

**MINUTES OF A MEETING OF THE BOARD OF MANAGEMENT OF ANCHO LIMITED
HELD AT SOVEREIGN HOUSE, ACADEMY ROAD, IRVINE
ON THURSDAY 4 APRIL 2019 AT 7:00PM**

Present: S Campbell-Perry (Chairperson), J Browne, Z Brawn, L Shepherd, J Rodgers, S Hughes, M Allan, J Valentine, R Burley, E Mounce

In Attendance: K Henderson, Head of Service (ANCHO), P Andrews, Asset Manager, D Adam, Director of Finance and Business Services, Cairn, J Davidson, Director of Customer Services, Cairn, C Owens, Governance Services Manager, Cairn

Minutes: C Owens, Governance Services Manager, Cairn

	Item	Action
1.	Board Members only (if required) The Chair referred to recent discussions between the Chairs and Vice Chairs of both ANCHO and Cairn regarding integration and culture. Agreed that both Boards would continue to work together to ensure integration addressed cultural issues.	
2.	Apologies None	
3.	Declarations of interest None	
4.	Minutes of previous meeting <u>Management Board – 31 January 2019</u> The Minute was proposed by J Browne, seconded by S Hughes and APPROVED as true record. Signed by S Campbell-Perry	
5.	Action Tracker The Chair referred to the Action Tracker circulated in the agenda papers. Updates were provided on:- <u>Item 3</u> – Board were reminded that the final consultant's report on Fire Door Risk Assessment would be reported once available. <u>Item 19</u> - Development Training was currently being organised.	C Owens
6.	GROUP UPDATES	
6.1	Partnership Investment Delivery update The Asset Manager presented the report providing updates on items:-	

<p>6.2</p>	<p>4.3 Re-wires - the Contractor had absorbed costs for non-entry to complete the re-wires, however action plans would be put in place to complete the works.</p> <p>4.4 Roofs – shows a variance as 90 would only be achievable if tenants on mixed tenure blocks agreed, otherwise the maximum achievable is 57. An exercise to look at how to move forward perhaps with assisting owners would be undertaken to try to attain maximum completions. The legal standpoint would also be explored further.</p> <p>4.5 External wall insulation – there were currently two properties remaining, potential for grant funding was being explored, any landlord owning three or more properties would not currently be eligible for funding, however this criteria may be relaxed later this year.</p> <p>The Head of Service (ANCHO) responded to a member’s question relating to liaising with tenants on home improvements, advising that joint visits, pre-work surveys, text/letters prior to commencement of any programme of works were completed and that staff were continuously conscious of tenant involvement and always looking for ways to improve and maximise engagement.</p> <p>Board members:- - Noted the contents of the report.</p> <p>Group Transition & Integration Plan Update</p> <p>The Director of Customer Services presented the update, advising that the plan was on track and asking for questions.</p> <p>In response to a member’s question the Director of Finance and Business Services explained the traffic lights system within the Clearview software system, 90% had to be green for all to show as green, and that any reds which wouldn’t be available in this reporting format would flag up at Senior Management Team meetings for further analysis. It was agreed that the next report would provide an indication of whether each action was on track or not.</p> <p>Board members:- - considered and noted the content of the Report</p>	<p>P Andrews</p>
<p>6.3</p>	<p>Group Schedule of Delegated Authorities</p> <p>The Director of Finance and Business Services re-presented the paper which had been updated following comments collated subsequent to the previous Board meeting and asked for any questions.</p> <p>Members had various comments and further proposed changes which would be collated into a revised paper, including tracked changes and presented to the next meeting for approval.</p> <p>Board members:-</p>	<p>F Smith</p> <p>D Adam</p>

	<ul style="list-style-type: none"> - agreed that subject to the above, comments of the ANCHO Board would be included in the final report to the Cairn Group Board (11 April) for final approval of the Group Schedule. 	
7.	ITEMS FOR DECISION/APPROVAL	
7.1	<p>ANCHO Business Plan 2019/20</p> <p>The Head of Service (ANCHO) presented the paper, various amendments were agreed and Investors in People status was discussed, members were advised that due to current integration planning renewal had not been a priority and that in future ANCHO would be included in the Customer Service Excellence accreditation along with Cairn.</p> <p>Subject to the revisions made by the Head of Service (ANCHO), Board:-</p> <ul style="list-style-type: none"> - APPROVED the updated Business Plan for 2015-2020 to reflect the Year 5 position for 2019/20 subject to amendments. - NOTED that if approved by the ANCHO Board, that the final plan will require the approval of the Cairn Board as parent under the revised Rules and IGA at their meeting on 11 April 2019. 	
7.2	<p>ANCHO Budget 2019/20</p> <p>The Director of Finance and Business Services presented the budget and in response to members' questions explained that a £25,000 duplication arose due to the £25,000 contingency having already been contained in the budget being re-added, and that the staff conference/training/committee budget was a separate budget from the Board expenses budget.</p> <p>Board:-</p> <ul style="list-style-type: none"> - APPROVED the draft budget for 2019/20 and the 30 year financial projections and agreed consolidation of this within the Group Budget 	
7.3	<p>Proposed KPIs and Targets for 2019/20</p> <p>The Director of Finance and Business Services presented the proposed KPI's and confirmed that rent loss due to voids as a % of debit was 1.9%.</p> <p>Board:-</p> <ul style="list-style-type: none"> - APPROVED the proposed KPIs and associated targets, - NOTED that the new 10 KPI's still require targets to be set. 	
7.4	<p>IT Transition Update (including laptops)</p> <p>The Director of Finance and Business Services presented the report advising that the costs of IT would be borne by Cairn not ANCHO. Members discussed the installation of fibre to assist staff when building works ensue and:-</p> <ul style="list-style-type: none"> - Considered the contents of this report and APPROVED the associated plan, including the roll out of laptops for Board members and use of digital boardpacks. 	C Owens

