

**Minutes of Shire Board Meeting  
Held on 24 April 2024  
at 18:00 via Teams**

**PRESENT:** S Roberts (Chair), W Gallacher (Vice Chair), N Allan, L Logan, R Morris, W Paterson, W Pring

**CHAIR:** S Roberts (Chair)

**IN ATTENDANCE:** J Munro (Chief Executive, CE)  
C Donnelly (Director of Corporate Services, DCOR)  
J Allison (Director of Housing, DH)  
M Scott (Asset Manager, AM)  
J McLelland (Minute Secretary, MS)

**APOLOGIES:** H Carr (Convenor of the Audit Committee)

**ABSENT:** R Patterson

**Leave of Absence:** S Lowrie and B Cuthbertson

**The meeting commenced at 18.09**

**The Chair welcomed members to the meeting.**

Item		Action
1.0	<b>Formal Business</b>	
1.1	<p><u>Apologies</u> Apologies were received from H Carr.</p> <p>The CE advised the Board that S Lowrie’s Leave of Absence, which was agreed on 31 January 2024, has now come to an end. The CE confirmed that S Lowrie has requested a three-month extension to his Leave of Absence. The Board noted that the further three-month extension is in line with the Association’s Standing Orders, which allow for a maximum absence of six months.</p> <p>The Board approved a three-month extension to S Lowrie’s Leave of Absence, beginning with immediate effect.</p> <p>The Board acknowledged B Cuthbertson’s ongoing Leave of Absence, which was agreed on 28 February 2024.</p>	
1.2	<p><u>Declaration of Interest</u> None.</p>	
1.3	<p><u>Minutes of the Meeting held on 27 March 2024</u> The Chair presented the minute and invited any comments or corrections.</p> <p><b>The Board approved the minute as a true and accurate record of the</b></p>	

Item		Action
1.4	<p><b>meeting of 27 March 2024.</b></p> <p>The Chair also presented the minute of the confidential section of the meeting of 27 March 2024 and invited any comments or corrections.</p> <p><b>The Board approved the minute as a true and accurate record of the confidential section of the meeting of 27 March 2024.</b></p> <p><u>Action Plan</u></p> <ul style="list-style-type: none"> <li>- Item 2.3 – Office Re-Development:</li> </ul> <p>The CE advised that initial drawings have been received and confirmed that he will share these with the Office Working Group (OWG). The CE advised that the drawings do not reflect the briefing discussions and Collective Architecture will be asked to re-draft these. Comments from the OWG will also be passed to Collective Architecture to incorporate into the revised drawings.</p> <p><b>The Board noted the content of the Action Plan.</b></p>	CE
1.5	<p><u>Matters Arising</u></p> <p>None.</p>	
1.6	<p><u>Notifiable Events</u></p> <p>None.</p>	
1.7	<p><u>Membership Report</u></p> <p>None.</p>	
1.8	<p><u>Health &amp; Safety Report</u></p> <p>The AM presented the report to the Board. The purpose of the report was to update Board Members on Health and Safety matters since the last report on 27 March 2024. The AM confirmed that no general office related Health and Safety issues have occurred since the last meeting in March 2024.</p> <p>Board members were also asked to review the areas of the Health and Safety Control Manual which require Board member's signatures. The AM confirmed that no hard signatures were required, and reference will be made to the Board minute confirming agreement within the Health and Safety Control Manual instead.</p> <p>Given the hybrid nature of the Association's governance arrangements, the Board requested that Board member's signatures are collated, which will assist with future instances where Board signatures are required.</p> <p><b>The Board noted the content of the Health and Safety report and agreed to the updated Health &amp; Safety Control Manual, including the responsibilities of the Management Board.</b></p>	GA

