

Board meeting

Minutes of the meeting of the Board
at 5:30pm on **16th March 2021**

Held via:

WebEx video conference

Board Members

Mr I Thompson (Chair)
Mr T Roehricht
Mrs C Jardine

Ms K Kennedy
Mrs C Lumsden
Mr D McIntosh

Ms P Russell
Mrs J Simpson
Mr J Clyne
Mr J Muir

Attending

Jean Gray, Chief Executive Officer (CEO)
Howard Vaughan, Director of Finance and Assets (DFA)
Helen McMorran, Director of Business Support (DBS)

Esther Wilson, Director of Housing and Support (DHS)
Ann Wood, Director of Care (DC)
Tom Mitchell, CGPM Consulting LLP (TM)
John Rankin, Head of Business Support (Minute)

Apologies received

None

Minutes

Item	Subject	Action	Due Date
00	Welcome		
a	There being a quorum present, the Chair welcomed all and opened the meeting.		
b	There were no apologies received.		
c	No other declarations of interest were made, or conflicts of interest noted.		
01a	Minute of previous meetings (09.02.2021)		
a	The minutes of the previous meeting were reviewed and approved as an accurate record.		
b	The minutes of the private meeting of the Board, also on 09.02.21, were also 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	Action 85 – Board to consider risk register and risk appetite at next Board Away Day, which failing these to be added to the agenda for the next Board meeting in May.		
c	Action 95 – Policy review timetable to be presented to the next meeting of the Operations Committee.		

Item	Subject	Action	Due Date
d	All other outstanding actions were considered to be closed.		
e	There were no matters arising not on the agenda or not included in the outstanding actions log.		
02	Strategic Plan 2021/22 (This item was dealt with after item 3 on the Agenda)		
a	The CEO spoke to the draft one year strategy which had been presented to today's meeting, which provides an overarching understanding of where the key points are, such as how stock is managed, and customer profile going forward.		
b	The CEO noted that whilst this draft sets out what officers propose achieving in year 1, it would also continue to influence the future 3 year strategy.		
c	The CEO highlighted that it would be necessary to consider Tenant Participation going forward. There is ongoing investment but Viewpoint does not consider an increase in the level of investment year on year, and in that regard noted that it would be necessary to listen to and learn from tenants/residents and their families as we review participation going forward. Thus, whilst there was budget for this work, there may be a need for a higher level of investment, whilst bearing in mind value for money and affordability.		
d	The CEO explained that, whilst the organisation was still very much 'on the journey and there was still a high level of consolidation to be considered', for example in relation to delivery of the OGAP, there was still a need for strategic oversight and direction, as set out in the draft strategy.		
e	The CEO advised that there still remained a need to invest in staff to ensure we retain good staff, whilst supporting those staff who no longer wish to be involved in our journey to consider something that would suit them better.		
f	The CEO invited questions from the Board, and the plan was commended and noted in that regard that it aligned with the one year approved budget. It was noted that it might be helpful for the Board at some point to consider some of the figures/costings behind proposals, for example if more investment was indeed being requested in relation to Tenant Participation. Noted also that there was no mention of acquisitions in the draft. The CEO responded that this was a valid point, especially in relation to the development of 3 year strategy, as scenario plans would be needed in relation to proposed disposals and any intended growth. With regard to acquisitions, the CEO noted that these had not been included in the draft plan, as they had not been considered at Board alongside the budget for approval, but further consideration could perhaps be given to this particular area at the May Board Away Day, when some of those decisions would need to be discussed and agreed to inform future strategy.		
g	A minor point was made in relation to spelling 'Person centered' using UK spelling (i.e. 'person centred'). A question was also raised in relation to the mention of homelessness and mental health, as there had been limited discussions on these aspects at Board level, and officers were asked whether there had been discussion on those aspects at Exec Team level. The CEO advised that all RSLs were already committed to supporting local homelessness policies. The DHS added that Viewpoint already contributes to homelessness and mental health policies through leasing a number of properties, for example, to Carr-Gomm, thereby supporting appropriate housing and support pathways for vulnerable people. The DHS further noted that some Viewpoint tenants will currently be supported in relation to mental	CEO	Mar 21

