

## BOARD MEETING

Wednesday, 23 February 2022 at 6.30pm via video call on Microsoft Teams

**Attendance:**

**Board Members:** C Edward (Chair), G Laurie (Item 6 onwards), K Johnson, L Lester, G Waddell, G Connell, D McIndoe, J Henderson,

**Leave of Absence:** N Gerrard (approved at Item 6)

**Staff/Advisor(s):** Anne Marie Brown, Chief Executive  
Carla Cameron, Finance & Corporate Team Leader  
Arlene Dickson, Care Services Manager  
Dougie Wilson, Customer Service Team Leader  
Graeme Bruce, Finance Agent  
Joe Wilson, Asset Advisor (Knowes Housing Association – Agenda Items 11.3 & 11.4 only)

Minutes prepared post meeting by L Gillespie, Corporate Services Officer from the meeting recording.

ITEM	NOTE	ACTION
	<b>WELCOME AND ORDER OF BUSINESS</b> The Chair welcomed all to the meeting and read the sedurant of those present.	
1.	<b>APOLOGIES</b> Apologies were received from I Lennox and M Donnelly were absent.	
2.	<b>DECLARATIONS OF INTEREST</b> The Chair noted their interest at Item 4.3 as they are Trustee of Beardmore Trust.	
3.	<b>MINUTES</b>	
3.1	<b>Board Meeting (15 December 2021)</b> The minutes were <b>approved</b> on a proposal by L Lester and seconded by G Waddell.	
3.2	<b>Confidential Board Meeting (15 December 2021)</b> The minutes were <b>approved</b> on a proposal by D McIndoe and seconded by K Johnson.	

3.3	<b>Audit &amp; Risk Committee Meeting (14 February 2022)</b> The minutes were <b>noted</b> without amendments.	
3.4	<b>Confidential Audit &amp; Risk Committee Meeting 14 February 2022)</b> The minutes were <b>noted</b> without amendments.	
3.5	<b>PRWG Meeting (19 January 2022)</b> The minutes were <b>noted</b> without amendments.	
3.6	<b>Beardmore Trust Meeting (9 February 2022)</b> The minutes were <b>noted</b> without amendments.  <i>Members agreed to take Items 11.3 &amp; 11.4 first to allow J Wilson to leave the meeting after discussion of these items.</i>	
11.3	<b>Stonework Tender Report: Confidential</b> <b>See confidential minutes.</b>	
11.4	<b>Roof Replacement Tender Report: Confidential</b> <b>See confidential minutes.</b>	
4.	<b>RECOMMENDATIONS TO THE BOARD FOR APPROVAL:</b>	
4.1	<b>From Audit &amp; Risk Committee (14 February 2021)</b>	
4.1.1	Management Accounts to 31 December 2021 (Q3): <b>Confidential</b> <b>See confidential minutes.</b>	
4.1.2	<b>Draft Budget 2022/2023</b> G Bruce presented the Draft Budget for 2022/23, which was presented to the Audit and Risk Committee held on 14 February 2022 for detailed review and was now being recommended to the Board for discussion.  Members were advised that the revised Draft Budget had included the proposed rent increase, an increase of the factoring management fee, inflationary increases, salary costs, void losses, and bank base rates.  Stonework repair costs were highlighted for members and include option 2 of the proposed Stoneworks at [REDACTED]. It was also clarified that the 30-year projections will be presented to the Board on 23 March 2022 along with the finalised Draft Budget.  Following consideration, the Board: <b>Reviewed</b> and <b>commented</b> on the revised draft 2022/23 Budget. <b>Noted</b> that a final Budget for 2022/23 will be brought to the Board on 23 March 2022 for approval. <b>Noted</b> that the proposed rent increase and revised service charges for 2022/23 and supporting papers are being presented to the Board at tonight's meeting under Agenda Item 9.1 for discussion and approval. <b>Noted</b> the error noted in Section 3.4.1 within this report in terms of the 3 rent increase consultation options.	

