

**Minutes of Shire Board Meeting  
Held on 31<sup>st</sup> May 2023  
at 18:00 via Teams**

**PRESENT:** L Campbell (Chair), S Roberts (Vice Chair),  
H Carr, A Rae, W Paterson, L Gallacher, S Lowrie, R Irvine

**CHAIR:** L Campbell (Chair)

**IN ATTENDANCE:** J Munro (Director, DIR),  
C Donnelly (Head of Corporate Services, HCOR),  
J Allison (Head of Housing, HH),  
L McCurdy (Minute Secretary, MS)

**The Chair welcomed attendees to the meeting at 18:04**

**Item 2.5 was discussed at the end of the meeting after the MS had left at 19.27**

Item		Action
<b>1.0</b>	<b>Formal Business</b>	
1.1	<u>Apologies</u> M Scott, N Allan, and R Morris.	
1.2	<u>Declaration of Interest</u> The DIR raised a declaration of interest in relation to item 2.4; a relative has worked previously with Brown & Wallace consultants.	
1.3	<u>Minutes of the Meeting held on 26<sup>th</sup> April 2023.</u> The Chair presented the minutes and invited any comments or corrections.  <b>The Board approved the minutes as a true and accurate record of the meeting of 26<sup>th</sup> April 2023.</b>	
1.4	<u>Action Plan</u> On schedule.  <b>The Board noted the content of the Action Plan.</b>	
1.5	<u>Matters Arising</u> None.	
1.6	<u>Notifiable Events</u> None.	
1.7	<u>Membership Report</u> None.	

Item		Action
1.8	<p><u>Health &amp; Safety Report</u> The DIR presented the report to the Board. The purpose of the report was to update Board Members on Health and Safety matters since the previous meeting.</p> <p>Two matters were raised following the submission of the H&amp;S Board paper, the DIR provided verbal updates: [FOISA Status- Exempt under Section 36 (Confidentiality)]</p> <p><b>The Board noted the content of the Health and Safety report.</b></p> <p><b>H Carr joined the meeting at 18.07, J Allison joined the meeting at 18.10, S Lowrie joined the meeting at 18.15.</b></p>	
2.0	<p><b>Items Requiring a Board Decision</b></p>	
2.1	<p><u>Annual Return on the Charter 2022-2023</u> The HH presented the report to the Board. The purpose of the report is to comply with statutory and regulatory requirements in accordance with the Housing (Scotland) Act 2010, the Board must approve the Annual Return on the Charter (ARC) each year before submission to the Scottish Housing Regulator (SHR) by 31 May.</p> <p>The Board reviewed a wide range of performance indicators, commending the team on management of former rent arrears.</p> <p>The HH was asked to provide cost implications on abandoned properties, in relation to void loss and repairs. It was agreed that the HH would provide detailed analysis at August’s Management Board Meeting.</p> <p><b>The Board considered and approved the Annual Return on the Charter, subject to any additional commentary.</b></p> <p><b>The Director submitted the approved return to the Scottish Housing Regulator on the evening of 31 May 2023, including the Stock Return.</b></p>	
2.2	<p><u>Customer Service Performance Targets 2023-2024</u> The HH presented the report to the Board. The purpose of the report was to invite Board Members to consider and approve Key Performance Targets for 2023-24 and proposed amendments to the performance areas being regularly presented.</p> <p>The repairs response times were discussed with a view to consulting tenants on revising the emergency repair response target from 3 hours to 4 hours. It was suggested that T Pogson include repair response times in the Performance Analysis Review presentation, due in August 2023 to allow Board Members to benchmark performance before deciding whether to revise the target response time.</p>	HH

