

MINUTES OF A MEETING OF THE BOARD OF MANAGEMENT OF ANCHO LIMITED HELD VIA TEAMS ON THURSDAY 3 DECEMBER 2020 AT 4:00PM

Present: Mary Black (Chair), Bill Finlay (Vice-Chair), Michael Allan, Kelly Arrol, Colin

Love, Michael Donnelly, Nigel Fortnum, Zoe Brawn and Steven Travers

In Attendance: Derek Adam, Director of Finance & Business Services

Keith Henderson, Head of Service (ANCHO)

Carolyn Owens, Governance Services Manager (Minute)

Lynn Smyth, Finance Manager

Mark Taylor, Health & Safety Manager (Item 10.2 only)

Morag Boyter, Director of Business Services Meg Deasley, Director of Property Services

Item	Decision
Board Members only	
Apologies	
Board noted that Leanne Stirling resigned on 20 October 2020 and Etta Mounce resigned on 19 November 2020, both due to personal/family reasons. The Chair thanked Leanne and Etta on behalf of the Board.	Noted
Apologies were received from Jason MacGilp, Group CEO.	
Declarations of Interest	
Michael Allan and Kelly Arrol declared and interest as Directors of Cairn Homes and Services Ltd.	Noted
Kelly Arrol declared an interest as a Go-centric employee as she had been providing support to the CHA Director of Business Services on the Contact Centre rebuild structure, in a Board champion capacity, separate from the Go-centric services.	Noted
Nigel Fortnum declared an interest as an employee of Aspen People who were providing recruitment services for the new Director of Customer Services, advising that he was not personally involved in the process.	Noted
MINUTES OF PREVIOUS MEETING AND MATTERS ARISING	
Ancho Board Minute – 15 October 2020	
The Minute of the Meeting held on 15 October 2020 was proposed by Michael Allan, seconded by Bill Finlay and approved.	Approved
There were no matters arising.	
	None Apologies Board noted that Leanne Stirling resigned on 20 October 2020 and Etta Mounce resigned on 19 November 2020, both due to personal/family reasons. The Chair thanked Leanne and Etta on behalf of the Board. Apologies were received from Jason MacGilp, Group CEO. Declarations of Interest Michael Allan and Kelly Arrol declared and interest as Directors of Cairn Homes and Services Ltd. Kelly Arrol declared an interest as a Go-centric employee as she had been providing support to the CHA Director of Business Services on the Contact Centre rebuild structure, in a Board champion capacity, separate from the Go-centric services. Nigel Fortnum declared an interest as an employee of Aspen People who were providing recruitment services for the new Director of Customer Services, advising that he was not personally involved in the process. MINUTES OF PREVIOUS MEETING AND MATTERS ARISING Ancho Board Minute – 15 October 2020 The Minute of the Meeting held on 15 October 2020 was proposed by Michael Allan, seconded by Bill Finlay and approved.

