

Minute
Management Board Meeting
Thursday 10 June 2021 at 7:00pm
Via Teams

Present: Mary Black (Chair), Bill Finlay (Vice-Chair), Angus Lamont, Colin Love, Michael Donnelly, Zoe Brawn, Nigel Fortnum

In Attendance: Jason MacGilp, Group Chief Executive & Company Secretary
 Derek Adam, Director of Finance & People Services
 Morag Boyter, Director of Business Services
 Sean Connor, Director of Customer Services
 Meg Deasley, Director of Property Services
 Paul Robertson, Service Lead (South)
 Carolyn Owens, Governance Services Manager
 Catherine Bradley, Governance Assistant (Minute)

Item	Report	Action
1.	Board Members only There were no matters for discussion.	
2.	Apologies Apologies were received from Steven Travers and it was noted that Kelly Arrol has requested a leave of absence until the end of August. The request was Approved .	Approved
3.	Declarations of interest Michael Donnelly declared an interest in SFHA (item 7.2) Angus Lamont declared an interest as a Board Member of Cairn HA.	Noted Noted
4.	MINUTES OF PREVIOUS MEETING AND MATTERS ARISING	
4.1	Ancho Board Minute – 11 March 2021 (a) The Minute of the Ancho Board Meeting held on 11 March 2021 was proposed by Bill Finlay, seconded by Colin Love and approved . There were no matters arising.	Approved
4.2	CHA Board Minute – 25 March 2021 (n) The Minute of the Cairn HA Board Minute held on 25 March 2021 was noted .	Noted
4.3	Audit & Performance Committee – 30 March 2021 (n)	

	The Minute of the Audit and Performance Committee meeting held on 30 March 2021 was noted .	Noted
4.4	Constitutional Review WG Meeting – 1 April 2021 (n) The Minute of the Constitutional Review WG meeting held on 1 April 2021 was noted .	Noted
5.	ACTION TRACKER	
5.1	Action Tracker A member queried the dates on item 3. The Governance Services Manager provided clarification. Item 11, The Director of Property Services provided an update. Information about the development project has been added to the report. Item 12 is to be kept under review as it is not appropriate as yet to visit the site. The Chair asked that the tracker is updated accurately prior to issuing the board papers. .	C Owens
6.	OPERATIONAL UPDATE	
6.1	Operational Update The Service Lead (South) provided a verbal update in support of the paper. The Chair asked for an update on the eviction scheduled for the 10 th of June. The Service Lead (South) advised that it is a long and complex case and confirmed that a minute of recall had been received. His team will continue to liaise with the tenant. The Chair noted the 23 responses to the tenant engagement survey and suggested that these tenants could be targeted for further feedback and suggestions and approached for discussion on tenant involvement either on Board or in a Tenant Group. The Director of Business Services agreed and advised that she will raise that with Business Services Manager.	M Boyter
6.2	Covid – Service route map update The Group Chief Executive & Company Secretary advised that the route map is regularly updated. He advised that a more normal service is now being delivered, though office is still closed other than for essential tasks, and that the Board will be updated with any changes.	
7.	ITEMS FOR DECISION/APPROVAL	
7.1	Five Year Financial Projections (FYFP) & Loan Portfolio SHR Submission The Director of Finance & People Services advised that the FYFP is based around the budget that was Approved in March. Over the last week he has been in discussion with the Vice Chair over some budget feedback. The impact of the changes were immaterial in terms of the overall budget and therefore the FYFP as presented is based on that original budget approved in March. Unfortunately the regulator portal was not configured to accept the Loan Portfolio in time for the meeting, there is a date for submission of the 31 st of August. Chair and Vice Chair approval will be required. The Vice Chair confirmed that he is now satisfied with the March approved budget.	D Adam