7.5	<p>Change in ANCHO Banking Arrangements</p> <p>The Director of Finance and Business Services presented the report and explained the benefits of better deposit interest rates for private placement fund borrowings after moving transactional banking arrangements to Santander. In response to members' questions it was confirmed that in terms of safety Santander had a better rating than RBS and that the only disadvantage to moving would be the loss of a day to day relationship manager.</p> <p>Following consideration the Board:-</p> <ul style="list-style-type: none"> - APPROVED the transfer of ANCHO's day to day transactional banking from the Royal Bank of Scotland (RBS) to Santander as part of the Group transactional banking transfer. 	
7.6	<p>Board Remuneration Project/Working Group</p> <p>The Director of Finance and Business Services presented the report to review Board remuneration and proposal to establish a working group.</p> <p>Following discussions on the purpose and reasons for the review, detailed within the content of the paper Board:-</p> <ul style="list-style-type: none"> - APPROVED the proposal to establish a Group-wide Board Remuneration Working Group, with the attached terms of Reference. - APPROVED the Project Proposal as attached. - CONFIRMED Jackie Browne and Sian Hughes to become members of the proposed Working Group. - APPROVED that the views and decisions of the ANCHO Board on this report be included in the final report to the Cairn Group Board (11 April) for final approval of the commencement of the project. 	
7.7	<p>Rent Bad Debt Write-Off's</p> <p>The Head of Services (ANCHO) presented the report and answered questions from members advising that at 3.1 debts were from factored owners, and that former tenant arrears collections are monitored and may show as higher in the accounts due to timings.</p> <p>Board members:-</p> <ul style="list-style-type: none"> - APPROVED the recommended write-offs as outlined in Appendix 1 - NOTED this would be the last time Board would be asked to approve, the Schedule of Delegated Authority had delegated to senior offices and reported to board for information. 	
8.	<p>OPERATIONAL SERVICE UPDATE</p>	
	<p>The Head of Service (ANCHO) presented a verbal operational services update.</p>	

8.1	<p>Office Refurbishment Project</p> <p>The agent had contacted the landlord to finalise Heads of Terms and once finalised Leases would be drafted by Solicitors. Space Solutions were currently working to provide detailed costings and it is anticipated that these would be finalised by the end of June in readiness for work to commence at the end of September</p>	K Henderson
8.2	<p>Small Steps Project Update</p> <p>A funding application for the next four years was submitted to Big Lottery, the outcome is expected at the end of June. The Scottish Government has a new community funding model and ANCHO can apply for continuation funding for the first quarter of 2019. Commitment to fund projects was approved in March and a grant award was submitted but not received, leading to a redundancy notice being served which has now been revoked, and it is expected to receive Big Lottery funding in due course. In response to a member's questions the Head of Service (ANCHO) advised that the project has been evaluated and additional monitoring would be completed should the funding application be successful. S Hughes advised that she would be happy to be involved in monitoring.</p>	
8.3	<p>Other Current Operational Matters</p> <p>It was highlighted that current tenant arrears are increasing mainly due to UC claimants. A breakdown would be brought to the next meeting to look at implications for ANCHO and processing issues. The Housing Officer post recently approved by Board would assist and a review of the escalation policy and income management processes across the group would be undertaken over the next year.</p> <p>Board members noted the report.</p>	
9.	ITEMS FOR DISCUSSION/EARLY VIEWS	
9.1	<p>External Audit Plan (Scott Moncrieff)</p> <p>Board noted the content of the Audit process and the Audit Planning letter from Scott Moncrieff for the forthcoming annual audit.</p>	
10.	ITEMS FOR NOTING/PROGRESS MONITORING	
10.1	<p>Development Update (& proposed training)</p> <p>The Director of Customer Services advised members of a potential development site at Kilwinning in the SHIP. A session on Development would be arranged shortly by the Head of Customer Services (Property)</p>	J Davidson
10.2	<p>Health & Safety</p> <p>No report</p>	
10.3	<p>Group Board Meetings Schedule and Work Plan</p> <p>The updated Schedule and Work Plan was noted</p>	

10.4	Partnership Review Meeting Action Note The Action Note from the Partnership Review Meeting held on 11 February 2019 was noted.	
11.	GOVERNANCE & REGULATION	
11.1	Recent SHR publications for information The Governance Services Manager encouraged members to familiarise themselves with the new Regulatory Framework which was now available on the SHR website, advising of the new Regulatory Standard 7 and emphasis on homelessness, rents and equalities and diversity.	C Owens
11.2	Regulation Plan/Assurance Statement update The Governance Services Manager distributed copies of the Association's 2019/20 Regulation Plan to members. An Assurance Statement Working Group meeting would be scheduled during May, J Browne volunteered to be a member.	
12.	DECISIONS TAKEN UNDER DELEGATED AUTHORITY	
12.1	None to report	
13.	AOCB	
	Annual Staff Salary Increase The Head of Service (ANCHO) advised the outcome from the EVH and United Union which agreed a 2.3% pay award increase for 2019, as agreed in a previous 3 year deal. Board members noted the annual staff salary increase.	
14.	DATE OF NEXT MEETING	
	Thursday 6 June 2019 at 7:00pm	