

Board meeting

Minutes of the meeting of the Board
at 5:30pm on **25th May 2021**

Held at:

Edinburgh Training & Conference Venue
16 St Mary's Street,
Edinburgh EH1 1SU
And
Zoom video conference

Board Members

Mr I Thompson (Chair)	Ms K Kennedy (via Zoom)	Ms P Russell
Mr T Roehricht	Mrs C Lumsden	Mr J Clyne
Mrs C Jardine (via Zoom)	Mr D McIntosh	

Attending

Jean Gray, Chief Executive Officer (CEO)	Esther Wilson, Director of Housing and Support (DHS)
Howard Vaughan, Director of Finance and Assets (DFA)	Ann Wood, Director of Care (DC)
Helen McMorrان, Director of Business Support (DBS)	John Rankin, Head of Business Support (Minute)
Shirelle White, Housing Officer (observing)	

Apologies received

Mr J Muir

Minutes

Item	Subject	Action	Due Date
00	Welcome		
a	There being a quorum present, the Chair welcomed all and opened the meeting.		
b	Apologies were received from Mr J Muir.		
c	No other declarations of interest were made, or conflicts of interest noted.		
01a	Minute of previous meetings (16.03.2021)		
a	The minutes of the meeting on 16th March 2021 were reviewed and approved as an accurate record.		
01b	Matters arising and outstanding actions		
a	Matters and actions arising from the previous minutes were discussed and key updates provided as follows:		
b	Noted that action 85 remained open, pending discussion by the Board.		
c	All other outstanding actions were considered to be closed.		

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e	There were no matters arising not on the agenda or not included in the outstanding actions log.		
02	Operational Governance Action Plan (This item was dealt with after item 3 on the Agenda)		
a	An update was provided by the Chair of the Operational Governance Short Life Working Group, who noted that good progress was being made in relation to delivery of the actions set out in the Operational Governance Action Plan. The Chair also noted that the process had begun in relation to appointing a third party to conduct baseline assurance in relation to Assurance Statement compliance/ the Scottish Social Housing Charter, and that it was proposed that, once appointed, the consultant would also be able to provide Board training in relation what it should be considering with regard to assurance.		
b	The CEO advised that, in relation to a query raised by External Auditors, specialist legal advice was being obtained which would be shared with auditors and Board at such time as it came to hand.		
3	Risk Register (Dealt with prior to agenda item 2)		
a	The CEO spoke to the Risk Register Report, Risk Register and Coronavirus Risk Register, which had been presented to this meeting, noting that officers would recommend adding the risk associated with Climate Change Plan to the Risk Register, given the increasing risks associated with this area, and the fact that the sums earmarked by government in relation to addressing this risk may not be adequate, and consequently this risk might impact on some organisations' longer term sustainability.	Exec	29.06.21
b	A query was raised as to whether the stock condition survey that was planned would consider the question of whether our stock is fit for purpose for the future, and in the event that it would, whether this should be brought forward. The CEO advised that the stock condition survey would identify the condition of our stock and whether it was fit for purpose, it was noted that the stock condition survey would commence in Q3 of this year. The CEO also drew the Board's attention to a National Housing Federation document which she advised that she would share with Board Members for information.	CEO	29.06.21
c	A query was raised in relation to implementation of the Civica software. The DFA advised that the last modules were being tested, and that all modules should be live by the end of August.		
d	A query was raised in relation to where minutes from the Joint Consultative Committee ('JCC') meetings would be shared. The CEO advised that, whilst outcomes from the JCC would be reported at Board level, it was not anticipated that minutes would be shared in their entirety. In response to a query as to management attendance at JCC meetings, the CEO advised that, apart from herself, the DC and Head of Business Support were also in attendance at JCC meetings.		
e	A query was raised in relation to the Coronavirus Risk Register with regard to staff welfare, and the CEO advised that there were ongoing efforts to mitigate any potential impacts on staff welfare.		
f	A query was raised in relation to the compliance risks in the spider graph that had been presented to today's meeting, and noted also that it would be helpful for there to be further consideration in relation to risk appetite with		

