

**Minutes of Shire Board Meeting
Held on 31 January 2024
at 18:00 via Teams**

PRESENT: S Roberts (Chair), W Gallacher (Vice Chair), H Carr (Convenor of the Audit Committee), R Patterson

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: R Morris, N Allan

ABSENT: W Paterson, B Cuthbertson

Leave of Absence: W Pring and S Lowrie

The meeting commenced at 18.03.

Item		Action
1.0	Formal Business	
1.1	<u>Apologies</u> Apologies were received from R Morris and N Allan.	
	The Board acknowledged W Pring’s ongoing Leave of Absence, which was agreed on 29 November 2023. W Pring has advised the Chief Executive that she will be returning to full participation at February’s Management Board Meeting.	
	The CE advised that S Lowrie has submitted a request for a three month Leave of Absence, beginning with immediate effect.	
	The Board approved a three month Leave of Absence for S Lowrie.	
1.2	<u>Declaration of Interest</u> None.	
1.3	<u>Minutes of the Meeting held on 29 November 2023</u> The Chair presented the minute and invited any comments or corrections.	
	The Board approved the minute as a true and accurate record of the meeting of 29 November 2023.	
1.4	<u>Action Plan</u> - Item 2.3 – Office Project: The CE provided the Board with an update and advised that	

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	<p>arrangements are in place to carry out site visits on 21 February 2024. The Board noted that site investigation work is progressing and a consultation session with staff is being arranged. The CE advised that Board members are welcome to attend the consultation event, and he will notify them of the date of this.</p> <ul style="list-style-type: none"> - Item 2.3 –Housing Management System Review: <p>The DCOR provided the Board with an update [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p>The Board noted the content of the Action Plan.</p>	
1.5	<p><u>Matters Arising</u></p> <ul style="list-style-type: none"> - Carbon Literacy Training <p>The Chair and the CE advised the Board that the Carbon Literacy Training, delivered by W Pring, was very informative and enjoyable.</p>	
1.6	<p><u>Notifiable Events</u></p> <p>None.</p>	
1.7	<p><u>Membership Report</u></p> <p>The DCOR presented the report to the Board. The purpose of the report was to advise the Board of membership applications, withdrawals, and terminations, in line with the Model Rules 2020.</p> <p>The Board approved the membership application and noted the terminations under Rule 11.1.1 and Rule 17.1.</p>	
1.8	<p><u>Health & 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 29th November 2023. The AM confirmed that no general office related Health and Safety issues have occurred since the last meeting in November 2023.</p> <p>The Board noted the content of the Health and Safety report.</p>	
2.0	<p>Items Requiring a Board Decision</p>	
2.1	<p><u>Rent Increase for 2023/24 – Tenant Consultation Results and Decision</u></p> <p>The DCOR presented the report to the Board. The purpose of the report was to consider the consultation responses from tenants, allowing Board to reach an informed decision and approve the annual rent increase for 2024/25.</p> <p>The Board welcomed the significant increase in rent consultation responses this year. The DCOR reiterated that a number of duplicate responses were identified when reminder SMS messages were sent. The Board noted that identifiable duplicates have been removed.</p> <p>The Board discussed and considered the findings that the majority of</p>	

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	<p>tenants (84%) preferred the lower increase of Option 1 - 5.1% with 16% preferring Option 2 – 6.1%.</p> <p>The Board discussed the impact that the current economic climate is having on both tenants and the Association itself. Board noted the considerable rise in costs that the Association has faced over the past year and the financial impact of the decision on the Association’s long-term asset investment programme. The Board also highlighted the significant expenditure that will be associated with the Social Housing Net Zero Standard.</p> <p>The Board discussed the outcome at length and agreed that it is imperative that we demonstrate that we listen and take account of the views of our tenants. The Board highlighted the importance of reiterating to tenants that the lower rent increase will reduce the Association’s capacity to carry out planned improvements in order to set realistic expectations.</p> <p>The Board noted that all comments from the rent consultation are being followed up by the appropriate members of staff.</p> <p>The Board considered the consultation results and approved a 5.1% annual rent increase for 2024/25, whilst acknowledging the challenging financial environment.</p> <p>2.2 <u>Management Account to 31.12.23</u> The DCOR presented the report to the Board. The purpose of the report was to present Board Members with the Draft Management Accounts for the period ended 31 December 2023.</p> <p>The DCOR confirmed that medical adaptations have no budgeted costs or income assigned as they are solely grant funded. The Board noted that medical adaptations are not related to our Care and Repair Service and are carried out following Occupational Therapy (OT) referrals from East Ayrshire Council (EAC) for Shire tenants. The AM confirmed that, where funding for the year has been fully utilised, the Association feeds back to the OT so that other options can be explored in the interim until funding is available.</p> <p>The Board:</p> <ul style="list-style-type: none"> • approved the Draft Management Accounts for the period to 31 December 2023. • approved submission of these Management Accounts to RBS. • approved an additional £50,000 of spend on boiler replacements to be undertaken in this financial year. 	
2.3	<u>Revised Standing Orders</u> The DCOR presented the report to the Board. The purpose of the report	