Item		Action
	<p><b><i>R Morris joined the meeting at this point.</i></b></p>	
2.0	<p><b>Items Requiring a Board Decision</b></p>	
2.1	<p><u>Draft Updated Business Plan</u></p>	
	<p>The CE presented the report to the Board. Following the Business Plan review in November 2023 and the report from the consultant Alison Smith, which was presented to the Board in February 2024, the purpose of the report was to present the draft revised Business Plan for review.</p>	
	<p>The Board welcomed the updated Business Plan and felt that it reflected the outcomes of the Strategic Planning Day with continuing focus on climate change, organisational resilience, community engagement, and wellbeing.</p>	
	<p><b>The Board reviewed and approved the revised draft Business Plan 2021-26. The Senior Leadership Team will now draft an updated Strategic Delivery Plan for 2024/25.</b></p>	SLT
2.2	<p><u>Year to 31 March 2024 Management Account</u></p>	
	<p>The DCOR presented the report to the Board. The purpose of the report was to present the Board with the Draft Management Accounts for the year ended 31 March 2024.</p>	
	<p>The Board noted the spending variations highlighted in the report.</p>	
	<p>The Board also noted the substantial increase in the cost of the Association’s annual housing insurance policy. The DCOR confirmed that the Association budgeted for annual housing insurance costs of [REDACTED] however, the actual annual policy cost was [REDACTED]. The Board noted that for 2024/25, the actual cost will again be higher than budgeted. The DCOR confirmed that the Association’s housing insurance covers the building only, with tenants being responsible for contents insurance.</p>	
	<p>The DCOR highlighted that there will be presentational differences between the management accounts and the financial statements for audit, as well as the accounting for the defined benefit pension scheme and any further accounting changes identified in the intervening period. These changes will be explained as part of the financial statement approval process.</p>	
	<p>The DCOR highlighted that in January 2024, the Board approved for forecast underspend to be redirected to the boiler replacement programme, allowing an additional £50,000 to be spent on new boilers.</p>	
	<p><b>The Board approved the Draft Management Accounts for the year to 31 March 2024, and approved the submission of the accounts to RBS.</b></p>	
2.3	<p><u>Flexible Working Policy Approval</u></p>	
	<p>The DCOR presented the report to the Board. The purpose of the report</p>	

Item		Action
2.4	<p>was to present the updated Flexible Working Policy for approval.</p> <p>The DCOR confirmed that the Flexible Working Policy includes legislative changes, which took effect from 1 April 2024.</p> <p>The Board highlighted the benefits of referencing the Association’s openness to flexible working arrangements when advertising job vacancies.</p> <p><b>The Board approved the updated Flexible Working Policy.</b></p> <p><u>Procurement Policy Approval</u></p> <p>The AM presented the report to the Board. The purpose of the report was to present the Procurement Policy for approval.</p> <p>Following a further Senior Leadership Team meeting earlier today, it was proposed that the requirement for Stage 1 (up to £15,000) procurement of goods, supplies and services should be changed to require a written quote rather than a minimum of 3 quotes. The Board agreed that this was a sensible approach and agreed for the change to be made.</p> <p>The Board requested that the policy is amended to also include reference to the Association’s commitment to carbon reduction.</p> <p><b>The Board approved the Procurement Policy, subject to the following amendments:</b></p> <ul style="list-style-type: none"> <li>• <b>requirement for Stage 1 (up to £15,000) procurement of goods, supplies and services to be changed to require a written quote rather than a minimum of 3 quotes.</b></li> <li>• <b>policy to include reference to the Association’s commitment to carbon reduction.</b></li> </ul>	<p></p> <p><b>AM</b></p> <p><b>AM</b></p>
3.0 3.1	<p><b>Items for Discussion</b></p> <p><u>Business Plan – Strategic Delivery Update</u></p> <p>The DH presented the report to the Board. The purpose of the report was to provide the Board with an update on the progress of the agreed Strategic Delivery outcomes from the 2021-26 Business Plan.</p> <p>The Board welcomed the positive report, commending the Association for what has been achieved as part of the Strategic Delivery Plan thus far.</p> <p>The CE confirmed that a summary of the staff survey will be presented to the Board in May 2024.</p> <p>The DH confirmed that CX Feedback will not replace the 3-yearly tenant and owner satisfaction surveys. CX Feedback will be utilised to identify and home in on areas for improvement. The Board noted that over the coming year, neighbourhood perception will be a key focus, allowing the Association to target and address any issues that may emerge.</p>	<p><b>CE</b></p>

