

**Minutes of Shire Board Meeting Held on 25 August 2021  
at 6.00 pm via Microsoft Teams Application (Covid-19)**

**PRESENT:** L Campbell (Chair), H Carr (Vice Chair), N Allan (Convenor of the Audit Committee), W Gallacher, R Irvine, D MacLeod, W Paterson, A Rae, S Roberts

**CHAIR:** L Campbell

**IN ATTENDANCE:** J Munro (Director), C Donnelly (Head of Corporate Services), J Allison (Head of Housing), A Black (Customer Services Manager), M Scott (Asset Manager), J McLelland (Minute Secretary), T Pogson (Scotland’s Housing Network), D Balfour (Financial Inclusion Officer), S Bruce (Finance Officer), G Scott (Customer Service Officer), L Morrison (Financial Inclusion Assistant), N McMillan (Repairs Assistant), L Urquhart (Clerical Assistant)

**The meeting commenced at 6.00pm**

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

**Scotland’s Housing Network Performance Analysis Visit**

The Chair welcomed Tim Pogson to the meeting to give the annual Performance Analysis presentation to the Board. Tim highlighted the areas of excellence and those for improvement. The Chair thanked Tim Pogson for his presentation. The Director will provide all Board members with a copy of the presentation for information.

**T Pogson, A Black, D Balfour, S Bruce, G Scott, L Morrison, N McMillan and L Urquhart left the meeting at this point.**

**Formal business commenced at 7.05pm**

| Item       |  | Action |
|------------|--|--------|
| <b>1.0</b> | <b>Formal Business</b>   |        |
| 1.1        | <u>Apologies</u><br>A Malik.   |        |
| 1.2        | <u>Declaration of Interest</u><br>None.  |        |
| 1.3        | <u>Minutes of the Meeting held on 30 June 2021</u><br>The Chair presented the minutes and invited comment or corrections.<br><br><b>The Board approved the minutes as a true and accurate record of the meeting of 30 June 2021.</b> |        |

| Item |  | Action            |
|------|--|-------------------|
| 1.4  | <p><u>Action Plan</u></p> <p><b>The Board noted the content of the Action Plan.</b></p>  |                   |
| 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>The Governance Assistant (GA) presented the report to the Board.</p> <p><b>The Board noted the termination under Rule 17.1.</b></p>   |                   |
| 1.8  | <p><u>Health &amp; Safety Report</u></p> <p>The Asset Manager (AM) presented the report to the Board and advised that no general office related Health and Safety issues have occurred since the last meeting in June 2021.</p> <p>The Board noted that the Association continues to apply the Scottish Government guidance in all areas of construction.</p> <p>The AM advised that all contractors involved in Planned Improvement works, which commenced on 16 August 2021, have returned necessary Risk Assessments and Method Statements.</p> <p><b>The Board noted the content of the Health &amp; Safety report.</b></p>  |                   |
| 2.0  | <p><b>Items requiring a Board Decision</b></p>   |                   |
| 2.1  | <p><u>Barbieston Road</u></p> <p>The Director (DIR) presented the report to the Board and provided an update on the complex situation. The DIR advised that the Association is still awaiting a response from East Ayrshire Council [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p>The DIR confirmed that the Association will meet with East Ayrshire Council and the Scottish Government on 30 August 2021 [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p>[FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p>The Board confirmed that they are happy with the steps being taken by the Association to find a reasonable solution.</p> <p>The DIR advised that any updated will be shared with the Board.</p> | <p><b>DIR</b></p> |

