

**Minutes of Shire Board Meeting Held on 28 April 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), M Scott (Asset Manager), J McLelland (Minute Secretary) T Cowland (DTL Creative), E Garry (EG Consulting)

**The meeting commenced at 6.00pm**

**The Chair welcomed Tim Cowland, of DTL Creative, to the meeting.**

**T Cowland delivered a presentation on the Draft ICT Strategy, providing the Board with a high-level overview of key findings and work undertaken so far. The Board noted that no major issues have been identified but there are areas which will be prioritised in the final strategy. The Board were particularly enthusiastic about the opportunities around using technology to better support our tenants. The Head of Corporate Services advised that the final document would include indicative costs of each of the projects.**

**The Board welcomed the presentation, its content, and the direction of the strategy. The Chair thanked T Cowland for his attendance.**

***T Cowland left the meeting at this point.***

Item		Action
<b>1.0</b>	<b>Formal Business</b>	
1.1	<u>Apologies</u> None.	
	The Board acknowledged A Malik's leave of absence, which was agreed on 31 March 2021.	
1.2	<u>Declaration of Interest</u> None.	
1.3	<u>Minutes of the Meeting held on 31 March 2021</u> The Chair presented the minutes and invited comment or corrections.	
	<b>The Board approved the minutes as a true and accurate record of the meeting of 31 March 2021.</b>	
1.4	<u>Action Plan</u>	

Item		Action
	<p><b>The Board noted the contents of the Action Plan.</b></p>	
1.5	<p><u>Matters Arising</u> None.</p>	
1.6	<p><u>Notifiable Events</u> None.</p>	
1.7	<p><u>Membership Report</u> None.</p>	
1.8	<p><u>Health &amp; Safety Report</u> The Asset Manager (AM) presented the report to the Board and advised that there have been no near misses or incidents since the last meeting in March 2021. However, there has been an accident within the office, which saw a member of staff trip and injure their ankle. The Board noted that the accident was handled in accordance with the Association's Health and Safety Manual and all associated legal and procedural requirements.</p> <p>The AM advised that non-essential repairs resumed on 26 April 2021, in line with the Scottish Government guidelines. Discussions are underway with the repairs and maintenance contractor to determine the best way to clear the backlog of repairs whilst ensuring that the safety of contractors and tenants remains paramount. The Board noted that there are around 200 non-essential repairs outstanding. However, there has been no great increase in reporting of repairs since the resumption of the service, indicating that tenants have reported non-essential repairs throughout the lockdown period.</p> <p>The Board noted that it is anticipated that planned works will resume from 17 May 2021.</p>	
	<p><b>The Board noted the content of the Health &amp; Safety report.</b></p>	
	<p><b><i>The Chair welcomed E Garry of EG Consulting to the meeting.</i></b></p>	
2.0	<p><b>Items requiring a Board Decision.</b></p>	
2.1	<p><u>Barbieston Road Update - Confidential</u> The Director (DIR) presented the report to the Board, giving an account of the meeting between the Association, the Scottish Government and East Ayrshire Council (EAC) on 23 April 2021. The DIR advised that discussions focussed primarily on housing need and demand in the area along with projected project costs. [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p>	<p><b>EG/SMT</b></p>
	<p><b><i>H Carr left the meeting at this point.</i></b></p>	

