

**Minutes of Shire Board Meeting Held on 26 January 2022
at 6.00pm via Microsoft Teams Application (Covid-19)**

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

CHAIR: L Campbell

IN ATTENDANCE: J Munro (Director), C Donnelly (Head of Corporate Services), J Allison (Head of Housing), M Scott (Asset Manager), J McLelland (Minute Secretary), S Bruce (Finance Officer), K Hair (Observer)

ABSENT: R Morris

The meeting commenced at 6.00pm

The Chair welcomed attendees to the meeting.

S Bruce, Finance Officer, will be leaving Shire to take up a new role with another housing association. S Bruce thanked the Board for their help and support, and for the positive changes they have implemented during his time with the Association. The Board thanked S Bruce for his hard work and wished him well in his new role.

Item		Action
1.0	Formal Business	
1.1	<u>Apologies</u> S Lowrie and W Paterson.	
1.2	<u>Declaration of Interest</u> Item 2.6 – Asset Management Consultancy – H Carr advised that he is a Senior Consultant at DTP and will not take part in the discussion or decision on Item 2.6.	
1.3	<u>Minutes of the Meeting held on 24 November 2021</u> The Chair presented the minutes and invited comment or corrections. The Board approved the minutes as a true and accurate record of the meeting of 24 November 2021.	
1.4	<u>Action Plan</u> - Item 2.2: Social Event The Board fully discussed the upcoming Staff/Board team building event and agreed that it should be postponed until a later date given the high prevalence of Covid-19 within Ayrshire. The Board also discussed the format of future Board meetings and agreed that a	

Item		Action
	<p>hybrid model should be discussed in more detail at a later date.</p> <p>The Board noted the content of the Action Plan.</p> <p><i>Item 1.7 was taken at this point.</i></p>	
1.5	<p><u>Matters Arising</u> None.</p> <p><i>A Malik joined the meeting at this point.</i></p>	
1.6	<p><u>Notifiable Events</u></p> <p>➤ Gas Servicing Failure</p> <p>The Director (DIR) presented the report to the Board and advised that the deadline for an annual gas safety inspection for a property in Logan was missed. The DIR confirmed that the Board were notified of this failure on 15 December 2021 and acknowledged the seriousness of this incident. Furthermore, the DIR confirmed that he had reported the Notifiable Event to the Scottish Housing Regulator (SHR), in line with the Notifiable Events Policy. The Board noted that the SHR closed the Notifiable Event and are satisfied with the way the Association is dealing with this.</p> <p>The Board fully discussed the failure and the various options presented in the paper, which seek to provide Board with assurance that appropriate mitigating measures are in place to prevent future failures. The Board agreed that a peer review, followed by a further Internal Audit by Wylie and Bisset during 2023/24, would provide Board with adequate assurance.</p> <p>The Board requested that potential IT solutions are discussed with CivTech to determine if there are any automated processes that may bolster the gas servicing procedure and remove additional manual elements.</p> <p>The Board requested to be issued with the Association's current gas servicing procedure.</p> <p>The Board highlighted the importance of engaging early with tenants in difficult to access properties in order to provide any support that may be required.</p> <p>The Board noted the content of the report.</p> <p>The Board agreed that the Association should:</p> <ul style="list-style-type: none"> • Ask another housing association to undertake a peer review during 2022/23. • Instruct an Internal Audit by Wylie and Bisset for the year 2023/24. 	<p>SMT</p> <p>AM</p> <p>HH</p> <p>SMT</p>

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1.7	<ul style="list-style-type: none"> • Explore IT solutions with CivTech • Share the current gas servicing procedure with the Board and incorporate a gas servicing update in future Planned Maintenance Reports. • Focus on engaging early with tenants of difficult to access properties in order to provide any required support. <p><u>Membership Report</u> The Director (DIR) presented the report to the Board and advised that 1 new membership application had been received.</p> <p>The Board approved the membership application.</p> <p>The DIR advised the Board that new member, K Hair, has also applied to join the Management Board as a fixed-term appointee.</p> <p>The Board approved the appointment of K Hair to the Management Board on a fixed term appointment ending at the AGM in 2024.</p>	<p>SMT</p> <p>AM</p> <p>HH</p>
1.8	<p><u>Health & Safety Report</u> 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 November 2021.</p> <p>The AM highlighted that the Association's repairs service provider suffered high numbers of Covid cases among its staff during December, which has impacted performance.</p> <p>The Board noted the content of the Health & Safety report.</p>	
2.0 2.1	<p>Items requiring a Board Decision</p> <p><u>Rent Increase for 2022/23 – Tenant Consultation Outcome and Decision</u> The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The Board fully discussed the consultation results, highlighted the importance of ensuring that a high-quality repairs service is being provided to tenants so that tenants believe that rents are value or money.</p> <p>The Board discussed the current rent harmonisation policy and agreed to keep this in place for 2022/23.</p> <p>The Board noted that all comments from the rent consultation are being followed up by the appropriate members of staff. Where anonymous comments have been made, common themes are being picked up on with staff undertaking further investigation including consulting tenants.</p>	

