

**Meeting:** Minutes of Board Meeting (Redacted)

**Meeting Date:** 8 March 2022

**Time:** 5.30pm

**Location:** Virtual (MS Teams)

**Discussion**

**Meeting Opening**

**1. Welcome & Apologies**

<b>Present</b>		<b>Staff</b>	
Liz McKenzie	Chair	Audrey Simpson	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair	Nicola Thom	Interim Director of Operations (IDO)
Sharon Richford	Board Member	Jacqui Mills	Corporate & Compliance Officer (CCO) (MS)
Ann Marie Docherty	Board Member	Michelle Hart	Finance & Corporate Manager (FCM)
Alex Warren	Board Member	David Byfield	Director of Finance, Digital & Corporate Services (DFDCS)
Richard Mahon	Board Member	<b>In attendance</b>	
John Duncan	Board Member	Joe Dewar	Asset Management Consultant
Maureen Cope MBE	Board Member		
Karen McDonagh	Board Member		
Mary Eardley	Board Member		
<b>Apologies</b>		<b>Leave of Absence</b>	
		Frank Young	Board Member

**2. Declaration of Interest**

None.

**3. Declaration of Receipt and Understanding**

Members present confirmed they read and understood the contents of the Board papers.

**4. Minutes of Board Meetings for Approval**

**Minutes of Board Meeting 25 January 2022 full and redacted minutes**

	<b>Approved by: Mark Ingram</b>	<b>Seconded by: Ann Marie Docherty</b>
	<b>Minutes of Audit &amp; Risk Meeting 1 February 2022</b>	
	<b>Richard Mahon</b>	<b>Ann Marie Doherty</b>
	<b>Minutes of Policy Sub Meeting 15 February 2022</b>	
	<b>Maureen Cope, MBE</b>	<b>Sharon Richford</b>
<b>5.</b>	<b><u>Matters Arising/ Action Sheet</u></b>  No matters arising.	
<b>Items requiring a discussion/ approval</b>		
<b>6.</b>	<b>CEO Report</b>  Report noted.  The CEO took members through her report highlighting the following:  <b>Regulator Engagement</b> The Scottish Housing Regulator (SHR) published a new Engagement Plan for AHA, with a status of <b>compliant</b> .  <b>Directors Recruitment</b> CEO confirmed that after a successful round of interviews, Jennifer McCann will be starting with the Association as Director of Customer Services and Peter Kelly will join as Director of Asset Management on Monday 4 April.  <b>Values and Behaviours Event</b> CEO advised that all staff will attend a values and behaviours focused session at the Maureen Cope Hall on 9 March. It will be the first time that all staff have been together in two years.  <b>Office Re-opening</b> CEO informed members that the office will reopen to the public again on Monday 21 March.  <b>Equalities &amp; Diversity</b> CEO advised that the Association will await further guidance from the Regulator on the new requirement introduced to collect equalities data from customers, tenants and the Board. There is still some debate with the Equalities and Human Rights Commission, GWSF, SFHA and information Commissioner over the legalities of collecting personal data that is not anonymised. CEO further advised that it is likely that the guidance from SHR will be revised to suggest anonymising personal data collected.  <b>Use of Delegated Authority</b>  CEO sought homologation following office bearer approval for use of emergency procedures to extend contract of NBM construction. Upon review of the consultancy arrangement with NBM the terms were revised to provide an enhanced offering which includes:-	

- Reviewing and agreeing applications for payment from the two reactive maintenance contractors (MP & P&D) to ensure accuracy and vfm
- Produce contract KPI reporting
- Chair contract administration meetings and address performance as necessary

NBM will also facilitate the handover of Asset Management to the new Asset Management Director.

**The Board noted the CEO Report and approved homologation of NBM contract extension.**

**7. KPI Schedule 2022/23**

Report noted.

CEO introduced the new set of KPIs for 2022/23, she welcomed both DFDC and IDO to give an overview of the new Finance, Corporate and Digital and Customer Services and Asset Management KPIs.