Item	Subject	Action	Due Date
	<p>health by other agencies. However, what would be assessed was where Viewpoint is in relation to these areas, and developing a view about what its role and contribution should be going forward. In this regard the Board discussions in relation to the contribution to the City of Edinburgh Strategy, as well as the Scottish Government's Housing to 2040 Strategy, and the proposed new legislation for next year, would be relevant, and there would be a lot to consider.</p>		
h	<p>A query was raised in relation to officers' confidence in the accuracy of data, particularly in relation to tenant profiles, and whether Viewpoint has robust data in order to make strong decisions. With regard to stock data the CEO advised that although there had been previous stock condition surveys, there is a need for better stock data. This would mean commissioning a further stock condition survey. In any event there would be a need for investment in data, for example to make decisions in relation to disposal. With regard to tenant data, the DHS added that there was a lot of knowledge held, but some of this was paper based. The DHS advised that through the Supported Housing Design review a survey would be completed, and moreover the wider tenant satisfaction survey planned for the next 12 months would also be an opportunity to gather further data. The DHS acknowledged that, whilst this was work in progress, this issue was on her radar in terms of understanding the range/ profile of tenants through the data held.</p>		
i	<p>A query was raised as to whether there was a possibility that, due to the current operational focus, Viewpoint would be in the same position next year, perhaps focussing on the operational as opposed to potentially exciting and invigorating strategy development. Associated with this point a query was raised as to what could be expected at the upcoming Board Away Day planned for May, in terms of whether this would involve e.g. understanding scenarios etc. The CEO agreed that the intention was that this year the opportunity would be taken to develop longer term strategies, and in that regard the proposal was the working drafts of the associated strategies would be brought to the May Away Day for review alongside any related financial scenarios to support these.</p>		
j	<p>Related to the above query, the CEO noted that there were uncertainties in relation to delivery of the OGAP, including for example a third wave of Coronavirus, and that it would be necessary not to be complacent. However, the CEO also highlighted that it was necessary to commit to the strategic plan, as it was about fulfilling roles and responsibilities in relation to the strategic direction of the organisation. The CEO informed the Board that there is a great deal of work being undertaken in the background in relation to the supporting strategies, fundamentally these will equip the Board to have a robust and interesting discussion at the May Away Day regarding our future direction.</p>		
k	<p>A point was made in relation to terminology, and more specifically the mention at the first bullet point on page 38 that a minimum of £5million would be invested annually. Noted simply that it might be necessary to make clear at some point that this would not be an 'in perpetuity' undertaking.</p>		
l	<p>A further point on terminology was raised, as there was reference to the 'Care Home Strategy' but no reference to the 'Care Strategy', and noted that the Care Strategy was wider than the Care Home Strategy. Noted also that there was no reference in the SWOT analysis of the review of adult health and social care. The CEO responded that there was indeed reference to the review in the body of the report, although it wasn't specifically mentioned in the SWOT analysis.</p>		

Item	Subject	Action	Due Date
m	TM left the meeting at this point.		
n	A suggestion was made in relation to ensuring that the importance of good governance retained its profile in the strategy, and a query was raised as to whether Governance could be added under the key themes section, with a suggested wording of, 'Underpinning all of this is the commitment to lead the organisation with the highest standards of governance, demonstrating openness and accountability, and achieving a high level of compliance the regulatory standards'. The CEO agreed to add this wording.	CEO	Mar 21
o	The Board commended the draft strategy as a comprehensive document.		
p	Subject to relevant amendments/ additions identified above, the Board approved the Strategic Plan and the intended objectives for 2021/22.		
3	Operational Governance Action Plan (Dealt with prior to agenda item 2)		
a	The CEO spoke to the Operational Governance Action Plan ('OGAP') and the associated papers which had been presented to today's meeting, including the agenda for the meeting of the Short Life Working Group ('SLWG') which had been fixed to take place on 10.03.21, in order to support delivery of the OGAP.		
b	The CEO directed the Board to the relevant cover paper, which set out the timeline in relation to discussions with the Scottish Housing Regulator ('SHR').		
c	Noted that, with the support of TM of CGPM Consulting, the version of the OGAP set out in paper 3A was submitted the SHR, and this version was underpinned by a more detailed version set out at Appendix 3A, which would be discussed at the upcoming SLWG meeting.		
d	The CEO noted further that the detailed version of the action plan contained 84 outcomes, although this level of detail would be required in order to provide the evidence that is needed.		
e	With regard to membership of the SLWG, it was proposed that this would consist of Mr D McIntosh, Mrs C Lumsden, Mrs C Jardine, Ms P Russell, with Mrs C Jardine as Chair. In that regard it was proposed that the Chair of the Board, and the Chair of the Risk and Audit Committee would step back from the work of the SLWG, as there would remain a role for the Board in ensuring that outcomes were being achieved, whilst the SLWG would provide a scrutiny function.		
f	The CEO noted that whilst there was a lot of work to do, work had already commenced in relation to some areas which were marked as not having commenced in the relevant table. Officers would be monitoring delivery of that OGAP on a weekly basis.		
g	TM noted with regard to the OGAP that the overriding objective was to achieve a 'single source of the truth', in that all reports were drawn from the same data, in order that it was now possible to produce the summary report and detailed action plan. In terms of the report and statistics there were 2 key sources, the Investment Action Plan and the Board Paper provided to the Board meeting on 08.02.21.		
h	TM noted further that whilst there was a lot of detail, the intention was that there was sufficient to track the work done. In terms of the allocations of responsibility, TM noted that the intention in this regard was to ensure that		

