



MINUTE OF THE BOARD MEETING

31 May 2023

Present: R Hutton (Chair); I Crawford (Vice-Chair)
A Clark; N Hicks; G Kitchener; W Raeburn;
P Rowsby

C Ironside (Secretary)

In attendance: C Hughes, A Hay, K Miller

J McCluskey and M Long (Novus)

Apologies: A Groat; C Jayne

The meeting was held in person.

ACTION

1 Apologies for Absence

Apologies were received from A Groat and C Jayne.

2 Declarations of Interest

N Hicks	Board member and treasurer of The Action Group Member of SHAP Pensions Employers Committee
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R Hutton	Employee of Harbour Homes
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G Kitchener	Tenant of the Association
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3 Risk Management Issues / Health & Safety Issues / Notifiable Events / GDPR

C Ironside advised members that a minor breach had occurred on 31 May 2023, whereby an email had been sent with an attachment that included another person's name and address. She confirmed that staff had dealt with the matter in accordance with advice from the Association's Data Protection Officer. An email had been issued to all staff, advising on the use of template letter.

R Hutton was concerned about the number of breaches being reported and the potential for a major breach to occur. C Ironside confirmed that staff receive constant reminders and training in respect of GDPR, however there is always a possibility of

human error. The Association has in place procedures to deal with any breaches, these have been approved by the Data Protection Officer.

(Post-meeting note, the Association has recorded 5 minor data breaches since January 2023, 1 of these was due to a customer having given an incorrect email address).

P Rowsby noted that it is positive that staff are confident to report breaches.

J McCluskey and M Long from Novus Property Solutions joined the meeting at 5.40 p.m.

4 CONFIDENTIAL ITEM

J McCluskey and M Long left the meeting at 6.20 p.m.

5 Minutes of the Board meeting held on 26 April 2023

The minutes of the meeting held on 26 April 2023 were approved as a true record proposed by P Rowsby and seconded by G Kitchener.

6 Matters Arising

None.

7 Board Actions

C Ironside confirmed that the Board Strategy afternoon will be held on Friday 16 June 2023 in the Association's office. The agenda will be circulated early next week and members of the MEAL Board will also be in attendance.

Members note the report.

8 Minutes of Sub Committee or Subsidiary Meetings

8(i) Audit Committee May 2023

A Clark confirmed that the June meeting will commence at 4.00 p.m.

Members noted the minute.

9 Matters for Approval / Decision

9(i) ARC (Including EESSH)

C Hughes introduced the report, asking members to note that the appendices included information regarding the figures presented this year and the preceding 2 years for comparison.

A Clark questioned the low percentage satisfaction with quality of the home. C Hughes advised that this was likely impacted by low levels of satisfaction

with the repairs service. There is an action plan in place to address matters identified in the satisfaction survey, which will include reviewing the results by estate to establish if there are common issues in any particular areas.

C Ironside advised that it is likely that the low satisfaction levels with the repairs service will have impacted on a number of issues identified in the survey, however she noted that satisfaction levels had increase in respect of contribution to the management of estates.

C Ironside confirmed that the Association usually carries out a satisfaction survey every 3 years, however it has been agreed that an interim survey will be held in the summer of 2024. This will enable assessment of progress of the action plan and the impact on levels of satisfaction.

With regard to the comments on indicator C11, A Hay confirmed that the reference to 'social reasons' for exemptions refers to situations where tenants do not want to have works carried out.

Following discussion, members approved the Annual Report on the Charter and its submission to the Scottish Housing Regulator, proposed by W Rennie and seconded by A Clark.

CH

9(ii) Delegated Authority Policy

C Ironside introduced the report, asking member to note that the main amendments proposed were to align wording of the document with that in the Association's Financial Regulations that had been approved during 2022.23.

Following discussion, members approved the Delegated Authority Policy, proposed by N Hicks and seconded by A Clark.

CI

9(iii) Risk Register

C Ironside introduced the report and drew members' attention to those areas where decreases in level of risk were proposed.

In response to a question from N Hicks re item 2.1, C Ironside confirmed that although the likelihood of the risk had decreased, the potential impact of the event remained the same.

Following discussion, the amended register was approved, proposed by N Hicks and seconded by W Raeburn.

9(iv) 5-Year Financial Plan

K Miller introduced the report, asking members to note that the Scottish Housing Regulator requires that this be produced using the draft accounts at end March 2023 and including projections for the next 5 years.

K Miller confirmed that the return was in the set format required by the Regulator and was reviewed by the Chair and Chair of the Audit Committee at a special meeting held in April 2023.

Following discussion, members approved submission of the return to the Scottish Housing Regulator, proposed by A Clark and seconded by W Raeburn.

CI

10 Matters for Information

10(i) Finance Update

K Miller asked members to note there was one change in relation to interest rate cover. The corrected interest rate cover is 238%.

10(ii) Strategic Plan Year 1

Noted

10(iii) Board Training Plan

C Ironside asked members to note the proposals to introduce a number of 'Toolbox Talks', short information sessions on a range of topics to be held at the beginning of Board meetings. She confirmed that Andy Jack, Sustainability Manager at Link, would be attending the June meeting to give a brief overview of Environmental, Social and Governance (ESG).

10(iv) Reactive Maintenance Contract Update

Noted

10(v) CEO Appraisal

A Clark was that there was 1 set of scores in respect of ranking the importance of the areas on which the appraisal concerned. He felt that there should be some discussion around the reasons for their scores to identify if there were issues that other Board members might wish to consider.

Following some discussion, C Ironside confirmed that the 'outlier' figure reflected the MEAL perspective and the different position that they are in compared to the MEHA Board.

C Ironside reminded members that the matter to be discussed was her appraisal and performance, rather than consideration of the strategic approach of the Association.

R Hutton indicated that she would be happy to circulate the full notes of C Ironside's appraisal if members felt that would be helpful.

C Ironside left the meeting at 7.00 p.m.

RH thanked those present for their comments. She noted that there was general consensus that Claire is a good leader who leads by example. Members felt that she has outstanding people skills. They also felt that Claire takes a good strategic approach, however there are times when she gets more involved in operational issues. R Hutton also highlighted the very positive external relationships that Claire has developed.

P Rowsby felt that where Claire has become involved in operational issues, this is because there have been issues to be addressed and he believed this to be very positive.

W Raeburn noted that he is very assured that Claire is in the position of CEO, he has great confidence in her ability to lead the organisation.

Members noted that Claire is also well respected within the sector.

W Raeburn suggested that Claire should be more accepting of her influence on the organisation and not always push back successes to the wider team.

C Ironside returned to the meeting at 7.08 p.m.

10(vi) SMT Report

P Rowsby noted the positive outcome of the case that had been referred to the Scottish Public Services Ombudsman.

C Ironside advised the Board that 3 prospective members have been identified, 2 will be attending the June Board meeting and 1 the August meeting as observers.

10 Any Other Competent Business

i) 9 – year Rule

R Hutton confirmed that a meeting would be arranged within the next 2 weeks to consider the application from a member to continue to serve on the Board at the end of their 9-year tenure.

ii) Meeting 28 June 2023

R Hutton confirmed that the official business of the meeting on 28 June 2023 will start at 5.30 p.m. as usual, however refreshments will be available from 5.00 p.m. should any members wish to meet for informal discussions prior to the meeting.

iii) Health and Safety Training

C Ironside reminded members that this is due to be held on Wednesday 14 June 2023 at 5.00 p.m. The session will be held via Zoom and joining details will be circulated nearer the time.

11 Date and time of next meeting: 28 June 2023 at 5.30 p.m.

The meeting closed at: 7.15 p.m.