| Item |  | Action                            |
|------|--|-----------------------------------|
| 2.2  | <p><b>The Board noted the Director’s update and approved the list of potential development sites the Association is proposing to submit to East Ayrshire Council and the Scottish Government in advance of the meeting on 30 August 2021.</b></p> <p><u>Office Working Group – Project Manager Procurement</u><br/>The Director (DIR) presented the report to the Board.</p> <p>The Board fully discussed the feedback from the meeting of the Office Working Group and agreed that it would be beneficial to await the outcome of Crown Commercial Services’ new framework before the working group make a final recommendation to the Board.</p> <p>The Board felt strongly that a mini competition of suppliers/consultancies should take place rather than direct appointment through the framework. The Board felt that this would help in securing someone who is the right fit for the organisation. The DIR confirmed that Crown Commercial Services have indicated that they would run any competition on the Association’s behalf.</p> <p>The Board thank members of the Working Group for their ongoing support.</p> <p><b>The Board agreed for the Working Group to review the new Framework Agreement in September 2021. The Board also agreed that a mini competition should take place rather than direct appointment through the framework. The Working Group will share the outcome of their discussions and any associated recommendations with the Board.</b></p> | <p><b>WG</b></p> <p><b>WG</b></p> |
| 2.3  | <p><u>Asset Team Future Staffing Resources</u><br/>The Director (DIR) presented the report to the Board.</p> <p>The Board acknowledged that a graduate position would put a strain on resources and expressed their support in terms of recruiting an Asset Officer.</p> <p>The DIR confirmed that a full recruitment process will be undertaken, rather than revisiting applications received for the Maintenance Officer post, as the job specification is slightly different.</p> <p>The Board requested that the Senior Management Team continue to explore apprenticeship and traineeship opportunities, with a view of maximising the impact on the Association’s communities. The DIR confirmed that apprenticeship opportunities will be delivered through the Community Benefits clause within the Turner Property Services reactive repairs contract.</p>  | <p><b>SMT</b></p>                 |

| Item   |   | Action  |
|--|---|---|
| <p data-bbox="193 349 256 383"><b>3.0</b></p> <p data-bbox="193 389 256 423">3.1</p> <p data-bbox="193 645 256 678">3.2</p> <p data-bbox="193 1783 256 1816">3.3</p> | <p data-bbox="320 237 1366 315"><b>The Board agreed for the Association to proceed to recruit a further Grade 7 Asset Officer post.</b></p> <p data-bbox="320 349 1366 383"><b>Items for Discussion</b></p> <p data-bbox="320 389 1366 423"><u>Secretary's Pre-AGM Report</u><br/>The Director presented the report to the Board.</p> <p data-bbox="320 501 1366 602"><b>The Board noted that Rules 63 to 68 have been followed and all necessary actions for the 2021 AGM have been adhered to on behalf of the Association by the Secretary.</b></p> <p data-bbox="320 645 1366 678"><u>Customer Service Quarterly Performance Report</u><br/>The Head of Housing (HH) presented the report to the Board, highlighting key areas of performance and areas for improvement.</p> <p data-bbox="320 792 1366 938">The HH advised the Board that staff members met with Stirling Park to discuss the possibility of a pre-court service to enhance arrears recovery. The HH is currently reviewing whether this will provide value for money. The Board will be updated on the outcome.</p> <p data-bbox="320 972 1366 1263">The Board expressed concerns around the number of upheld complaints pertaining to the repairs and maintenance service. The HH advised that a contract monitoring meeting has been held with Turner Property Services and these will now be held quarterly, in addition to existing operational meetings, in order to enhance performance and reduce complaints. The HH advised that complaints have also been impacted by the high turnover of maintenance staff which should be alleviated by the recruitment of permanent Asset staff.</p> <p data-bbox="320 1308 1366 1453">The Board discussed the rewire contract and the potential for increased complaints. The HH advised that the Association have reviewed the end to end rewire process to ensure tenant satisfaction and reduce complaints.</p> <p data-bbox="320 1487 1366 1666">The Board agreed for the HH to revise the current KPI report, presenting the report in a more strategic format rather than operational. The HH confirmed that the current KPI report will continue to be used internally and will be available for Board members to view on the secure area of the website to gain additional detail if required.</p> <p data-bbox="320 1711 1366 1744"><b>The Board noted the Performance update to July 2021.</b></p> <p data-bbox="320 1783 1366 1816"><u>Planned Maintenance Quarterly Report</u><br/>The Asset Manager (AM) presented the report to the Board.</p> <p data-bbox="320 1895 1366 1962">The AM confirmed that the LD2 and EICR programme will be completed within this financial year.</p> <p data-bbox="320 2007 1366 2033">The Board noted that a localised tender for gutter cleaning will take place</p> | <p data-bbox="1366 904 1559 938"><b>HH</b></p> <p data-bbox="1366 2007 1559 2040"><b>AM</b></p> |