***Finance, Digital and Corporate KPIs***

DFDC highlighted the following updates:

FDCS1,2,3 targets remain unchanged for 2022/23 as they are achievable. Covid impacted on performance in the last year but now beginning to get on track.

FDCS 4 – complaints resolved target has been adjusted in light of last year’s performance and feedback from other Housing Associations. The complaints resolved target is a new SPSO outcome and the Association had no trend information to base a target on. No other organisation contacted had achieved anywhere close to 50% resolved. On reflection, the target set was too ambitious and difficult to achieve. It has been lowered to 25% which is still challenging and closer to our best quarterly performance of the year which was 26%.

The remaining Finance, Digital and Corporate KPI targets remain unchanged.

***Asset Management and Customer Services KPIs***

IDO advised that the Operations KPIs have been amended to reflect the new directorate and have been split into Asset Management and Customer Services KPIs. She went on to highlight the following:

There are 13 KPIs, new and some revised for Asset Management. Several of the KPs have been aligned with ARC performance indicators.

AM5 Average length of time taken to complete urgent repairs target has been revised from 4.5 days to 3 days to align with the repairs contract.

AM12 Average time to complete medical adaptations target has been adjusted from 22 days to 28 days to align with contract.

	<p>There are 17 new or revised Customer Services KPIs. Similar to Asset Management KPIs, some of these have been aligned to ARC performance indicators and targets.</p> <p>CS6 Average time taken to re-let void properties – (all voids) target has been revised from 12 days to 30 days.</p> <p>An additional KPI has been introduced to record performance on average time to re-let voids excluding void properties undergoing major repairs (CS7). The target for CS7 is 12 days.</p> <p>Regeneration KPIs will sit within Customer Services and there are some new KPIs introduced around energy advice and governance.</p> <p>Two KPIs have been removed from the KPI schedule:</p> <p>HS20- Level of spend on Bulk removal and disposal from the estate HS5 - Level of increase in former tenant arrears</p> <p>The Board referred to benchmarking mentioned earlier in the KPI suite report and queried whether this could be introduced as part of KPI reporting. CEO and CCO both advised that Ardenglen is part of benchmarking group Scottish Housing Network and also Quality Efficiency Forum and could introduce more benchmarking into reporting.</p> <p><b>The Board approved KPI schedule for 2022/23.</b></p>
<p><b>8.</b></p>	<p><b>Reactive Repairs and Void Management Contract</b> Report noted.</p> <p>IDO referred to the report and recommended that members note the revised year end budgetary projection and the actions undertaken to maximise budgetary control.</p> <p>The Board queried whether the customer embedded experience was meant to be included with the report. IDO advised that this should have been included and would be circulated.</p> <p>The Board queried the inclusion of calendar days to re-let voids within the report. IDO clarified that this referred to the wide ranging factors that impact on re-let time and not specifically void repairs.</p> <p>The Board also raised concerns around the increasing cost of void repairs and whether the Association would be invoiced for the works and have the void repairs completed within this financial year. IDO advised that the Association has been working closely with our void contractors MP Group and P&amp;D to ensure that all void works have been invoiced. The full picture is not yet known but the Board will be kept informed.</p> <p><b>The Board noted the Reactive Repairs and Void Management Report.</b></p>
<p><b>10.</b></p>	<p><b>Contract Compliance Report</b> Report noted.</p> <p>CEO sought permission to bring forward agenda items 10 and 11 to welcome consultant Joe Dewar (JD) to the meeting earlier.</p>