Item		Action
3.2	<p><b>The Board noted the progress of the Strategic Delivery Plan.</b></p> <p><i>L Logan left the meeting at this point.</i></p> <p><u>Performance Report for Quarter 4</u> The DH presented the report to the Board. The purpose of the report was to provide the Board with an update on Key Performance Indicators (KPI) and outcomes for the Q4 and end of the financial year.</p> <p>The DH highlighted the key points within the report.</p> <p>The DH thanked both the housing and asset staff for their contribution to the significant performance improvement around average days to let properties.</p> <p>The Board noted that the significant reduction in complaints is linked to the improved repairs and maintenance service.</p> <p>The Board welcomed the report and asked that their thanks are given to the Housing Manager, and the wider team, for the performance achieved.</p> <p><b>The Board noted the Performance Report for Q4 and end of financial year 2023/24.</b></p>	
3.3	<p><u>Quarter 4 – Asset Management Report</u> The AM presented the report to the Board. The purpose of the report was to provide the Board with an update on asset management for the year 2023/24.</p> <p>The Board highlighted that tenant satisfaction survey returns for the boiler replacement programme were low. The AM advised that he has asked the Asset Assistant to phone tenants to increase future feedback.</p> <p>The AM advised the Board that the Association’s material supplier for kitchens, RSBI, support disabled workforce to manufacture high-end kitchen products.</p> <p>The Chair highlighted that the positive reports presented at the meeting reflect the good work of the staff team.</p> <p><b>The Board noted the physical and financial progress of Asset Management delivery for the 2023/24 financial year.</b></p>	
4.0 4.1	<p><b>Reports for Information Only</b></p> <p><u>Verbal Feedback – Customer Service Excellence – Full Re-Accreditation</u> The DH provided the Board with a verbal update on the Customer Service Excellence re-accreditation, including the Association achieving ‘Compliance Plus’ in 4 areas. The Board commended the Association for</p>	

Item		Action
	achieving full re-accreditation and continuing to meet the CSE standards.	
	<b>The Board noted the verbal updated on the Customer Service Excellence full re-accreditation.</b>	
5.0	<b>Training</b> None.	
6.0	<b>Deferred Items</b> None.	
7.0	<b>AOCB</b>	
7.1	<u>Board Biographies</u>	
	The CE asked that Board members who do not already have a picture and biography for the website, send these to the Governance Assistant (GA) to allow the website to be kept up to date. Any Board member who wishes to update their existing biography can also send updates to the GA.	BOARD
7.2	<u>Face to Face Board Meeting</u>	
	The Board agreed that the May Board meeting will be held face to face. The GA will liaise with Board members and will make the necessary arrangements for the meeting.	GA
7.3	<u>Board Appraisals</u>	
	The CE advised that he, and the Chair, are aiming to carry out Board Appraisals in late May/June. The CE advised that appraisals don't need to be carried out face-to-face and can be done remotely should this be more convenient for Board members.	CE
7.4	<u>Staff Update</u>	
	[FOISA Status- Exempt under Section 36 (Confidentiality)]. The CE advised that the SLT are keeping a close eye on resources. Should there be concern about a longer-term impact, the Board will be consulted.	
8.0	<b>Date of Next Board Meeting:</b>	
	<ul style="list-style-type: none"> <li>• <b>Wednesday 29 May 2024</b></li> </ul> <b>Venue: TBC</b>	
	<b>Meeting concluded at 19.43.</b>	
	I confirm this Minute is a true and accurate record of the meeting: -	
	Chair _____	