Asset Manager – AM)
Andrew Robinson (Housing Officer – HO)
Susan Mackay (Corporate Services Officer – CSO and Minute Taker)

Lorna Shaw, Research Resource (LS) (Item 3. only)

Freya Lees, Director North Star Consulting and Research, FL) (Item 4. Only)

Item		Action
1.	<p>Welcome and Apologies</p> <p>The Chair welcomed Lorna Shaw and Freya Lees to the meeting.</p> <p>Apologies had been received from Marin Earl.</p>	
2.	<p>Declarations of Interest</p> <ul style="list-style-type: none"> • Member Linda Anderson declared an interest in Claish Farm. • Members Linda Anderson and Colin O’Brien declared interest in Nine Year Rule assessment (Agenda Item 5). It was agreed each would leave the meeting when this was being discussed. • Members Malcolm Begg and Susan Macmillan declared as tenants their interest in Agenda Item 13.7. 	
3.	<p>Joint Tenant Satisfaction Survey (LS) Presentation</p> <p>LS from Research Resource presented a summary of the recent Joint Tenant Satisfaction Survey which provided information for the ARC.</p> <p>Following the presentation, the Chair invited questions from the Members. The following comments were noted:</p>	

	<ul style="list-style-type: none"> • Interdependencies: it was agreed that one negative experience by a respondent would have a negative impact throughout the survey. • It was argued that question fatigue (the survey amounted to over 60 questions) could have set in nearer the end of the survey; • Outside influence impacted on responses, e.g. Brexit. • There had been some scepticism over the JTSS 2016 results of 100% satisfaction rate and Members had expected some reduction. <p>It was agreed that attention should be focussed on areas of greatest priority for customers and where the most impact can be made, eg. repairs & maintenance, value for money, overall satisfaction and quality of the neighbourhood as a place to live.</p> <p>The CEO reported that further detailed analysis was currently being undertaken by the HSM and AM. It was agreed that this would formulate an action plan to be presented to Board in due course.</p> <p>The Chair thanked LS for her very useful insights. <i>LS then left the meeting. (6.55pm)</i></p>	SMT
	<i>A brief 10 minute recess was taken to allow the Board to have a group photo taken for inclusion in the Annual Performance Report.</i>	
5.0	Health & Safety There were no incidents to report.	
6.1	Minute of the Board meeting held on 20th June 2019 The Minute was approved on a motion from Alison Smith seconded by Malcolm Begg.	
6.3	Minute of the Audit and Risk Committee held on 1st August 2019 It was noted that there had been an issue raised with respect to separate RSHA email addresses for Board members not reflected in the minute. This will be raised at the next meeting of A&R. The Minute was noted.	
6.5	Minute of Investment Committee held on 27th June 2019. The Minute was noted.	
6.7	Action Note of the meeting of the Governance Working Group meeting 23rd May 2019 The Action Note was noted.	
6.8	Action Note of the meeting of the Governance Working Group meeting 1st July 2019 The Action Note was noted.	
7.	Matters Arising Schedule The report was noted.	
8.	Chief Executive's Report (CEO) <i>Stock Tour: Board approved the recommendation to delay the planned Autumn Stock Tour to Spring 2020. (A Stock Tour had taken place in June for half of the stock area). Members were encouraged when out and about to view the housing stock. In future an Annual Stock Tour would be scheduled and included in the Group Meeting Schedule.</i>	CEO

	<p><i>Office Refurbishment Update:</i> The CEO drew attention to a slight amendment in the paper - the office would be closed on Wednesday, 28th and Thursday, 29th August.</p> <p><i>National Housing Day:</i> A coffee morning to mark National Housing Day was planned for Wednesday, 18th September at the office in Doune from 10am to 12 noon. Following discussion, it was agreed that Member Colin O'Brien would contact the Provost to formally open the offices on the day however the ceremony would be kept as low key as possible.</p>	COB
9.	<p>Key Risks – Annual Business Plan Appendix 1 Key Risks (MG)</p> <p>The Register had been reviewed in detail by the Audit and Risk Committee at its meeting in August.</p> <p>It was noted that:</p> <ul style="list-style-type: none"> • Covenants: Risk relating to Covenants had been expanded as rental expenditure of temporary office space had increased. This was being monitored regularly. • Venachar Ltd: Risks for Venachar Ltd would be included on the Risk Register in the future. The Key Risk register would become a Group Risk Register. • Brexit: following a query MG confirmed that the advice provided by the Regulator in relation to Brexit had been taken into account. <p>The Board approved the Register.</p>	
10.	Strategy - no report	
11.1	<p>Q1 Performance Report (CEO)</p> <p>i. Performance Report</p> <p><i>Complaints:</i> A high level of upheld complaints was noted (84.61%). The Board indicated their concern over complaints performance. The CEO confirmed that further analysis of complaints was planned, and further guidance/training based on the findings would be taken e,g, clearer guidance/training on when a complaint is upheld.</p> <p>A Member proposed that data from the Tenant Satisfaction survey results and the complaints be looked at as a whole – perhaps there is a disconnect somewhere. The CEO would take this into account.</p> <p><i>% Tenancies Sustained more than 12 months:</i> Board queried this figure – why were 4 of the lets out of 16 not sustained? The HO reported that out of the 4: one was due to a death, one abandonment, and two had moved to other social housing providers.</p>	<p>CEO</p> <p>CEO</p>

