

**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

Report	Item	Decision
1.	Board Members only None	
2.	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.	Noted
3.	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.	Noted Noted Noted
4.	MINUTES OF PREVIOUS MEETING AND MATTERS ARISING	
4.1	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. There were no matters arising.	Approved

4.2	<p>CHA Board Minute – 29 October 2020</p> <p>The CHA Board Minute held on 29 October 2020 was noted.</p> <p>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.</p> <p>The Chair expressed the loss for Ancho and Cairn and wished Keith well for the future.</p>	<p>Noted</p> <p>Noted</p>
5.	<p>ACTION TRACKER</p>	
5.1	<p>Action Tracker</p> <p>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.</p> <p>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.</p> <p>Item 10 - Transfer of management of garages – The Director of Finance and People Services advised the transfer is on hold due to issues with 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.</p> <p>The Action Tracker was noted.</p>	<p>Action Chair and MB</p> <p>Noted</p>
6.	<p>OPERATIONAL UPDATE</p>	
6.1	<p>Operational Update - Confidential</p> <p>The Report was noted.</p>	<p>Noted</p>
7.	<p>ITEMS FOR DECISION/APPROVAL</p>	
7.1	<p>Risk Register Review and Risk Management Policy</p> <p>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.</p>	

	<p>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.</p> <p>Board endorsed the Risk Register Review and Risk Management Policy.</p>	Endorsed
7.2	<p>Delegated Authorities</p> <p>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.</p> <p>Board approved the amendment to the Scheme of Delegated Authorities.</p>	Approved
8.	GROUP UPDATES	
8.1	<p>Partnership Investment Delivery update</p> <p>Members noted the exceptional performance particularly in the current Covid-19.</p> <p>The Head of Service (Ancho) highlighted that ongoing Covid restrictions may affect delivery of the programme, particularly on kitchen installs.</p> <p>The Report was noted.</p> <p>The Appendix to the report would be revised to summarise current outstanding items only for the next meeting.</p>	<p>Noted</p> <p>Action MD</p>
8.2	<p>Governance Improvement Plan Update</p> <p>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 two separate tables of completed and outstanding actions.</p> <p>The Report was noted.</p>	<p>Action CO</p> <p>Noted</p>
9.	ITEMS FOR DISCUSSION/EARLY VIEWS	
9.1	None.	
10.	ITEMS FOR NOTING/PROGRESS MONITORING	
10.1	<p>Q2 Management Accounts</p> <p>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, strong cash position and covenant compliance.</p>	

	<p>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.</p> <p>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.</p> <p>The Report was noted.</p>	<p>Action MB/KA</p> <p>Noted</p>
10.4	<p>Risk (any new items)</p> <p>None.</p>	
10.5	<p>Board Meetings Schedule/Forward Planner</p> <p>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.</p> <p>The Planner was noted.</p>	<p>Action CO</p> <p>Noted</p>
11.	GOVERNANCE & REGULATION	
11.1	<p>Recent SHR publications/guidance for information</p> <p>Members were reminded to visit the SHR website for the latest information and Covid impacts and regulation updates which had been published.</p>	
11.2	<p>Governance Update</p> <p>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.</p> <p>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</p>	<p>Action KH/CO</p>

	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