Item	Subject	Action	Due Date
	regard to compliance risks at the upcoming Board Away Days. The CEO advised that this would be reviewed at the forthcoming Away Day.		
4	Finance – Management Accounts to 31 March 2021/ Update from Financial Resilience SLWG meeting 20 May 2021		
a	The DFA spoke to the Management Accounts that had been presented, noting that the field work had been completed in relation to the accounts for the period to 31 st March 2021 and, with the exception of any year-end revaluation of the SHAPS pension deficit, that no further major changes were envisaged.		
b	With regard to the April 2021 management accounts the DFA noted that there was a favourable surplus, but noted also that during this month £148k had been received in relation to the Health and Social Care Bonus and this would be paid to staff in the May 2021 payroll run. Consequently it should be noted that the April surplus was overstated by that amount and would be reversed in the May management accounts.		
c	The DFA noted that the Financial Short Life Working Group had considered the sensitivity of the figures, particularly with regard to vacancies in the Care Homes, and in the context of continuing high housing voids.		
d	The CEO noted that given that the financial 5 year plan would require to be submitted to the SHR by 30 th June 2021, a meeting of the Financial Short Life Working Group would be called for 24 th June at 2pm, and on this occasion all Board members would be invited to attend.	Exec	24.06.21
e	A query was raised as to when Brewin Dolphin would next report and the DFA advised that they would attend the July Risk and Audit Committee meeting, and again an invitation would be extended to all Board Members should they wish to hear from Brewin Dolphin.	HV	20.07.21
f	A query was raised in relation to officers' confidence with regard to assumptions on voids. The DFA advised that the budget had been based on the run rate to December 2021, but that reforecasting remained an option. The DHS added that voids was an area of particular focus for the team, although there was still work to do in relation to catching up on periods of lockdown. The DHS added that there had been discussion in relation to potential financial recourse in relation to void loss, and that this was with the Scottish Government for consideration.		
g	In relation to a question with regard to average numbers of voids per month the DHS advised that at present the figure was neutral in terms of voids arising and voids being filled, and a request was made for this information to be provided to the Financial Short Life Working Group.	DHS/ DFA	24.06.21
h	A query was raised as to whether additional resource might be required to help bring down the number of voids, and it was acknowledged that the team was focussed on this area, that interest would likely start to pick up as Covid-19 measures ease, and that officers would monitor and bring any relevant requests if and when required, or pre-emptively if deemed necessary.		
i	A query was raised as to whether prospective tenants were able to view properties in person, and the DHS advised that since last August they were able to view online, but the process had also been amended so that prospective tenants could thereafter view the property in person and sign up for their tenancy at the same time.		
5	CEO Update Report		

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a	The CEO spoke to the report which had been submitted to the meeting, updating on Care Home vacancies, as well as the current position with regard to admissions.		
b	The CEO updated on the recent meeting with the SHR, which from Viewpoint's perspective had been positive. The SHR described Viewpoint as having provided comprehensive data, and advised that it was content to monitor delivery of the action plan which had been provided by exception, with a review of its Engagement Plan following submission of this year's Annual Assurance Statement. The Chair concurred with the CEO's comments, and noted that a follow-up meeting would take place with the SHR at the end of August 2021.		
c	The CEO spoke to the political update section of her report, noting the personnel and portfolio changes at Scottish Government ministerial level following the recent election, and noting further the need for the sector to engage effectively with government during this period.		
d	Members commented favourably in relation to the inclusion of the political update in the report, and noted the content of the report.		
06	Property Lease		
a	The DHS spoke to the paper which had been presented to today's meeting, noting that the proposed arrangement would support the removal of a legal issue which had been identified by Fife Council in relation to the Houses in multiple occupation (HMO) property which it presently rents from Viewpoint.		
b	A query was raised as to whether Fife Council had agreed to pay the legal fees in relation to this matter, and the DHS advised that as yet it had made no comment as to whether it would pay this or not.		
c	The Board approved the lease of the flat at 32 Meikle Square, Dysart, to Fife Council as a variation to the existing lease.		
d	Shirelle White temporarily left meeting at this point, prior to discussion of the following 2 agenda items.		
07	Ogilvie – Critical Incident Report		
a	Item 7 is a confidential matter subject to a private minute.		
08	Governance Report		
a	The DBS spoke to the Governance Report, and invited comments or queries from Board Members.		
b	Members noted the content of the report.		
c	Shirelle White re-joined the meeting at this point, prior to discussion of the next item on the agenda		
09	Risk & Audit Committee Update		
a	The Chair of the Risk and Audit Committee ('RAC') provided a verbal update in relation to the most recent meeting of the RAC, noting that all relevant papers in relation to the meeting were available to all Board Members via the Convene software application.		