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	<p>The Board noted that Community Engagement Coordinator (CEC) is contacting tenants who wish to get more involved with the Association to shape future services.</p> <p>The Asset Manager (AM) and Head of Housing (HH) confirmed that both the Asset Team and the Customer Services Team are carrying out estate visits and inspections in Hillside View.</p> <p>That Board considered the consultation results and approved a 4% annual rent increase for 2022/23, whilst acknowledging the challenging financial environment.</p>	
2.2	<p><u>Quarter 3 Management Accounts</u> The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The HCOR advised that a small typo on page 4a will be rectified.</p> <p>The HCOR confirmed that a proportion of the Cyclical Maintenance underspend is a permanent reduction for the year.</p> <p>Following discussion, the Board approved the Quarter 3 Management Accounts and the submission to RBS as presented.</p>	
2.3	<p><u>Planned Maintenance Report</u> The Asset Manager (AM) presented the report to the Board.</p> <p>The AM advised that since writing the report, the Windows and Doors Contract and the Kitchen Contract have reached completion.</p> <p>The Board agreed that the underspend proposal of undertaking additional external wall insulation supports the Scottish Government's focus on energy efficiency and the Association's Business Plan objectives.</p> <p>The Board:</p> <ul style="list-style-type: none"> • noted the physical and financial progress of the Planned Improvement Programme for 2021 – 2022, • approved the underspend proposal of EWI for completion prior to year-end, • noted the reactive repairs that occurred over the festive period when the office was closed. 	
2.4	<p><u>Customer Services Policy Review</u> The Head of Housing (HH) presented the report to the Board.</p> <p>The Board requested that the Association's responsibilities where</p>	

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2.5	<p>asbestos removal is required are outlined within the Asbestos Management and Surveys Policy.</p> <p>The Board approved the following policies and strategy:</p> <ul style="list-style-type: none"> • Asbestos Management and Surveys, subject to amendments • Estate Management • Unacceptable Behaviour • Rent Review 	HH
	<p><u>ICT Policy</u> The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The Board requested that the ICT Policy refers to Board as well as Staff to ensure Board are aware of the expected conduct and behaviours.</p> <p>The HCOR advised that compliance with the policy will be declared via the Acceptance Statement of the Code of Conduct on appointment and annually thereafter.</p> <p>The Board approved the draft ICT Policy subject to amendments.</p>	HCOR
2.6	<p><u>Asset Management Consultancy</u> The Head of Housing (HH) presented the report to the Board and highlighted the importance of the Association having a robust Asset Management Strategy in place.</p> <p>N Allan and L Gallacher volunteered to attend the consultants' interviews.</p> <p>The Board approved the engagement of consultancy support with the development and review of the Asset Strategy.</p> <p>H Carr did not participate in the discussion or decision-making process for this item.</p> <p>K Hair left the meeting at this point.</p>	
3.0 3.1	<p>Items for Discussion <u>Quarterly Performance Report</u> The Head of Housing (HH) presented the report to the Board.</p> <p>The Chair thanked the HH for her report and stated that the new format is very helpful and clear.</p> <p>The HH presented the Repossession Report and advised the Board that the Association gained access to this property today to carry out LD2</p>	

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	<p>and EICR works. The tenant has agreed to attend the office on Monday to meet with the Customer Services Manager.</p> <p>The Board noted the Performance update for quarter 3, to the end of December 2021, and the pending repossession of a tenancy due to non-payment of rent.</p>	
4.0	<p>Reports for Information Only</p>	
4.1	<p><u>Annual Report on Register of Interests</u></p>	
	<p>The Head of Corporate Services (HCOR) advised that the Entitlements, Payments and Benefits Policy, approved by Board in June 2021, requires an Annual Report on Register of Interests to be brought to the Board.</p> <p>The Board noted the Annual Report on Register of Interests.</p>	
5.0	<p>Training</p>	
	<p>None.</p>	
6.0	<p>Deferred Items</p>	
	<p>None.</p>	
7.0	<p>AOCB</p>	
7.1	<p><u>East Ayrshire Council Meeting</u></p>	
	<p>The Director (DIR) confirmed that he and the Chair met with the Chief Executive of East Ayrshire Council and Councillor Reid (Leader of the Council) in December 2021 to discuss the Association's strategy and partnership working. The DIR also confirmed that he and the Head of Housing (HH) met with Blair Miller (EAC incoming Head of Housing and Communities) in January 2022 to discuss potential development opportunities.</p>	
7.2	<p><u>Finance Officer Recruitment</u></p>	
	<p>The Head of Corporate Services (HCOR) confirmed that recruitment is underway for the Finance Officer role, with a closing date of Friday 28 January 2022. The HCOR advised that a temporary agency worker is in place, with the current Finance Officer providing the required training.</p>	
7.3	<p><u>Board Appraisals</u></p>	
	<p>The Director (DIR) reminded Board members that the deadline for completed appraisal forms is Monday 31 January 2022.</p>	
7.4	<p><u>PPE Equipment</u></p>	
	<p>The Director (DIR) confirmed that he has emailed N Allan's contact but has not yet received a response. N Allan will chase up a response.</p>	
8.0	<p>Date of Next Board Meeting:</p>	
	<ul style="list-style-type: none"> • Wednesday 23 February 2022 	

Item		Action
	<p data-bbox="336 241 624 275">Venue: MS Teams.</p> <p data-bbox="336 315 802 349">Meeting Concluded at 8.30pm.</p> <p data-bbox="336 389 1276 423">I confirm this Minute is a true and accurate record of the meeting:-</p> <p data-bbox="336 499 1254 533">Chair _____</p>	