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	the CEO was not involved in the delivery of actions but rather that these were kept as much as possible in relevant directorates.		
i	With regard to delivery of actions, TM noted that some had started, and in relation to others it would be necessary to confirm that these could be achieved, and in the event that there were any changes proposed, these would be brought to the SLWG. The CEO added that the intention was to report to the SLWG by exception.		
j	The CEO invited questions from the Board, and a query was raised as to whether anything further had been heard from the SHR. The CEO advised that there had been no further contact as yet, although the SHR had assured that it would be back in touch prior to the upcoming issuing of engagement plans.		
k	Noted on behalf the Board that it seemed sensible to procure the services of TM to support delivery, since this was his area of expertise and it would free up officers to focus on other duties. Noted further that whilst it might initially seem daunting to see 84 actions in the OGAP, the level of detail therein was forensic, which would support with honing in on mitigations and subsequent learning/ actions arising from the OGAP. Further, Viewpoint had been through a similar process in relation to the Governance Action Plan, and this had been successfully concluded, so there was confidence that officers could deliver on this process on this occasion.		
l	The Board approved: <ul style="list-style-type: none"> the Operational Governance Action Plan and the detailed actions within the document and proposed timescales for delivery; and the future membership of the SLWG, the role and responsibility of the SLWG, how the Executive would report to the SLWG, and the structure of the reporting required to the Board. 		
4	Finance – Management Accounts to 31 January 2021/ Update from Financial Resilience SLWG meeting 25 February 2021/ Management Accounts to 28 February 2021/Financial Impact of Covid Schedule Strategic Decision- Rent Consultation Outcome Report		
a	The DFA noted that papers had been provided in relation to the Financial and Resilience Short Life Working Group ('the Group') to 31 January at the meeting on 25 February, but that the Group had requested that officers extract the financial impact of Covid-19 for the Group to review. This had been done, per paper 4E, and the DFA provided an update in relation to that paper. Given that February Management Accounts were now available these were also provided per paper 4F. The financial impact schedule also covered the 11 months to 28 February 2021.		
b	In terms of income loss across the Care Homes, Housing and @ Home services against what was in the budget, the DFA advised that this totalled £990k. To date £356k had been claimed through the sustainability claims process, which meant that the net position was a deficit in income of £634k.		
c	In terms of the other element of the sustainability claims, being the additional costs of working, direct costs such as PPE, cleaning staff, agency/ staff costs and travel had been scheduled out, and it had been possible to claim £626k, making a net additional cost of working of £18k, although there were some costs that could not be claimed, such as voids, costs of cleaning voids, and the working from home allowance.		