4.1.3	Risk Register – 6 Month Review: <b>Confidential</b> <b>See confidential minutes.</b>	
4.1.4	Internal Audit Reports: Equalities, Staff Wellbeing & Mental Health & Procurement  AM Brown presented three reports from the Internal Auditor on their review of equalities, staff wellbeing & mental health and procurement processes which were previously discussed at the Audit & Risk Committee on the 14 February 2022. These reports and management responses were now being recommended to the Board for approval.  In terms of staff wellbeing it is reassuring to know that staff felt well supported during the pandemic. It was also recognised that staff had worked very hard to increase the assurance levels for procurement.  Members were advised that of the two lapsed targets on the management responses, one had been completed and one would be completed by the end of the week.  Following consideration, the Board: <b>Noted</b> the Equalities, Staff Wellbeing & Mental Health and Procurement Reports from the Internal Auditors as attached in <b>Appendix 1, 2 &amp; 3</b> . <b>Approved</b> Wylie Bisset’s audit recommendations and the management response within each of the three reports as attached in <b>Appendix 1, 2 &amp; 3</b> . Thereafter, recommendations will be added to the Recommendations Monitor, which is presented to the Audit & Risk Committee on a quarterly basis.	
4.2	<b>From PRWG (19 January 2022)</b>	
4.2.1	Business Continuity Policy & Plan  C Cameron presented the report for the Board to discuss and consider the Business Continuity Plan and Policy for approval. The Plan and Policy was being recommendation to the Board for approval by the PRWG (Policy Review Working Group).  Following consideration, the Board: <b>Reviewed and approved</b> the Business Continuity Policy and Plan for approval with a review planned in 3 years.	
4.3	<b>From Beardmore Trust Meeting (9 February 2022)</b>	
4.3.1	Service Level Agreement  <i>The Chair declared an interest at this point.</i>  C Cameron presented the report to the Board seeking approval of the Service Level Agreement between DPHA and Beardmore Trust for a period of 2 years.  It was clarified for members that a two-year agreement would not only provide continuity for the Cook who works at the Sheltered Complex, it would also be less cumbersome for staff in terms of administration processes.	

	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Approved</b> the two-year Service Level Agreement between DPHA and the Beardmore Trust.</p> <p><i>L Lester left the meeting at this point.</i></p>	
<b>5.</b>	<b>BOARD MATTERS ARISING SCHEDULE</b>	
	<p>AM Brown provided a brief update advising that discussions were still ongoing between EVH and Unite regarding the Salary Increase.</p> <p>With regards to two outstanding heating installations at The Crescent, it was clarified that one property was now void so the installation will be completed while the property is empty and the other will require legal advice with regards to gaining access.</p> <p>Members acknowledged that there may be some tenants who prefer not to have improvements, however noted this may be superseded by the need for legal compliance in future.</p>	
<b>6.</b>	<b>CHIEF EXECUTIVE PROGRESS UPDATE – <b>CONFIDENTIAL</b></b>	
	<p><i>See confidential minutes.</i></p> <p><i>G Laurie joined the meeting and L Lester re-joined the meeting at this point.</i></p>	
<b>7.</b>	<b>GOVERNANCE</b>	
<b>7.1</b>	<b>Governance and Financial Management Improvement Plan</b>	
<b>Report Summary</b>	<p>AM Brown presented the report providing the Board with a progress update on actions taken to implement the areas for improvement contained within the Governance &amp; Financial Management Improvement Plan (GFMIP).</p> <p>Members were advised that updated guidance had just been issued on the Annual Return on the Charter and this year the Scottish Housing Regulator will not require as much information to be collated on compliance with EESSH, however they will be focusing more on Stock Conditions Survey information. Members noted that this may require the procurement of a new Stock Condition Survey sooner than anticipated.</p>	
<b>Discussion</b>	None.	
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Approved</b> the updated GFMIP at <b>Appendix 1</b>.</p>	
<b>7.2</b>	<b>Delivery Plan Year 1, 2021/2022</b>	
<b>Report Summary</b>	<p>AM Brown presented the report providing the Board with a progress update on actions taken to implement the activities identified within the approved Delivery Plan for Year 1, 2021/2022. The Delivery Plan is an appendix to DPHA's approved Business Plan, 2021/2024.</p>	
<b>Discussion</b>	<p>Members agreed it was useful to see the Delivery Plan as a stand along document rather than as part of a bigger report and noted a summary page on progress will</p>	



