

**Minutes of Shire Board Meeting Held on 31 August 2022
at 6.00pm at Ochiltree Community Hub and Via Microsoft Teams (Hybrid)**

PRESENT: L Campbell (Chair), S Roberts (Vice Chair), H Carr (Audit Committee Convenor, S Lowrie, R Morris, W Paterson, A Rae, R Irvine (remotely), N Allan (remotely) and K Hair (remotely)

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), L Urquhart (Minute Secretary), T Pogson (Scotland’s Housing Network), L McCurdy (Minute Secretary), D Balfour (Financial Inclusion Officer), W Torrance (Customer Services Officer)

The Chair welcomed attendees to the meeting.

Formal business commenced at 6.15pm

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 and staff. 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 left the meeting at this point.

(Due to technical issues the agenda was taken in the following order – Items 1.1 – 2.1, Item 3.2, Item 2.2, Item 4.1, Item 2.3, Item 3.1, Items 4.2 – 7.2, Item 2.4, Item 8).

| Item | | Action |
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| 1.0 | Formal Business | |
| 1.1 | <u>Apologies</u> Apologies received from W Gallacher and A Malik. The Board acknowledged D MacLeod’s ongoing Leave of Absence which was approved on 29 June 2022. | |
| 1.2 | <u>Declaration of Interest</u> None. | |
| 1.3 | <u>Minutes of the Meeting held on 29 June 2022</u> The Chair presented the minutes and invited comment or corrections. | |
| | The Board approved the minutes as a true and accurate record of | |

| Item | | Action |
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| | <p>the meeting of 29 June 2022.</p> | |
| 1.4 | <p><u>Action Plan</u></p> <ul style="list-style-type: none"> ➤ Item 2.1: Board Appraisal Review 2022 <p>The Chair requested that any outstanding Board Appraisals be returned to the Director (DIR).</p> | |
| 1.5 | <p>The Board noted the content of the Action Plan.</p> <p><u>Matters Arising</u></p> <ul style="list-style-type: none"> ➤ <u>Satisfaction Surveys</u> <p>The Director (DIR) confirmed that the Tenant and Owner Satisfaction Surveys will be carried out by Research Resource. Owner surveys have commenced, with tenant surveys beginning over the coming weeks. A report will be presented to the Board when surveys are complete.</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 & 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 2022.</p> <p>The Board noted the content of the Health & Safety report.</p> | |
| 2.0 | <p>Items requiring a Board Decision</p> | |
| 2.1 | <p><u>Confidential-Barbieston Road Update</u></p> <p>The Director (DIR) presented the report to the Board and confirmed [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p><i>N Allan left the meeting at 7.10pm.</i></p> | |
| 2.2 | <p><u>Maintenance Contract Updates - Reactive Repairs, and Gas Servicing/Repairs</u></p> <ul style="list-style-type: none"> ➤ Reactive Repairs <p>The Head of Housing (HH) presented the report to the Board.</p> <p>The HH advised that, [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]. The Board noted that complaints relating to responsive repairs have increased as a result of the contractor’s poor initial performance.</p> | |

| Item | | Action |
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| 2.3 | <p>➤ Gas Servicing/Repairs</p> <p>The Board noted that McGill Facilities Management have now formally entered administration. The Director (DIR) advised that the Association also understands that a large number of McGill Facilities Management staff have been made redundant meaning that there is no likelihood of them being able to deliver contractual services. The HH reassured the Board that approximately 94% of the current annual gas servicing programme is complete, and that contingency services with J Frew were working effectively.</p> <p>The HH updated the Board on discussions between Addleshaw Goddard and the Ewing Sommerville Partnership. She confirmed that both the Solicitor and Contract Administrator agreed at a meeting on 31 August 2022 that McGill Facilities Management are in breach of the insolvency clause (8.5) of the contract. As a result, a Notice of Termination will be served on McGill Facilities Management/Kingdom Gas terminating the current contract immediately.</p> <p>The Board noted that an initial meeting has been held with City Technical Services UK Limited (“City Tech”), who can provide contractual gas services based on the terms they submitted in last year’s tender return - when they were second placed behind Kingdom Gas. The HH confirmed that similar to the recent Everwarm procurement a Negotiated Procedure without Prior Notice route is open to the Association to secure the new contract. The HH also advised that the Senior Management Team were recommending that City Tech are appointed as soon as possible through this route to ensure consistency of service provision, and to mitigate the risks the current situation presents. It was noted that staff expect the new contractor to be in place by next week i.e., week commencing 5 September 2022.</p> <p>The Board noted the completion of the Reactive Repair contract transfer to Everwarm, and the service issues that the Association are working proactively to resolve.</p> <p>The Board approved the termination of the Kingdom Gas/ McGill Facilities Management contract whilst progressing the proposed appointment of City Technical Services UK Limited as our new Gas Servicing and Maintenance Contractor.</p> <p>The Board noted that staff will continue to explore longer-term options via a new Procurement Strategy that strengthens our resilience and mitigation of risk.</p> <p><i>A Black, D Balfour, W Torrance and K Hair left the meeting – 8.10pm</i></p> <p><u>Small Land Disposal – Title Deeds Correction (Patna)</u> The Head of Housing (HH) presented the report to the Board.</p> | |