	<p>The Board further queried whether this was lack of support available in our areas/work or location? The Board requested more detail to be included in the report in future.</p> <p>ii) Planned maintenance Expenditure and Progress: the report was noted.</p> <p>iii. Development Programme Monitoring Report: Planning had recently been received for the Gartness Road, Drymen development however planning permission was still outstanding for Claish Farm, Callander. The Board queried why this was the case. The CEO clarified that planning had been expected during July or August for Claish Farm. The CEO would chase this matter and had already asked the Development agent, Gregor Cameron to query with the Planning authority.</p> <p>It was noted Lovells, the developers for Claish had issued a recent press release without consulting RSHA. The CEO had requested Gregor Cameron to raise with Lovells.</p> <p>It was noted the next LLTNP Planning meeting was expected be held in August.</p> <p>Balmaha: The CEO reported that the meeting with Scottish Government was scheduled for Tuesday 20th August.</p> <p>Killearn Hospital site: Following a query from a Member the CEO confirmed that there is currently no RSHA Development on this site as per Local Development Plan. If there was RSHA would struggle to deliver.</p> <p>iv.) Delivery Plan The Chair commented that despite recent reduced staffing resources the Delivery Plan was looking positive.</p>	CEO
11.2	<p>Policies recommended for adoption by Audit and Risk Committee</p> <p>The Board approved the following policies for adoption:</p> <ul style="list-style-type: none"> ● Internal Audit Policy ● Redundancy Policy ● Settlements Agreement Policy 	
12.1	<p>Annual Financial Statements to 31st March 2019 (MG)</p> <p>An updated Management Letter was tabled. This was to reflect an amendment to the graph on page 11 “Rent Arrears Trend Analysis”.</p>	

	<p>The Chair of the A&R Committee, Mark Griffiths reported that the financial statements had been presented in detail by the External Auditor at the Audit and Risk Committee. The External Auditors reported a clear bill of health and had found no areas for improvement.</p> <p>The Board formally thanked Kirsty Brown, Finance and Corporate Services Manager.</p> <p>The Board approved the Final Accounts.</p>	
12.2	<p>Management Accounts for Quarter 1 2019/20 (Tabled)</p> <p>The Accounts were tabled at the meeting. Members stated they required more time to analyse the accounts and would therefore note the Accounts but postpone approval until Quarter 2 accounts were presented.</p> <p>The costs of running the office were noted as being higher than budgeted. This was queried and an explanation that the office costs were higher than expected were due to several factors:</p> <ul style="list-style-type: none"> • Increased meeting room hire costs due to additional being held than were budgeted for; • Some hidden costs, eg kitchen facilities provided by the landlords, once known this cost had been removed; • A one-month extension of rental period due to delay in office refurbishments at Doune. <p>The Accounts were noted.</p>	CEO
13.1	Ethical Conduct and Notifiable Events – no report	
13.2 (i)	<p>Office Bearers’ Decisions – LLI Balkerach Street, Doune</p> <p>The Board formally noted the recommendations and approved the use of the Local Lettings Initiative for Balkerach Street, Doune.</p> <p>It was noted the address of the new homes for this development would in fact be Woodyard Court.</p>	
13.2 (ii)	<p>Feedback from Consultation exercise with Doune applicants (HO)</p> <p>It was reported that there had been no major issues resulting from the exercise. In total 242 applicants had been reviewed and 51 had direct connections with Doune.</p> <p>The HO was due to present information on the proposed LLI to the local Community Council at its next meeting on 9th September.</p>	
13.3	SHR Annual Assurance Statement – Progress report and TIAA Internal Audit Report (TIAA Internal Audit Report was tabled) (CEO)	