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b	The Chair of the RAC updated on review of reports by Internal Auditors at the meeting, and noted further that Internal Auditors were of the view that the present number of audit days assigned by Viewpoint seemed reasonable and proportionate.		
c	The Chair of the RAC noted that, as well as review of Health and Safety performance, there was detailed discussion at the meeting in relation to the review of the ARC submission, the Risk Register report, the Organisational Governance Action Plan, and financial resilience.		
d	Members noted the terms of the report by the Chair of the RAC.		
10	Operations Committee Update		
a	The Chair of the Operations Committee ('OC') provided a verbal update in relation to the most recent meeting of the Committee, noting that a new cover paper for papers to the OC was being trialled, with the intention of making more explicit links to the risk register, regulatory standards, and strategic objectives.		
b	The Chair of the OC noted that 4 policies had been approved at the meeting, subject to consideration by the Board of the provision in the Neighbour Dispute and Anti-social Behaviour Policy which would remove the requirement for the Board to approve evictions, on the basis that it was proposed that this was an operational matter, which should be dealt with by officers as necessary. The Chair of the OC advised that this aspect was for noting and agreement at today's meeting		
c	The Chair of the OC noted that there were questions in relation to Board Members' training raised by the policies which had been presented to the OC meeting, and that these were now being considered as necessary with the Chair of the Board.		
d	In relation to other matters discussed at the last meeting of the OC, the Chair noted that there was discussion in relation to strategy development, which would be picked up further at the upcoming Board Away Day, a comprehensive report on complaints showing real progress in this area in the last year, an 'Our People' report showing helpful data emerging from the work of the HR Team, discussion more generally in relation to performance, with a proposal to develop an improvement report moving forward, and a 'deep dive' in relation to the considerations and challenges associated with delivery of EESSH 1 and 2.		
e	With regard to the paper presented in support of the EESSH delivery deep dive, following review and discussion, the OC approved the implementation of a 1 year pilot scheme at St Albans Road in relation to ceramic core technology. The CEO noted that the approval of this project by the OC was within the current budget, and consequently was within the OC's terms of reference.		
f	The Chair of the OC recommended that all Board Members should review the paper presented to the OC in relation to EESSH implementation, as it was very informative.		
g	The Board noted the terms of the report by the Chair of the OC, and approved the provision in the amended Neighbour Dispute and Anti-social Behaviour Policy, removing the requirement for the Board to approve evictions.		