	<p>The Five Year Financial Projections (FYFP) & Loan Portfolio was approved.</p>	<p>Approved</p>
<p>7.2</p>	<p>Constitutional change: Project for Transfer of Engagements & Governance Efficiencies</p> <p>The Group Chief Executive & Company Secretary provided a verbal introduction and advised that the paper sets out two proposals. Firstly, the proposed timeline for a potential significant constitutional change project involving a potential transfer of engagements, to be achieved by 2024 with the project starting in the Autumn of 2022. The report seeks Board approval to the proposed shared intent. The same report will be presented to the CHA Board next week. Additionally, in the meantime the Working Group have looked at potential administration efficiencies and the closer working relationship between the two Boards with various options, including moving to a co-terminus joint governing bodies meeting. A prototype agenda has been provided. Alternatively the Board may wish to consider a hybrid option which could mix the current format and the co-terminus option.</p> <p>The Chair asked Members for their views on the shared intent for both Boards to commence the proposed Transfer of Engagements project in September 2022. There were no comments and the suggestion to commence the project in September 2022 with the view to a Transfer of Engagements by 2024 was approved. The Chair requested that a project timeline is provided in advance of September 2022.</p> <p>The Chair asked Members for their views on the joint working options</p> <ul style="list-style-type: none"> A) The two Boards will meet as a co-terminus joint governing body. B) Hybrid arrangement – with the joint governing body meeting every second or third meeting C) Stick with the current arrangement <p>The options were discussed and points were raised on timelines, organisation, meeting durations and potential efficiencies. The Chair took it to a with the vote favouring option B. Michael Donnelly did not vote due to his interest in SFHA. It was agreed that this view will be shared with the CHA Board.</p>	<p>Approved</p> <p>M Boyter</p>
<p>7.3</p>	<p>Former Tenant Arrears Write-Off Report</p> <p>The Service Lead (South) asked the Board to note the report. The annual write off was just short of £20,000 which was 25% less than the previous year. He advised that there are four tenants that owe the bulk of the debt and the amount is average across the sector.</p> <p>The Chair asked if there are systems in place that can evidence that collection processes have been exhausted and are those are examined by the designated officer that signs them off. The Service Lead (South) advised that there is a calculated case by case approach.</p> <p>A Member asked if Covid eviction restrictions are effecting current tenants' arrears. The Service Lead (South) advised that it is and that there will be a backlog in the legal system when trying to get cases to court.</p>	

	<p>A Member advised that intervention at an early stage is of vital importance as the amounts mount very quickly. A quick reaction could help both parties.</p> <p>The report was noted.</p>	Noted
7.4	<p>Adoption of SFHA Model Rules 2020</p> <p>The Governance Services Manager advised that the SFHA updated the model rules to a 2020 version and the report sets out proposals for how and when Ancho may adopt the new rules. She provided a verbal explanation to the report. She highlighted some changes with the main change being that AGM's can be held virtually from 2022.</p> <p>The changes were approved and the report will go to CHA, as group parent, for final approval on the 17th of June.</p>	Approved C Owens
7.5	<p>Shareholding Membership Review</p> <p>The Governance Services Manager explained the review.</p> <p>Shareholding Membership Review was approved.</p>	Approved
7.6	<p>Complaints Handling Procedure</p> <p>The Service Lead (South) provided a verbal background to the procedure and the changes. Members commented on the length of the document and the Chair asked what training the staff will receive to assist them with the new procedure and queried the effectiveness of the software which will support the procedure. The Service Lead (South) advised that there will be a mandatory Learn Pro module for staff to complete and that the Business Improvement Teams are making improvements to the systems. He confirmed that verbal dissatisfaction is also logged. Same report will be considered by CHA Board next week, as Group parent, for approval.</p> <p>The procedure was Endorsed.</p>	Endorsed
8	GROUP UPDATES	
8.1	<p>Partnership Investment Delivery update</p> <p>The Director of Property Services advised that thanks to the lifting of Covid restrictions for the most part, Property Services have been able to resume all of the programs that were delayed. The kitchen program in particular is well underway and will soon be back on track. Tenants are being kept up to date.</p> <p>A site visit will be arranged as soon as Covid restrictions allow.</p> <p>A member was surprised that the financials on the materials are not having a serious impact on the planned works. The Director of Property Services advised that there are isolated places or work types where we are seeing cost increases. There has been a slight decrease in kitchen costs. The proces are being closely monitored and the financial forecasting anticipates higher costs later in the year with a mix of Covid and Brexit impacts.</p> <p>The report was noted.</p>	Noted
8.2	Governance Improvement Plan Update	