	<p>The TIAA Internal Audit Report had been received after the papers had been issued and had since been uploaded to the Board portal.</p> <p>It was noted that the Assurance Statement would now undergo detailed scrutiny at a special A&R meeting to be held on 12th September with the Board approving the final statement early October. The SMT will comment on the draft Internal Audit report and will update with respect to the above. All Board Members are invited to attend this meeting to contribute. The start time of the meeting was amended to 10am and will continue all day to allow Members to “drop in”. It was felt this would be a time-consuming exercise and all Members were encouraged to input. The 7 SHR Strategic Standards forming the Assurance Statement would be uploaded to the Board Portal area as well as the SFHA Toolkit Guidance.</p> <p>It was agreed that a decision on which template to use for the statement would be made once the evidence had been reviewed.</p>	CSO
13.4	<p>Annual Report on Entitlements, Payments and Benefits recorded in the Register</p> <p>The Board approved the register.</p>	
13.5	<p>Annual Report and AGM Arrangements (CEO)</p> <p>Following discussion, the Board agreed with the recommendation in the report to use the Joint Tenant Satisfaction Survey 2016 results.</p> <p>The Board noted the arrangements for the 2019 AGM.</p>	
13.6	<p>Review of RSHA Membership and Cancellations (CSO)</p> <p>It was noted that since the report had been written one member had asked to remain as a member and with this exception the Board approved the cancellations proposed.</p>	
13.7	<p>Recommendations from Committees (CEO)</p> <p>(i) A&R The Board considered the above. It was agreed that there should be an additional recommendation in relation to external support for the Chair to carry out an investigation should this be needed.</p> <p>Subject to the above the Board agreed to adopt the recommendations from the A&R Committee following the review of the Code of Conduct.</p> <p>(ii) Investment - there were none.</p>	
13.8	<p>New Member Applications (CSO) (An updated paper was tabled.)</p> <p>The new member applications were approved as follows:</p> <ul style="list-style-type: none"> • F. Minguillon, Lochearnhead, Stirlingshire (Tenant) • C. Guidery, Gargunnoch, (Tenant) (Board Member applicant) 	

	<ul style="list-style-type: none"> • A. Law, Dunblane (Board Member applicant) 	
13.9	<p>Group Meeting Schedule 2019/20</p> <p>The CEO reported that this paper was still in draft format and would be circulated shortly.</p>	
14.	<p>Action Tracker</p> <p>Members noted the content of the Report.</p>	
15.	<p>Any Other Competent Business</p> <ul style="list-style-type: none"> • Nine Year Rule Assessments: The Chair confirmed that both Members Linda Anderson and Colin O’Brien had successfully passed the assessment. • Retirement of Malcolm Lee, Asset Manager – on behalf of the Board, the Chair thanked Mr Lee for his service and contribution over the last 5 and a half years and wished him a long and happy retirement. Mr Lee thanked all staff and Members and wished them well for the future. • Margaret Vass, Chair – the Vice Chair, Mark Griffiths presented a gift with thanks on behalf of the Board to the Chair in acknowledgement of her last Board meeting as Chair. 	
16.	<p>Review/Reflections of Meeting</p> <ul style="list-style-type: none"> • It was agreed that members had challenged more; • It was agreed that having two presentations on the same evening should be avoided • It was agreed a protocol for using notes function on the Decision Time software was required; • It was proposed that external speakers should be better briefed as it was felt there was some repetition in the written material provided and presentation given; • Some reports are encouraging discussion on what are “operational” matters contrary to guidance to focus on strategic issues. 	CSO
17.	<p>Date of Next Meetings</p> <ul style="list-style-type: none"> • Board Strategy Day – 29th August 2019, Roman Camp Hotel, Callander 12 noon to 7pm (evening meal) • Special meeting A&R Committee – 12th September 2019, 10am to 5pm, Doune (All Members invited to attend and contribute.) • Coffee Morning, National Housing Day – 18th September 2019, 10am to 12 noon, Doune • AGM – 19th September 2019, at 7pm, Woodside Hotel, Doune • Board – 6.30pm, 3rd October 2019, Doune • Investment Committee – tbc • A&R Committee – tbc 	

	<ul style="list-style-type: none">• Board Training – 6pm 5th September, FOI, Doune (It was noted that the training planned on FOI for Board Members on 5th September would go ahead however members from the north would be unable to attend due to a road closure. Training for those members affected would be rescheduled at another suitable date and time.)	
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