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d	The DFA noted that some costs had been saved, such as £17k in relation to not being in Head Office, and reduced compliance testing, which also generated a saving.		
e	The DFA advised that the overall Covid related reduction in surplus was £610k, so in theory if the Covid-19 Pandemic had not occurred Viewpoint would be £610k better off. The DFA noted that there were also some indirect 'savings', which were really better described as delayed expenditure items, such as LD1 fire alarms and lighting upgrades, being £915k which would need to be spent in future years, particularly the LD1 fire alarms which would require to be installed before the February 2022 deadline. The DFA advised that this production of this Covid impact schedule was useful in terms of assessing the financial impact, but pointed out that it was not quite as simple as adding items to the current management accounts, as this schedule was being prepared on a cash basis whereas the management accounts have to date been prepared on a much more conservative accruals basis, recognising sustainability claim funding only when actually received. The DFA advised that the management accounts only included about £230k of claims that had been received up until June 2020.		
f	Another area that the group had expressed concern about was in relation to risk; what if Viewpoint does not receive funds from relevant sustainability claims? The DFA noted that item 5, table 1 set out a summary of what could be claimed up until the end of February 2021. Further, it was positive to note that yesterday a further resilience payment of £259k had been received, which meant that to date half a million pounds had been received. The table showed that £983k would be claimed, which meant that only half of what could be claimed had been received, partly because templates for December to March had not yet been received from the Council.		
g	The DFA advised that, whilst it had not been possible to submit all claims as yet, it was reassuring that the payments referred to above had been received. However, the DFA explained that it may not be beneficial to receive any further payments within this financial year, as it would only increase surplus. Therefore, given the proposed spend of £915k delayed into next year, it would also be preferable if Viewpoint received the £500k of outstanding payments in the next financial year to enable us to carry out a proportion of this work..		
h	The DFA noted that some concern had been expressed by the Group that the Council would run out of money, but in that regard it was positive to note that the Sustainability Fund had been extended until the end of June.		
i	The DFA advised that, the sums received this morning included the sum of £5k in relation to Housing Support, and whilst the Council had (it would appear in error) only looked at the first tab of the relevant Excel claim that had been submitted, as there was a further £50k claimed, it was positive that the principle was in place in relation to paying out on the sums contained in the first tab of the claim.		
j	The DFA invited questions or comments from the Board, and it was noted that it was positive that the sustainability claims figure to 28 February of £983k was higher than earlier anticipated. A slight concern was expressed in relation to what may simply be a wording point, at section 3 'Resource Implications', where it stated 'any shortfall in the claims received will obviously further impact on the results'. Noted in that regard that perhaps a shortfall in the claims wouldn't really further impact on the results as they hadn't been		

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	included in the current year reforecast. Noted further that it was also good news that a proportion of this income would be received next year.		
k	A question was asked in relation to whether an update could be provided on the Care Home occupancy figures. The DFA advised that there was 1 vacancy in St Raphael's, 5 in Lennox House, with 1 potential admission, and 7 vacancies in Marian House, with 4 potential new residents. The DFA advised that whilst there were currently 13 vacancies across the Care Homes, this figure could go as low as 7 based on current notes of interest. The DFA further noted that the figure which had been included in the current year reforecast was 20 vacancies, so certainly this aspect was on track from that perspective, albeit the figure could increase also.		
l	With regard to the Management Accounts, the DFA advised that there were 3 elements highlighted in the report, being Care Home occupancy, Care Home staff costs overrun, which it was hoped would come back down in line with vacancies being filled assuming low staff sickness absence, and the planned maintenance items referred to previously, which as noted were not really a saving. The DFA noted that in Q4 a surplus had been forecast in the sum of £237k, although he noted further that there was more likely to be a circa £500k surplus, and as mentioned previously this was the reason that no further sustainability payments were desired before year end. There were no questions in relation to the Management accounts.		
m	The Board approved the Management Accounts for January and February 2021.		