Item	Subject	Action	Due Date
11	ARC Return 2020-21 & KPIs 2021-22		
a	The DBS spoke to the proposed ARC return which had been submitted to today's meeting, noting that approval was sought for submission of the ARC return for 2020-21 to the SHR, as well as the KPI targets for 2021-22.		
b	With regard to the proposed ARC return the DBS and DFA advised that some further work had been done on indicators 8, 9 and 10 since the review of the return at the last meeting of the RAC, and officers updated on the proposed updated narratives.		
c	A query was raised as to whether there needed to be a review of the process for developing the ARC submission, and in particular dealing with repairs. The DBS agreed that, on this occasion, there had been challenges in relation to validating data, but that officers would henceforth be reviewing relevant data regularly at monthly Performance Meetings, and also that Data Governance was a key theme in relation to the current review of the Digital/ICT Strategy. The CEO added with regard to data governance that it was proposed that review of the ARC would be included in the planned validation exercise, as well as the Annual Assurance Statement.		
d	In terms of review of the proposed ARC submission, it was noted by the Chair of the RAC that during the review of the proposed submission at the last meeting of the RAC, certain items had been picked up and discussed for clarity. The DBS also pointed out that Viewpoint's Information Governance Business Analyst reviewed the entire submission carefully, in order to validate data wherever possible.		
e	Noted that a possible area for development would be in relation to henceforth ensuring that ARC data is used to drive improvement. The DBS agreed, whilst acknowledging also that it would be necessary first of all to be sure that there was confidence in the underlying data.		
f	A query was raised in relation to the figure of 4.42 days in relation to non-emergency repairs, and specifically how assured officers were that that figure was accurate. There was discussion in relation the recent SFHA seminar that touched on this aspect, and identified that the key point in relation to calculation would be the date that the repair was reported. The DFA advised that he believed the figure to be accurate based on the information considered to date in relation to this indicator, however officers would conduct further analysis on this point.	DFA	27.05.21
g	In relation to the KPIs for 2021-22, the DHS, DC and DBS spoke to the paper which had been presented, and updated on relevant changes.		
h	The DBS spoke to the Performance Report which had been presented to today's meeting, acknowledging that there was work to be done in relation to e-learning compliance, albeit officers were already focussing on this area.		
i	With regard to the issues of water risk assessments the DFA noted that a new contractor had been appointed and the contract for electrical safety testing was currently being retendered.		
j	Minor typographical errors were highlighted and clarified with regard to the complaints section of the report.		
k	Subject to the points of clarification noted above, the Board approved the submission of the Annual Return on the Charter, as well as the KPIs and targets for 2021-22. The Board also noted the terms of the Performance Report.		

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12	IMP Q4 Update & 2021-22 Objectives		
a	The DBS spoke to the report on delivery of Q4 2020-21 objectives which had been presented to today's meeting, and the CEO noted that whilst some objectives had been carried forward to 21-22, it was also worth noting that a significant volume of the 2020-21 objectives had been achieved, notwithstanding the challenges posed by the Coronavirus Pandemic.		
b	Board members noted that officers' achievement in relation to delivery of the 2020-21 objectives had been remarkable.		
c	The Board noted the terms of the IMP Q4 2020-21 update and the 2021-22 objectives.		
13	Policies for approval		
a	The CEO spoke to the updated Procurement policy which had been presented to today's meeting as an action from the OGAP meeting noting that the key amendment related to being more specific with regard to the quality/ cost split.		
b	The DBS spoke to the updated Privacy and ICT Security Policies which had been presented to today's meeting, noting that changes were minor, and principally involved putting these policies into the updated policy format, and removing procedural aspects to separate procedural documents.		
c	The Board approved the Procurement, Privacy and ICT Security policies.		
14	Any Other Competent Business		
a	A query was raised in relation to residents regaining access to common areas in Viewpoint complexes following the easing of Covid-19 restrictions. The DHS advised that Viewpoint, in common with all RSLs, was considering the position, and that sector specific guidance was anticipated from the Scottish Government in this regard. However, the DHS also acknowledged that, in the event that this guidance was not forthcoming, officers would still move forward to consider what measures could be put in place to maximise access whilst minimising associated risks.		
15	Date of next meeting		
a	The next meeting will take place on 29 th June 2021 at 5.30pm at the Edinburgh Training & Conference Venue and via WebEx.		

The meeting closed at 7:35pm.

Approval of the minutes

Signed as a true record of the meeting, following the approval of the draft minutes by a meeting of the Board.

Signed:

Date:

Iain Thompson, Chair