	<p>JD joined the meeting at 6.40pm.</p> <p>JD referred to the report and advised members to note Ardenglen’s current compliance position</p> <p>JD welcomed questions from the Board.</p> <p>No questions arose.</p> <p><b>The Board noted the Contract Compliance Report.</b></p>
<p><b>11.</b></p>	<p><b>Asset &amp; Compliance Improvement Plan</b></p> <p>Report noted.</p> <p>JD referred to the report and advised members to note the progress that has been made with the Plan.</p> <p>JD welcomed questions from the Board.</p> <p>The Board highlighted a correction to section 3.1 of the report. The report referred to a meeting in December 2022 which should have read as December 2021.</p> <p><b>The Board noted the Asset &amp; Compliance Improvement Plan.</b></p> <p>JD left the meeting at 6.50pm.</p>
<p><b>9.</b></p>	<p><b>Policy Sub Committee items for Approval</b></p> <p>Report noted.</p> <p>CEO referred members to the five policies that were recently reviewed by the Policy Sub Committee. The five policies were reviewed and debated by the policy sub and they are brought this evening with recommendation for approval. CEO welcomed the Policy Sub Chair to provide an overview of the policies reviewed.</p> <p>The Policy Sub Chair advised that the following five policies were reviewed by the committee and are presented for approval this evening:</p> <ul style="list-style-type: none"> <li>a) <i>Whistleblowing Policy</i></li> <li>b) <i>Serious Complaint against Senior Officer Policy</i></li> <li>c) <i>Gas Safety Policy</i></li> <li>d) <i>Remuneration of the Senior Officer Policy</i></li> <li>e) <i>Repairs and Maintenance Policy</i></li> </ul> <p><b>The Board approved the five policies as recommended by the Policy Sub Committee.</b></p>
<b>Items for Noting</b>	
<p><b>12.</b></p>	<p><b>Governance Action Plan</b></p>

	<p>Report noted.</p> <p>CEO referred members to the Governance Action Plan and asked members to note the progress that has been made.</p> <p>CEO welcomed questions from the Board.</p> <p>No questions arose.</p> <p><b>The Board noted progress with the Governance Action Plan.</b></p>
<b>13.</b>	<p><b>Audit, Performance &amp; Risk Assurance</b></p> <p>Report noted.</p> <p>CEO advised that papers from the Audit, Performance and Risk Assurance were previously approved at the Audit committee and were presented this evening for information only.</p> <p><b>The Board noted Audit, Performance and Risk Assurance papers.</b></p>
<b>14.</b>	<p><b>Notifiable Events</b></p> <p>CEO advised that a notifiable event would be discussed in a closed session with the Board this evening.</p> <p><b>At the meeting close, the Board discussed a notifiable event.</b></p> <p><b>* Separate confidential minute provided'</b></p>
<b>15.</b>	<p><b>Health &amp; Safety</b></p> <p>None.</p>
<b>16.</b>	<p><b>Correspondence</b></p> <p>GWSF Affiliation fees 2022/23</p> <p>CEO advised that GWSF affiliation fees have increased by 3.2% amounting to the sum of £ 3921 annually and requested approval to renew.</p> <p><b>The Board approved renewal of GWSF Affiliation fees.</b></p>
<b>Meeting Closure</b>	
<b>17.</b>	<p><b>Use of Delegated Authority</b></p> <p>None.</p>
<b>18.</b>	<p><b>A.O.C.B</b></p>
<b>19.</b>	<p><b>Summary of actions/ decisions at this meeting</b></p> <ul style="list-style-type: none"> <li>• The Board approved NBM contract</li> <li>• The Board approved KPI Schedule 2022/23</li> <li>• The Board approved Reactive Repairs and Void Maintenance Report</li> </ul>

	<ul style="list-style-type: none"><li>• The Board approved five Policies as per Policy Sub Committee recommendation</li><li>• The Board noted Contract Compliance Report</li><li>• The Board noted Asset and Compliance Improvement Plan progress</li><li>• The Board noted Audit, Performance and Risk Assurance Reports</li><li>• The Board approved GWSF Affiliation fees 2022/23</li></ul>
<b>20.</b>	<b>Meeting Evaluation</b>  The Board advised that it was a good meeting and would introduce new closed session for meeting evaluation at the next Board meeting.
<b>21.</b>	<b>Date and time of next meeting – 19 April 2022, 5.30pm</b>
<b>22.</b>	<b>Meeting Close</b>  <b>The meeting closed at 7.20pm with a vote of thanks to the Chair.</b>