5 Q3 Performance Report

a	The DHS spoke to the relevant sections of the Performance Report, drawing particular attention to rent arrears and voids, and noting that this was an area where it was not possible to realise income due to the number of empty properties, and the current 'stay at home' message. The DHS noted however that there was a continued improving position in relation to rent arrears, where good progress had been made since last year, notwithstanding that there were 3 times more households claiming Universal Credit. The DHS advised that a detailed report had been provided to the Operations Committee in January, and that this had been added to Convene, should Board members wish to review. In the meantime the DHS advised that a close eye was being kept on this aspect, and that it had been added to the risk register also.		
b	A query was raised in relation to ARC link 14, relating to the percentage of tenancy offers refused during the period, and specifically why this number was going down whilst the number of voids was going up. The DHS explained that a distinction should be drawn between receiving a formal offer, and a prospective tenant refusing an offer earlier in the process. The DHS further explained that practice is that a formal offer would not be issued until there was some certainty that the offer would be accepted.		
c	With regard to Asset Management, the DFA noted an extension to SHQS deadlines to the end of May 2021, although there was a slight uncertainty as to how much more work it would be possible to get done prior to then. The number of failures was about 70, relating predominantly to very old stock where costs would be prohibitive. The DFA advised that further reports would follow on that aspect in due course.		

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d	<p>The DFA noted that there were also a couple of data issues with regard to the 2 red arrows at the foot, the average length of non-emergency repairs in the care home. The DFA advised that these were being resolved and would be addressed in Q4, and that reactive repairs 'right first time' statistics had fallen a bit below the target, potentially not related to Covid-19, and would be explored further.</p>		
e	<p>With regard to Health and Safety the DFA advised re gas that a tenant had Covid-19, and under the regulations this would be a legitimate excuse not to carry out a safety check, albeit the check was done as soon as this could be done. Re water risk assessment, the DFA advised that Viewpoint had just engaged a new contractor, and similar to the fire risk assessments the new contractor would conduct assessments for all of our properties. With regard to electrical certificates access issues had again contributed to the figures, although these would be caught up on when safe to do so.</p>		
f	<p>In terms of Board comments and queries in relation to the above, the Board noted that only 1 gas certificate not being completed during Q3 was an excellent figure, and ahead of all other known RSLs, who had higher non compliances, possible due to Covid. The DFA noted in that regard that perhaps there had been an element of good fortune, as a many of the surveys were due in late Summer/ early autumn, although of course it was a positive outcome, even taking into account one further non completion in Q4.</p>		
g	<p>With regard to the tenant satisfaction indicator, the DHS noted that this was an improving trend when compared to Q4 last year. The figures for Q3 represented a catch up from Qs 1 and 2 as no lets were made in Q1 and officers only returned to letting in Q2. The DHS noted that the major area highlighted in this section related to dissatisfaction with repairs issues not being carried out in the time required, and this aspect was being followed up by the Assets team, to ensure that issues had been rectified, and tenants were happy with that.</p>		
h	<p>With regard to complaints, the DBS noted that in line with Viewpoint's continuous improvement programme, reporting on lessons learned had been added to reporting. Noted further that some consideration was required in relation to the reporting of complaints which 'straddled' quarters and this would be considered prior to the next report. Otherwise, the DBS noted that there was a generally improving picture, and that officers were satisfied that they had a better handle on complaints at this time.</p>		
i	<p>With regard to the Care Homes the DC advised that it was positive to note that the occupancy trend was slightly improving, even though the industry trend was for a lot of vacancies/ lack of admissions. With regard to the split between local authority and self-funded residents the DC noted that there were currently 24% local authority funded residents, and that self-funded vacancies were now filling up.</p>		
j	<p>With regard to training in the Care Homes, the DC advised that inroads had been made on setting up specialist training in palliative care, which was face to face training, and this had moved from 13% to 56%. Likewise, the promoting excellence training, which was face to face, wasn't currently happening, but eLFY training was being completed, as well as 1:1 sessions with staff.</p>		

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k	A query was raised in relation to the practicalities of training for the Care Home staff during the Pandemic, and the DC advised that WebEx was used, and where practical training was put in place masks were used. Noted that it was helpful to see the update on training within the Care Homes, and the DC further noted that a lot of work had been done to support staff in relation to end of life and palliative care.		
l	A query was raised with the DC in relation to how the Care Home staff were from the perspective of sickness/ attendance/ vaccinations etc. The DC advised that whilst the last year had had an impact in terms of wellbeing, the Care Home staff had shown themselves to be very resilient. There had been staff absence during Covid-19 outbreaks, and at present there were 3-4 staff absent due to long Covid symptoms. With regard to recruitment, the DC noted that there was a high level of interest in posts from people who had worked in other industries, such as hospitality. Finally, with regard to vaccines, the DC advised that all Care Home residents had had the first vaccine, and that the second round was now being rolled out, and whilst the residents were receiving theirs, it was also being offered to staff.		
m	Noted with regard to recruitment in Care Homes that there had been a lot of debate as to whether it should be a condition of employment that a prospective employee should evidence that they had received the vaccine. The DC noted that whilst there had been some discussion on this aspect, there was as yet no definitive guidance.		
n	With regard to the HR aspects of the Performance Report the DBS updated, noting that sickness levels were remarkable considering the challenges associated with the Pandemic. The DBS noted further that the average time to recruit had gone down, but that this had been skewed by one post. With regard to mandatory training this had crept up slightly, but officers were currently reviewing the frequency for review of elf modules, and eLFY had also started producing regular reports for the Leadership Team in order that they could monitor.		