	be added at the start of the plan along with achievable targets for each of the actions.	AMB
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> the Delivery Plan, Year 1, 2021/2022 progress report as at <b>Appendix 1</b> .	
<b>7.3</b>	<b>Board Training Plan</b>	
<b>Report Summary</b>	AM Brown advised the purpose of this report was to provide members with an update on their collective Training Plan for 2022 based on the outcome of SHARE's annual appraisal process, as reported to the Board in December 2021.	
<b>Discussion</b>	Members acknowledged that training would recommence for this year and recognised it would be good governance and best use of resources for this to be delivered by external advisors, rather than senior staff.  Members suggested investigating online training courses such as SHARE's Learn pro facility to deliver Board training. It was clarified that 'essential' training was highlighted as being the main priorities for members for good governance and that some courses were essential for their role.	AMB
<b>Decision</b>	Following consideration, the Board: <b>Noted</b> the contents of this report. <b>Approved</b> the revised and updated collective Board Training Plan for 2021/2022 as attached at <b>Appendix 1</b> .	
<b>8.</b>	<b>STRATEGY</b> No reports	
<b>9.</b>	<b>FINANCE</b>	
<b>9.1</b>	<b>Outcome of Rent &amp; Service Charge Consultation &amp; Rent Increase &amp; Revised Service Charge Proposals for 2022/2023</b>	
<b>Report Summary</b>	D Wilson presented the report seeking approval from the Board on the proposed rent increase, and revised service charges for 2022/23.  Members were advised of an error on the report at section 2.2, noting the consultation was from 14 - 28 January and not 28 February as stated in the report.  It was advised that of the 82 responses received, this represented 12.2% of tenants and the majority of tenants voted for a 3.9% rent increase this year via a variety of consultation methods. Affordability was considered through various assessments including the SFHA's Affordability assessment, the 'Living Wage' approach and an independent Rent Affordability Assessment carried out by Arneil Johnson.  Members were advised that the new rent increase was comparative with other local housing providers and the Finance Agent had tested the impact of the proposed increase over the 30-year projections, therefore this will be sufficient enough allow the delivery of the investment plans and services to customers, as well as meeting the loan covenants.	

Discussion	Regarding the survey monkey breakdown where some tenants advised they did not find the leaflet easy to understand, members were advised that those identified will be contacted to clarify their thoughts further and this will also help improve future consultations.	DW
	Members were advised that financial advice is provided to all tenants regularly by signposting to Welfare rights and Citizens Advice Bureau with regards to benefit claims and financial health checks and tenants are also referred to our shared Tenancy Sustainment Officer.	
	Members advised they were disappointed that only two tenants were interested in becoming involved with DPHA, however it was clarified that these tenants will be contacted to explore what level of involvement they would be willing to participate with.	DW
	Members recognised the difficulties with engaging with tenants and it was confirmed that work with TPAS was ongoing with their Healthy Engagement programme to help improve engagement with tenants.	
	Members acknowledge the explanation of higher percentages of affordability for single persons being that these scenarios are unlikely to occur.	
	Given the percentage increases for inflation and other areas, members advised the proposed increase seemed acceptable and were also pleased some service charges were reducing.	
	<i>J Henderson left the meeting at this point.</i>	
Decision	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of this report.</p> <p><b>Approved</b> a 3.9% rent increase for all our Scottish Secure tenancies, sharing owner properties and non-self-contained properties (e.g. HMO properties) coming into effect from 28 March 2022.</p> <p><b>Approved</b> the revised service charges for 2022/23 as set out in para 3.10, coming into effect from 28 March 2022.</p> <p><b>Noted</b> that a rent and service charge increase letter will be sent out to tenants and sharing owners 28 days before the rent increase is applied on the 28 March 2022.</p>	
10.	<b>STAFFING</b>	
	No reports	
11.	<b>OPERATIONS</b>	
11.1	<b>Quarter 3 Performance Report</b>	
Report Summary	D Wilson presented the report providing the Board with an update on our progress with achieving Key Performance Indicators (KPIs) to the end of Q3, 2021/2022 across all service areas, and with progress on achieving other operational performance related matters.	

Highlights from the Performance report were noted as:

- Staff did exceptionally well by achieving the install of all Smoke and Heat detectors.
- Annual Gas Servicing was at 100%.
- Tenant Satisfaction Survey results had no significant changes.
- Arrears had a predictable spike at Christmas; however, a temp staff member was designated as Debt Recovery Officer and had already recouped £7k of arrears over recent weeks and progress is still being made.
- Section 5 referrals had dropped to 49.1% however this will be a priority for the next quarter.
- Maintenance targets were all on track.
- The investment programme is continuing, and the new contracts approved tonight will be added to this.
- Factoring service was being well managed.
- 4 complaints had been received and all were on target, with 3 upheld.