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	<p>was to present the revised Standing Orders for Board approval.</p> <p>The Board approved the revised Standing Orders.</p>	
2.4	<p><u>Development Opportunity</u> [FOISA Status – Exempt under Section 33 (Commercial Interests and the Economy)]</p> <p><i>Items 2.5 and 2.6 were taken at the end of the meeting to allow staff to absent themselves for the confidential discussion. Items 3.1-4.1 were taken at this point.</i></p>	
2.5	<p><u>Confidential - Care and Repair Service Staffing</u> See confidential minute.</p>	
2.6	<p><u>Confidential Staffing Update</u> See confidential minute.</p>	
3.0	<p>Items for Discussion</p>	
3.1	<p><u>Quarter 3 Performance Report</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) compared to expected outcomes.</p> <p>The Board welcomed the positive report and were particularly pleased with the improved repairs performance.</p> <p>The DH highlighted the significant reduction in complaints compared to last year and confirmed that there are currently no complaints with the Ombudsman. The Board noted that there has been an increase in the number of complaints escalated to Stage 2. [FOISA Status- Exempt under Section 36 (Confidentiality)]</p> <p>The Board noted the Performance update for Quarter 3 2023/24.</p>	
3.2	<p><u>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 activity up to and including Quarter 3 2023/24.</p> <p>The AM highlighted that the table contained within the report shows the combined delivery of Gas Servicing across the full financial year which incorporates 2 service runs.</p> <p>The AM advised the Board that in future, the Asset Management Report will detail where carbon savings have been made as a result of a project. The AM will liaise with W Pring to discuss how best to do this. The Board welcomed this addition to the report and feel it will be a very useful metric to measure.</p>	<p>AM</p>

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3.3	<p>The Board noted the physical and financial progress of Asset Management delivery across Quarter 3 of the 2023/24 financial year.</p> <p><u>Tenant & Resident Satisfaction Survey Strategic Action Plan 22-25 update</u> The DH presented the report to the Board. The purpose of the report was to present a progress update on the Action Plan following results from the 2022 Tenant & Owner 3-year Satisfaction Surveys.</p> <p>The Board noted the updated Tenant & Resident Satisfaction Survey Strategic Action Plan 22/25.</p>	
4.0 4.1	<p>Reports for Information Only</p> <p><u>Annual Report on Register of Interest</u> The DCOR presented the report to the Board. The purpose of the report was to provide the Board with information on declarations of interest made by staff and board members throughout the year.</p> <p>The Board note the Annual Report on Register of Interest.</p> <p><i>The AM and MS left the meeting at this point and Items 2.5 and 2.6 were taken.</i></p>	
5.0	<p>Training</p>	
6.0	<p>Deferred Items None.</p>	
7.0 7.1	<p>AOCB</p> <p><u>Timing of in-person meeting and dinner</u> The CE will explore options and will liaise with Board in due course.</p>	CE
7.2	<p><u>EVH Salary Increase – Employers’ Ballot</u> Board discussed the proposal and agreed to vote in favour of the recommendation being made by EVH. CE to respond on behalf of the Association.</p>	CE
8.0	<p>Date of Next Board Meeting:</p> <ul style="list-style-type: none"> Wednesday 28 February 2024 Venue: MS Teams <p>Meeting concluded at 20.20</p> <p>I confirm this Minute is a true and accurate record of the meeting: -</p> <p>Chair_____</p>	