06 Tenant Participation Strategy Annual Report

- a The DHS spoke to the annual report which had been presented, noting that it was comprehensive, providing an update both on progress to date, and on officers' proposals moving forward. The DHS noted that the current strategy dated from November 2018, and that the Tenant Participation and Communications Officer had been recruited in 2019 to support with the implementation of the Strategy.
- b The DHS noted that the work of delivering the Strategy had been somewhat interrupted by the Covid-19 Pandemic, as the Tenant Participation and Communications Officer had been diverted to supporting frontline staff through providing key information updates and, for example in relation to the creation of fortnightly e-bulletins for tenants.
- c The DHS advised that Appendix 1 to the Report set out the progress that had been made in delivery of the Strategy since November 2018, Appendix 2 set out progress against commitments made, and Appendix 3 set out the improvement plan and the consultation plan for the coming year.
- d The DHS noted that the issue of Digital Access had come to the fore this year and that Viewpoint had been working with Tap into IT as a partner, and had

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	also successfully bid for devices twice through the Connecting Scotland Fund, to provide to tenants who were socially isolated.		
e	The DHS noted that, given that many activities associated with the Tenant Participation Strategy had been interrupted, and given that Viewpoint was entering the last year of a 3 year strategy, officers' proposal was that the term of the Strategy should be extended by a further 2 years to ensure that the plans set out in 2018 were achieved, which would mean review in 2022-2023.		
f	With regard to the above, the DHS noted that consideration of the Scottish Government's Housing to 2040 Strategy would be relevant, as well as the planned review of social housing outcomes next year, and that officers would take consideration of these over the next period.		
g	One of the Tenant Board members spoke to the position with regard to participation in Fife, noting that in his experience there was not a great deal of engagement in his local community, and that it may be necessary to consider what measures could be put in place to encourage participation.		
h	Noted on behalf of the Board that this was a good report, and noted further that there was mention that some volunteers were not online. In that regard a query was raised as to whether that was something that Viewpoint should be encouraging. The DHS responded by advising that officers had targeted supporting those tenants who were not online or had no device, although that took time, and the focus at present was on meeting support needs over the phone. The DHS added that there had been some progress made with the Connecting Scotland initiative, although their focus had shifted during the Pandemic in terms of those groups that they were able to support. The DHS advised that she would be linking in with the DBS to discuss how the Housing Strategy would link in with the ICT and Digital Strategy.		
i	A query was raised as to whether, in the event that tenants had an event that they wished to advertise, they would be able to do so using the Screen cloud systems available in many Viewpoint locations. The DHS advised that this would be possible, via Co-ordinators, as Screen cloud was there to help with promoting events and news etc.		
j	Noted that it would be positive to promote something like a games day between Edinburgh and Fife tenants once this was possible, and the DHS noted that there was nothing to stop virtual connections/ games etc. between complexes.		
k	<p>The Board noted:</p> <ul style="list-style-type: none"> • that the review of the strategy would take place during the financial year 2022/23; • the significant progress that had been made towards delivering Viewpoint's Tenant Participation Strategy; and • the Implementation and Consultation Plan for the coming year 2021/22. <p>The Board approved an extension of the current strategy to April 2023, to allow for full implementation and consolidation.</p>		
07	Chief Executive Officer Update (Verbal)		
a	The CEO noted that updates had already been provided in relation to the current position with regard to vacancies and vaccinations, noting further that enhanced visits for Care Home residents were quite resource intensive.		