A Dickson highlighted the following performance on Care Services:

- Notifications had dropped in the quarter.
- A few minor accidents and incidents at Sheltered, but none at DOSCG.
- Focus was on opening the common room with restrictions which are now easing, but some staff are still anxious.
- Smoke alarms were all fitted at complexes.
- Applying to WDC for funding for a staff members SVQ.
- Monthly tenants meeting re-commencing.
- DOSCG fees and arrears will presented to board for recommendation to right off, with all avenues having been exhausted.
- Fees in December had dropped due to Christmas and lock down.
- Staff trying to increase service with new services users.
- DOSCG restrictions easing and will reduce further in March.
- Care /Inspectorate Annual return for both are ready for inspection – but possibly won't be inspected this year with being low risk.
- Parent Forum is up and running and staff doing fundraising.
- Have now applied for Flight Funding, which is being considered.
- Attended old health centre and obtained furniture and equipment.

<b>Discussion</b>	With regards to Tenant Satisfaction Survey, members advised it was disappointing to see that results for percentage of tenants satisfied with their homes had dropped, however members were assured those identified would be contacted to clarify their responses.	DW
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<b>Decision</b>	Following consideration, the Board: <b>Noted</b> the contents of the Quarter 3 Performance Report.
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<b>11.2</b>	<b>MRI Update Report: Confidential</b> See confidential minutes.
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<b>12.</b>	<b>HEALTH &amp; SAFETY</b>
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<b>12.1</b>	<b>H&amp;S Policy Update Report</b>
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<b>Report Summary</b>	<p>C Cameron presented the report informing the Board of the Health and Safety (H&amp;S) Control Manual updates recently published by EVH (Employers in Voluntary Housing) and for the Board to approve the Annual H&amp;S Policy Statement.</p> <p>Members were advised the report clarifies roles and responsibilities for Health and Safety, however the Leadership Team will meet to discuss who will oversee these tasks internally.</p>
<b>Discussion</b>	<p>It was clarified for members that the Chair will sign the Health and Safety manual to accept the Policy statement.</p>
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of this report.</p> <p><b>Noted</b> the H&amp;S Control Manual Updates for February 2022 in <b>Appendix 2</b>.</p> <p><b>Approved and signed</b> the Policy Statement at <b>Appendix 1</b>.</p> <p><b>Noted</b> the Accountability and liability for H&amp;S in section 3.3.</p> <p><b>Noted</b> the systems in place to manage H&amp;S in section 3.4.</p> <p><b>Noted</b> the Standards Orders need to be amended to include reference to H&amp;S within the Remit for Audit &amp; Risk Committee.</p> <p><b>Noted</b> the Leadership Team will present options to the Board at a future meeting with regards to a H&amp;S Committee.</p>
<b>13.</b>	<b>ANY OTHER COMPETENT BUSINESS</b>
<b>13.1</b>	<p><b>Correspondence</b></p> <p>AM Brown advised there was no correspondence.</p>
<b>13.2</b>	<p><b>Updated Board/Committee Workplan 2021/22</b></p> <p>AM Brown advised there were no further updates to the workplan.</p>
<b>13.3</b>	<p><b>Board Membership</b></p> <p>The Chair advised that M Cameron had indicated they will stand down from the Board at the next AGM. G Laurie will be leaving this year and also the Chair is standing down at the AGM, therefore Board Recruitment will commence in the next month, with advertising in sector news and more importantly in the local community.</p> <p>It was noted the Chair and Chief Executive will also be contacting members to find out who may be interested in becoming the Chair or Vice Chair for succession planning next year and to allow them to provide guidance and support prior to the Chair leaving.</p>
<b>13.4</b>	<p><b>Candidate for Local Government Elections</b></p> <p>The Chair advised they had applied for and were now a candidate for the local government elections in May 2022. They clarified that they have updated their declarations of interest regarding this.</p>



14.	DATE OF NEXT MEETING (S)	
	<b>PRWG</b> Wednesday, 9 March 2022 @ 5.30pm <b>Board Meeting</b> Wednesday, 16 March 2022 @ 6.30pm <b>Staffing Committee</b> Wednesday, 30 March 2022 @ 6pm  The meeting closed at 8.45 pm	

Signed: *Craig Edward*

Date: 23 March 2022

(Chairperson)