4.2	CHA Board Minute – 29 October 2020	
	The CHA Board Minute held on 29 October 2020 was noted.	Noted
	The Head of Service (Ancho) referred to a point of clarity on Item 1.1 Restructure Update, advising that once the restructure had been agreed the Head of Service (Ancho) post was made redundant. He had then chosen not to apply for the new Director of Customer Services role. The Chair expressed the loss for Ancho and Cairn and wished Keith well for the future.	Noted
5.	ACTION TRACKER	
5.1	Action Tracker	
	In response to a member's question on Ancho properties located in Bishopbriggs, the Head of Service (Ancho) provided information on the Scottish Government's mortgage to rent scheme and previous Board agreements to expand outwith North Ayrshire. Members were advised that if the properties were considered for disposal within the Asset Management Review, the HAG funding used to purchase the properties would have to be paid back to the Scottish Government. This would also need to be considered if the properties transfer to another RSL. Item 2 – KPIs/Complaints - the Chair and Director of Business Services to revisit and finalise the mock version, to add in arrears and set new target date. Item 10 - Transfer of management of garages – The Director of Finance and People Services advised the transfer is on hold due to issues with	Action Chair and MB
	aligning background finance systems before transfer in order to accurately reflect the garage rents in open housing, and to be able to chase the data appropriately. Tenants will be consulted once the systems are in place. The update was brought to the CHS Board on 24 November 2020 and will be brought to CHA Board on 10 December 2020. The Action Tracker was noted .	Noted
6.	OPERATIONAL UPDATE	
6.1	Operational Update - Confidential	
	The Report was noted .	Noted
7.	ITEMS FOR DECISION/APPROVAL	
7.1	Risk Register Review and Risk Management Policy	
	The Director of Business Services presented the Report which had previously been presented to the Group Audit & Performance Committee and subject to a risk management internal audit. Audit recommendations related to tidying up risk wording, indications of risk movement within Board updates and clarity on risk appetite which would be implemented and the Risk Register would be presented to Board meetings on a six monthly basis.	
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	In response to a member's question on the difference between group risk and subsidiary risk the Director of Business Services advised that specific risks related to the subsidiary would be added as an addendum to the Risk Register, and confirmed that at present there were no specific subsidiary risks identified.	
	Board endorsed the Risk Register Review and Risk Management Policy.	Endorsed
7.2	Delegated Authorities	
	The Director of Business Services presented the Report recommending an addendum to the Scheme of Delegated Authorities to reflect the new Executive Structure until a full review at the cyclical review date.	
	Board approved the amendment to the Scheme of Delegated Authorities.	Approved
8.	GROUP UPDATES	
8.1	Partnership Investment Delivery update	
	Members noted the exceptional performance particularly in the current Covid-19.	
	The Head of Service (Ancho) highlighted that ongoing Covid restrictions may affect delivery of the programme, particularly on kitchen installs.	
	The Report was noted .	Noted
	The Appendix to the report would be revised to summarise current outstanding items only for the next meeting.	Action MD
8.2	Governance Improvement Plan Update	
	The Governance Services Manager provided an updated advising that all actions had either been completed or subject to revised target dates due to the senior management team restructure or constitutional partnership. Once these actions had been concluded it would be signed off. It was agreed that at the next meeting the Plan will be presented in	Action CO
	two separate tables of completed and outstanding actions.	
	The Report was noted .	Noted
9.	ITEMS FOR DISCUSSION/EARLY VIEWS	
9.1	None.	
10.	ITEMS FOR NOTING/PROGRESS MONITORING	
10.1	Q2 Management Accounts	
	The Finance Manager presented the Q2 accounts, showing a position of £328,000 ahead of budget, advising the majority of the surplus was due to timings as a result of Covid, and were projected to be slightly higher than budget at year end of approximately £8,000 due to Covid and interest savings. Planned Maintenance spend was anticipated to be on budget at year end. The Balance sheet showed a strong net asset position and coverant compliance.	
	position, strong cash position and covenant compliance.	