| Item | | Action |
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| 2.4 | <p>The Board approved the disposal of land at 19 Downieston Place, Patna to allow for the correction of the Title Deed of the owner at 21 Downieston Place, Patna.</p> <p><u>Confidential Staffing Update</u> The Director (DIR) presented the report to the Board.</p> <p>The Board noted the report and approved the six-month contract extension for the part-time Care and Repair Admin Assistant.</p> | |
| 3.0 | <p>Items for Discussion</p> | |
| 3.1 | <p><u>Secretary's Pre-AGM Report</u> The Director (DIR) presented the report to the Board.</p> <p>The DIR advised that D MacLeod and A Malik would be standing down at the AGM and not seeking re-appointment. S Roberts and N Allan will also stand down and have confirmed they are happy to stand for re-election. The DIR also noted that he had been in talks with a tenant to join the Board and asked other members to direct any interested parties to himself, the HCOR or the HH. The DIR noted that the Association continues to strive for a gender balance within the Board.</p> <p>The Board noted that Rules 63 to 68 have been followed and all necessary actions for the 2022 AGM have been adhered to on behalf of the Association by the Secretary.</p> <p>The Board noted its thanks to D MacLeod and A Malik for their contribution to the Association.</p> | |
| 3.2 | <p><u>Quarter 1 Performance Report</u> The Customer Service Manager (CSM) presented the report to the Board. The Board noted performance on a range of key performance indicators.</p> <p>It was confirmed that a bid had been submitted to the Scottish Government for approximately £86,000 to enable items to be purchased for tenants to help combat fuel poverty and the energy crisis. The Board will be informed of the outcome of the bid when known.</p> <p>The Chair asked for the Board's thanks to be passed to staff for their hard work.</p> <p>The Board noted the Quarter 1 Performance report</p> | |
| 4.0 | <p>Reports for Information Only</p> | |
| 4.1 | <p><u>Asset Management Report</u> The Asset Manager (AM) presented the report to the Board.</p> <p>The Board noted the pressure on staff resources when intervention was</p> | |

| Item | | Action |
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| 4.2 | <p>required by the Association for the contractor to gain access. The AM confirmed there had been no forced entries for gas servicing works to be completed thus far. The AM confirmed that the timing of servicing visits would be discussed with the new contractor, to support working tenants.</p> <p>The HH highlighted that the Community Engagement Coordinator will work collaboratively with Third Sector groups to align resources and to support tenants.</p> <p>Board Members noted the physical and financial progress of Asset Management delivery across Quarter 1 of the 2022/23 financial year.</p> <p><i>The Board approved for the meeting to run past 8.30pm at the Chair's request.</i></p> <p><u>Equalities Recruitment Analysis – Temporary Governance Assistant</u> The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The Board noted the content of the report.</p> | |
| 4.3 | <p><u>Update in Defined Benefit Pension Valuation</u> The Head of Corporate Services (HCOR) presented the report to the Board.</p> <p>The Board noted the update and the results of the actuarial valuation.</p> | |
| 4.4 | <p><u>Verbal update from Audit Committee</u> The Director (DIR) confirmed that the Audit Committee reviewed the Assurance Map in detail at its meeting on 23 August 2022.</p> <p>The DIR confirmed that the Audit Committee recommended that the Assurance Statement and associated Assurance Map is presented to the Board at the September or October 2022 meeting for approval, ahead of the 31 October 2022 submission date.</p> <p>The Chair thanked the Audit Committee for their hard work.</p> <p>The Board noted that the Audit Committee also reviewed the risk map and received the findings of the Gas Service Peer Review.</p> <p>The Board noted the verbal update.</p> | |
| 5.0 | <p>Training None.</p> | |
| 6.0 | <p>Deferred Items</p> | |

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| | None. | |
| 7.0 | AOCB | |
| 7.1 | <u>Ayrshire Business Awards</u> | |
| | <p>The Director (DIR) advised that a submission has been made to the Ayrshire Business Awards “Community Champion” category.</p> <p>The event, announcing winners will be held on 14th October 2022. It was agreed that a table would not be purchased for this event. If shortlisted, a maximum of three people will attend.</p> | |
| 7.2 | <u>Scottish Housing Regulator</u> | |
| | <p>The DIR confirmed that he has been approached by the Scottish Housing Regulator (SHR) to become a Co-optee of another RSL. The Board fully supported this, and it was noted that the DIR would discuss this further with the relevant association and the SHR.</p> | |
| 8.0 | Date of Next Board Meeting: | |
| | <ul style="list-style-type: none"> • AGM & Post AGM Meeting Wednesday 21 September 2022 Venue: Ochiltree Community Hub • Wednesday 28 September 2022 Venue: MS Teams. | |
| | Meeting Concluded at 9.00pm. | |
| | I confirm this Minute is a true and accurate record of the meeting: - | |
| | Chair_____ | |