	<p>The Governance Services Manager advised that the actions are the final items remaining on the Governance improvement action plan.</p> <p>The final sign off was approved.</p> <p>The Group Chief Executive & Company Secretary advised that Steven Travers has expressed an interest in sitting on the Cairn Living Board. He was nominated by Angus Lamont and Seconded by Mary Black. The nomination was approved. This is subject to CHA Board approval as Group parent.</p>	<p>Approved</p> <p>C Owens</p>
9.	ITEMS FOR DISCUSSION/EARLY VIEWS	
9.1	<p>The Chair asked for an update on the Assurance Statement and the improvements in equalities and tenant involvement. The Director of Business Services advised that with regards to the Equalities Statement, there is a working group set up and a draft statement in place that will come to the September meeting. There will be an action within the equalities action plan to improve tenant involvement along with the tenant engagement strategy.</p>	
10.	ITEMS FOR NOTING/PROGRESS MONITORING	
10.1	<p>Q4 Management Accounts</p> <p>The Director of Finance and People Services presented the accounts and advised that they are 90% audited therefore likely to be the final position. They show a healthy surplus ahead of budget. Covid has had a big impact on the result due to planned maintenance expenditure being behind and overheads being below where they would usually be. The interest cost is below budget as the deal with Nationwide is very favourable.</p> <p>The Vice Chair asked about the increase in pension cost and asked if there was a way to cap it. The Director of Finance and People Services advised that as Ancho are members of Strathclyde Pension Scheme it is the actuary valuation that is seen which is also a yearly fluctuation. What is required is a move from the pension scheme however there may be a substantial exit fee. The pensions advisor will come to the December Board meeting to explain options and recommend action.</p> <p>The Management accounts were noted.</p>	<p>D Adam</p> <p>Noted</p>
10.2	<p>KPI Target Setting agreed by A&P Committee</p> <p>There were no questions and the targets were noted.</p>	<p>Noted</p>
10.3	<p>Q4 KPI's</p> <p>The Director of Business Services presented the April KPIs and highlighted the new design of the pack. A member commented on how clear the information is to read.</p> <p>The Ark definitions will be included in the back of the next pack.</p> <p>The KPI's were noted.</p>	<p>M Boyter</p> <p>Noted</p>
10.4	<p>SHQS & EESSH Update</p> <p>The Director of Property Services provided a verbal update in support of the written report. She advised that the properties that do not meet the</p>	

	<p>standard are either exempt or have specific reasons that the teams are very aware of. Outdoor entry systems are being worked on this year. With regards to the energy performance, the team are working with Changeworks consultants looking at the hard to treat property types to develop an approach for energy improvements across the board.</p> <p>The report was noted.</p>	Noted
10.5	<p>Health & Safety Strategy 6-month update</p> <p>There were no questions and the report was noted.</p>	Noted
10.6	<p>Gifts and Hospitality Register</p> <p>The Governance Services Manager advised that there were none to add to the register this year. The report was noted.</p>	Noted
10.7	<p>Annual Declarations of Interest Register</p> <p>The register of Interest were approved.</p>	Approved
10.8	<p>Transfer of Management of Garages</p> <p>The Director of Finance and People Services advised that there is limited progress being made with regards to the factoring or transfer of garages to Cairn Homes and Services due to issues with the IT provider causing delays with implementing the systems that would manage the new process. The transfer is currently on hold pending IT investment or potentially the adoption of PCE systems if they are suitable.</p> <p>There will be a further update at the next Board meeting.</p> <p>The report was noted.</p>	<p>D Adam</p> <p>Noted</p>
10.9	<p>Risk Register and any new risks</p> <p>The Director of Business Services asked Board members for any additional risks that they would like included in the register before it is fully reviewed at the next Audit and Performance meeting. There were no additional risks added.</p>	
10.10	<p>Board Meetings Schedule/Forward Planner – in Teams</p> <p>Some members raised IT issues accessing Teams and they were asked to bring detail of the issues to the Governance team.</p>	
11.	GOVERNANCE & REGULATION	
11.1	<p>Recent SHR publications/guidance for information</p> <p>The Governance Services Manager referred members to the Scottish Housing Regulator website for all the latest information.</p>	
11.2	<p>Governance Update</p> <p>The Governance Services Manager provided a verbal update in support of the report. She advised that this year the AGM will be held in person and that venue options are currently being explored.</p>	

	<p>A Member suggested that the AGM is combined with another event like a strategy day.</p> <p>The report was noted.</p>	Noted
12.	DECISIONS TAKEN UNDER DELEGATED AUTHORITY	
12.1	<p>ARC submission submitted under Chair/Vice Chair action</p> <p>The Group CEO and Company Secretary confirmed verbally that the ARC submission has been made to the regulator. There has been a subsequent adjustment made within an allowable period; the Chair had been informed at the time.</p>	
13.	AOCB	
	<p>There was no other business.</p> <p>The meeting ended at 20:47</p>	
14	DATE OF NEXT MEETING	
	2 September 2021 at 7:00pm	