	The Director of Finance and People Services advised that a clearer view of year end position would be available at Q3 and members would be advised of this when available, and that assumptions for year end were prudent therefore the surplus may be slightly higher as some of the PM spend may not happen.	Action DA
	In response to a member's previous question via email, it was confirmed that depreciation was estimated and would not be capitalised until the end of the year, and was not part of the covenants.	
	A member requested that the KPI's include a breakdown of rent debtors information. The Finance Manager advised that the debt age was not available but a summary of debts over £1,000, of which there were currently 37 totalling approximately £76,000 and making up 46% of rent arrears, could be added into the report.	Action LS
	In response to a member's question it was clarified that the Ancho garages will remain on the Ancho balance sheet, just the income will drop off once management has transferred to CHS.	
	A new format of the report was due to the next meeting.	
	The Report was noted .	Noted
10.2	Q2 Health & Safety Report	
	The Health & Safety Manager presented the Report highlighting one Ancho near miss incident by a Contractor and Covid work which has impacted on other work in the quarter.	
	In response to a member's question it was confirmed that 3 lift incidents at CHA Courts were due to 2 mechanical faults, one user error. Reporting formats are currently being reviewed and notices are being updated with information requested from lift manufacturers. An update on PPE requirements, procurement and budgets were discussed, a new expense code for Covid PPE has been introduced and PPE costs of £1,000 had been offset by other budget savings. Zoe Brawn offered procurement support if required.	
	The Head of Service (Ancho) advised that as part of the procurement process H&S, working practices and contractors have on-site responsibility for maintaining standards, with regular H&S inspections by the Asset Manager. The near miss incident was dealt with swiftly by the Contractor. The tenant involved was satisfied with the response received.	
	The Report was noted.	
10.3	Q2 KPI's	
	The Head of Service (Ancho) summarised the report highlighting average turnaround times for relets impacted by Covid and SG restrictions, call handling due to staffing and system issues, and staff absence which had now been resolved but will remain red as the reporting is for the 12 month rolling period.	

	In response to a member's question it was confirmed there were 2 voids currently under repair and expected to be re-let within the next week, and 3 provisional voids. The normal turnaround times are 5 days but due to the additional 3 days required for safe working practices to enter properties it is now on average 8 days. The absence figures would reduce substantially as one LTA is reflected as 10% absence. A member asked for information on average call answer rates, onboarding and training new advisers, and was advised that when onboarding skills were being transferred across between 2 advisers calls were being answered by Housing staff who then had to be on site more, leaving 2 people to answer calls. Onboarding with additional support of the contact centre would be looked at although this would not be useful in relation to specific housing applications in NAC. Training will be completed between 4-5pm. System issues have also been resolved and re-routing call options are also now available. The Director of Business Services and Kelly Arrol would consider contingency plans for calls. The Report was noted .	Action MB/KA Noted
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10.4	Risk (any new items)	
	None.	
10.5	Board Meetings Schedule/Forward Planner	
	A summary of the next two meetings' content and dates for the remainder of the year will be presented to the next meeting. The full Schedule will be available in Teams once Board papers have moved across to replace Virtual Boardroom.	Action CO
	The Planner was noted .	Noted
11.	GOVERNANCE & REGULATION	
11.1	Recent SHR publications/guidance for information	
	Members were reminded to visit the SHR website for the latest information and Covid impacts and regulation updates which had been published.	
11.2	Governance Update	
	The Governance Services Manager presented a summary of the report and asked members if they had any comments or would like to take any further action. The Governance Services Manager and Chair would discuss again after the CHA Board meeting.	
	Members discussed how to attract tenants onto the Board, and discussed opportunities to meet tenants, which hadn't happened this year due to Covid, eg; AGM and Ancho tenants Fun Day. The Head of Service (Ancho) suggested virtual or live 'Meet the Board sessions', and that the recent check-in calls to tenants had been well received. Members would like to see some meet the Board events. The	Action KH/CO

	Constitutional Review would also provide opportunities to involve tenants. The Report was noted .	Noted
12.	DECISIONS TAKEN UNDER DELEGATED AUTHORITY	
12.1	Staffing Matters Items covered under the Operational update	Noted
13.	AOCB	
13.1	The Chair and Head of service (Ancho) had attended an EYDENT meeting, the formal constitution would be circulated to members. Housing Associations work together on a regional basis to develop joint working, apprenticeships, DLO repairs services, sharing training sessions for Board members to achieve value for money and maintain staff networks across the area. Members discussed employability, DLO initiatives, new build opportunities, etc and benefits of partnership working which they agreed they would like to explore further.	Action KH
13.2	The Virtual Christmas party is to be held on 10 December 2020 via Zoom.	

The meeting ended at 8:30pm