| Item |  | Action |
|------|--|--------|
|      | <p>at the end of Quarter 2.</p> <p>The AM advised the Board that the Association is not yet noticing a significant difference in the price of materials. However, availability of materials continues to be an issue, with repair completion times being impacted by this.</p> <p><b>The Board noted the physical and financial progress of the Planned Maintenance Programme for 2021-2022.</b></p> |        |
| 4.0  | <p><b>Reports for Information Only</b></p>   |        |
| 4.1  | <p><u>Update on Draft Business Plan</u></p>  |        |
|      | <p>The Director (DIR) presented the report to the Board and confirmed that the draft Business Plan will be shared with Board members over the next few weeks. This will allow sufficient time for review. The draft Business Plan will then be brought to the Board meeting on 29 September 2021.</p> <p><b>The Board noted the update on the Draft Business Plan.</b></p>                           | DIR    |
|      | <p><u>Equalities Recruitment Analysis – Maintenance Officer</u></p>  |        |
| 4.2  | <p>The Governance Assistant presented the report to the Board.</p> <p><b>The Board noted the content of the report.</b></p>  |        |
|      | <p><u>Hybrid Working Update</u></p>  |        |
| 4.3  | <p>The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The HCOR advised that the staff working group will meet next week to gain feedback on the Hybrid Working pilot. Thus far, staff have indicated that they are enjoying being back in the office environment.</p> <p><b>The Board noted the update on Hybrid Working Arrangements.</b></p>                          |        |
| 4.4  | <p><u>Planned Maintenance – Procurement Report</u></p>   |        |
|      | <p>The Asset Manager (AM) presented the report to the Board.</p> <p>The AM confirmed that the procurement was based on a 60:40 quality-price ratio.</p> <p><b>The Board noted the procurement activity undertaken and subsequent approval via Board Office Bearers.</b></p>  |        |
| 5.0  | <p><b>Training</b></p>   |        |
|      | <p>None.</p>   |        |
| 6.0  | <p><b>Deferred Items</b></p>   |        |
|      | <p>None.</p>   |        |

| Item |  | Action |
|------|--|--------|
| 7.0  | <p><b>AOCB</b></p>   |        |
| 7.1  | <p><u>N Allan – Wylie and Bisset Reference</u><br/>           N Allan advised the Board that he provided a reference for G Gillespie, Internal Auditor from Wylie &amp; Bisset. N Allan discussed this with the Head of Corporate Services (HCOR) prior to providing the reference to ensure there was no conflict of interest but wanted to share this with the Board.</p>            |        |
| 7.2  | <p><u>Start time for future Board Meetings</u><br/>           Board members confirmed that they were happy to continue with the 6pm start time for Board meetings.</p>   |        |
| 7.3  | <p><u>AGM</u><br/>           The Head of Corporate Services (HCOR) confirmed that the Association’s Model Rules 2020 allow for a virtual AGM.</p> <p>All present Board members confirmed that their intentions are to remain part of the Board.</p>  |        |
| 8.0  | <p><b>Date of Next Board Meeting:</b></p> <ul style="list-style-type: none"> <li>• <b>AGM &amp; Post AGM Meeting<br/>Wednesday 22 September 2021</b></li> <li>• <b>Wednesday 29 September 2021.</b></li> </ul> <p><b>Venue: MS Teams.</b></p> <p><b>Meeting Concluded at 8.30pm.</b></p> <p>I confirm this Minute is a true and accurate record of the meeting:-</p> <p>Chair_____</p> |        |