Item		Action
2.2	<p><u>Draft Management Accounts</u> The Head of Corporate Services (HCOR) presented the draft Management Accounts for the year ended 31 March 2021 and confirmed that there are no issues regarding cash resources or loan covenant compliance.</p> <p>The HCOR advised that since writing the report there has been £5,000 of adjustments, predominately relating to Care and Repair. As reported to Board, EAC agreed to defer the Care and Repair underspend into the next financial year. The adjustments noted will be reflected in the final Management Accounts that are submitted to the Royal Bank of Scotland (RBS).</p> <p>The Board thanked the HCOR for her clear and detailed report.</p> <p><b>The Board:</b></p> <ul style="list-style-type: none"> <li>• <b>approved the Draft Management Accounts for the period to 31 March 2021, subject to adjustments.</b></li> <li>• <b>approved the submission of these Management Accounts to RBS, subject to adjustments.</b></li> </ul>	HCOR
2.3	<p><u>Business Plan – Strategic Delivery Plan</u> The Director and Head of Housing (HH) presented the report, outlining that the Delivery Plan focuses on outcomes rather than actions. A more comprehensive document will sit behind the plan detailing the actions for the Customer Service and Corporate Teams. The HH advised that methods of measuring targets will continue to develop going forward.</p> <p>The Board stated that the Key Performance Indicator (KPI) using the Annual Return on the Charter measurement for tenancy sustainment does not fit with Objective 3. The Board are keen to keep this KPI in the plan but to move it under a different objective and outcome. The HH confirmed that it will be moved.</p> <p>The Board felt that the plan was very challenging and encouraged the SMT to be mindful of their workload and the wider staff team in achieving these outcomes and targets. The Director advised that progress will be monitored and formally reported twice a year.</p> <p><b>The Board approved the Draft Strategic Delivery Plan, subject to the requested change.</b></p>	HH  HH
2.4	<p><u>Office Staffing: Blended Working Survey Proposal</u> The Head of Housing (HH) presented the report to the Board.</p> <p>The Board welcomed the report and expressed their support in terms of blended working.</p> <p>The HCOR confirmed that if a blended working structure is adopted on</p>	

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	<p>a permanent basis; employee Terms and Conditions would need to be changed. Job descriptions could then be tailored to each role, outlining the minimum days of office working required, setting a benchmark for future recruitment.</p> <p>The Board requested that the Association also consult with tenants simultaneously to gain their views.</p> <p>The HH advised that the outcome of the pilot and tenant consultation will be presented to the Board.</p> <p><b>The Board noted the Association’s plans to:</b></p> <ul style="list-style-type: none"> <li>• <b>complete a staff survey on blended working options,</b></li> <li>• <b>analyse results and review work practices,</b></li> <li>• <b>implement a pilot of blended working arrangements for a 6-month period.</b></li> </ul>	<p></p> <p><b>HH</b></p> <p><b>HH</b></p>
2.5	<p><u>Policy Review Timetable</u> The Head of Housing (HH) presented the report to the Board.</p> <p>The Board thanked the HH for her report. The Board acknowledged that there is a considerable amount of work and staff time involved in policy reviews and urged the SMT to push back dates if required.</p> <p><b>The Board approved the Draft Policy Review Schedule.</b></p>	
2.6	<p><u>Confidential H.R. Update</u> See confidential minute.</p>	
3.0	<p><b>Items for Discussion</b></p>	
3.1	<p><u>Planned Maintenance Report</u> The Asset Manager (AM) presented the report to the Board.</p> <p>The Board requested that a table containing costs is included in the next Planned Maintenance report.</p> <p>The Board thanked the AM for a clear and detailed report.</p> <p><b>The Board noted the physical and financial progress of the Planned Improvement Programme for 2020/21.</b></p>	<p></p> <p><b>AM</b></p>
3.2	<p><u>Performance Report</u> The Head of Housing (HH) presented the report. The Board requested that a breakdown of reasons for terminations is provided in the next Performance Report.</p> <p>The Board noted that the narrative within the report differs from the figures contained in the table in the appendix. The current arrears figure</p>	<p></p> <p><b>HH</b></p>

Item		Action
	<p>has been compared with gross arrears figure in the narrative. The CSM will review the narrative to correct.</p> <p>The Board thanked the HH and asked for her to pass on their thanks to the CSM for her report.</p> <p>The Board asked the HH to thank the staff team for a great performance during a very difficult year.</p> <p><b>The Board noted the Performance Report.</b></p> <p><b>4.0 Reports for Information Only</b> None.</p> <p><b>5.0 Training</b> None.</p> <p><b>6.0 Deferred Items</b> None.</p> <p><b>7.0 AOCB</b></p> <p><b>Date of Next Board Meeting:</b></p> <ul style="list-style-type: none"> <li>• <b>Wednesday 26 May 2021</b></li> </ul> <p><b>Venue: MS Teams.</b></p> <p><b>8.0 Meeting Concluded at 8.35pm.</b> I confirm this Minute is a true and accurate record of the meeting:-</p> <p>Chair_____</p>	<p><b>CSM</b></p>