Item		Action
	<p>The Board considered and approved the 2023-2024 Customer Performance Targets.</p> <p>The Board agreed to tenant consultation during June/July on the proposal to change the responsive repair emergency response timescales, with a further report being presented to the Board in August 2023.</p>	HH
2.3	<p><u>Policy Approvals: Damp &amp; Mould and Closed-Circuit Television (CCTV)</u> The HH presented the report to the Board. The purpose of the report was for the Board to approve two customer service-related policies.</p> <p>The policies were discussed with suggested amendments:</p> <ul style="list-style-type: none"> <li>• Damp &amp; Mould – minor revision to Section 6, to include more details at tenancy sign-up.</li> <li>• CCTV – amend retention of images to 14 days.</li> </ul> <p><b>The Board approved both policies subject to above changes for implementation.</b></p>	
2.4	<p><u>Office Working Group – Project Management Proposal from Brown and Wallace</u> The HH presented the report to the Board. The purpose of the report was to recommend the appointment of Brown + Wallace as Project Managers for RIBA Stages 0-2 of the Office Project.</p> <p>The Board asked for any tax and vat implications associated with building to be researched in due course to consider options.</p> <p><b>The Board approved the appointment of Brown + Wallace as Project Managers for the office project. The appointment will cover RIBA stages 0-2, any further appointment subject to performance review and the project progressing satisfactorily.</b></p>	HCOR
2.5	<p><u>Staff Structure Review Update (confidential)</u> [FOISA Status- Exempt under Section 36 (Confidentiality)]</p>	
3.0	<p><b>Items for Discussion</b></p>	
3.1	<p>None.</p>	
4.0	<p><b>Reports for Information Only</b></p>	
4.1	<p><u>Verbal Feedback on Customer Service Excellence (CSE) – 2<sup>nd</sup> Surveillance Visit</u> The HH provided verbal feedback on the CSE 2<sup>nd</sup> Surveillance Visit conducted on 11<sup>th</sup> May 2023. The Auditor met with tenants, partners and select office staff as part of the review visit. The outcome was that the</p>	

Item		Action
4.2	<p>Association continues to comply with CSE standards. The visit for 2024 will be a 2-day full assessment.</p> <p>The HH added that she has submitted two areas for CSE Plus which will be externally validated:</p> <ol style="list-style-type: none"> <li>1. Fuel crisis support</li> <li>2. Owners support with EWI</li> </ol>	
5.0	<p><u>Board Annual review process – Verbal Update</u></p> <p>The DIR provided a verbal update on the progress of Annual Board Appraisals. Seven Board members have undertaken their appraisals, with three remaining to be completed. It was noted that two members meet the nine-year threshold, part of the Appraisal Process will assess their effectiveness and continued contribution to the Association's governance. A report will be presented to June's Board Meeting including a review of the Corporate Training Plan.</p>	
6.0	<p>Board members are asked to provide updated narrative and headshot photo, where required, should they wish any amendments to the website.</p> <p><b>Training</b></p> <p>Future events:</p> <ol style="list-style-type: none"> <li>1. Wednesday 27<sup>th</sup> September 2023 – H&amp;S Training for Board Members, delivered remotely by ACS. This was a recommendation following recent H&amp;S Audit.</li> <li>2. Saturday 11<sup>th</sup> November 2023 – proposed date for Business Planning Day. Venue options were discussed, Board members to provide feedback on any venues mentioned.</li> </ol>	
7.0	<p><b>Deferred Items</b></p> <p>None.</p>	
8.0	<p><b>AOCB</b></p> <ol style="list-style-type: none"> <li>1. A senior staff member is due to return to work in mid-July following illness.</li> </ol>	
	<p><b>The MS left the meeting at 19.27.</b></p> <p><b>Date of Next Board Meeting:</b></p> <ul style="list-style-type: none"> <li>• <b>Wed 28<sup>th</sup> June 2023</b></li> <li>• <b>Via Teams</b></li> </ul> <p><b>Formal meeting ended at 19.36.</b></p> <p>I confirm this Minute is a true and accurate record of the meeting: -</p> <p>Chair_____</p>	