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b	The CEO noted that a freedom of information request in relation to deaths of Care Home residents during the Pandemic, was still under consideration by the National Records Office, and that the BBC had also indicated its intention to publish data in relation to those Care Homes which had experienced more than 5 deaths. The CEO advised that Viewpoint was prepared in the event of direct contact, or the issue being picked up in local media.		
c	The CEO noted that there had not as yet been a great deal of progress made with regard to bringing down the number of voids, and expressed a hope that, as restrictions ease, there would be movement in that regard.		
d	The CEO noted that the Scottish Government's Housing to 2040 Strategy set out a vision for housing in Scotland to 2040 and a route map to get there. It aims to deliver an ambition for everyone to have a safe, good quality and affordable home that meets their needs in the place they want to be.		

08 Governance Report

- a The DBS spoke to the Governance Report, noting that there were 2 points to highlight, the first relating to the complaint at Lennox House, where the Chair and CEO had agreed to increase compensation to £500, which decision would require to be homologated by the Board.
- b The DBS advised that the second matter to draw to the attention of the Board was for approval to make a request to the SHR to delay sending out the tenant satisfaction survey this year.
- c A query was raised in relation to the tenant satisfaction survey, and whether the SHR might take issue with this request. The CEO advised that when she had attended a round table event with Michael Cameron from the SHR, he had expressed positivity in relation to the SHR considering individual requests in the event that RSLs did not wish to progress tenant satisfaction surveys this year. The CEO advised that of course in the event that the response from the SHR was in the negative, officers would still take the tenant satisfaction survey forward this year, but in the meantime we would make the case based on the above. The DHS added that officers were not proposing a long delay, but one that would make impact on ARC reporting times by one year.
- d The Board homologated the decision to pay £500 of compensation in relation to the relevant complaint in Lennox House, and approved the decision to make a request to the SHR to delay the tenant satisfaction survey.

09 Write Off/Write Back Report

- a The DHS spoke to the report which had been provided, noting that whilst this was a standard report, there were two additions.
 - The first addition related to the provision of an overview of tenant debt discussed at the December meeting of the Board, and in particular any debts over £10k. Noted in that regard that there were only 3 cases with a balance of over £1K, and that all the proposed write off balances were significantly below this figure.
 - The second addition related to Care Home write offs, in relation to which it was proposed that the sum of £17,790.44 be written off, of which £8,895.22 had previously been provided for, meaning a revenue impact of the write off of £8,895.22.
- c

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- The Board approved
- d
- the total write-off figure of £4,580.73 and write-back figure of £67.43; and
 - the write off in relation to the care homes in the amount of £17,790.44.

10 Policies

a The DBS spoke to the policies which had been presented for review, noting that the Standing Orders, Code of Conduct for Governing Body Members, Data Retention, Membership of the Association, and Management and Administration of Medicines in the Care at Home Setting policies been presented for approval.

b A question was asked in relation to the Management and Administration of Medicines in the Care at Home setting policy, in relation to monitoring and evaluation, and where this was reported. The DHS responded by advising that in fact @ Home had never administered medication, but rather currently provided medication prompts only. Therefore, in the event that this situation came about, it would be necessary to check with the team in relation to how they intended to report, and to ensure that they were satisfied that relevant measures were fit for purpose.

The Board approved the following policies:

- c
- Standing orders;
 - Code of Conduct for Governing Body Members;
 - Data Retention;
 - Membership of the Association; and
 - Management and Administration of Medicines in the Care at Home setting.

11 Any Other Competent Business

a The Chair noted that today's meeting marked Mrs J Simpson's last meeting as a member of the Viewpoint Board. The Chair noted that during her long service to Viewpoint and its Board, Mrs Simpson had acted as Chair of the Remuneration Committee, as well as the Risk and Audit Committee, and also more recently as Chair of the Governance Working Group. The Chair advised that it was hard to thank Mrs Simpson enough for all that she had done for Viewpoint, in representing tenant views at Board level, as well as supporting the Chair in the delivery of his role.

Mrs Simpson added that she had joined the Board, having been both a Viewpoint employee and tenant, as she felt that it was important that tenants had a voice on the Board. Mrs Simpson thanked the Board, and noted that she intended to stay active within Viewpoint, from a tenant's perspective.

12 Date of next meeting

- a The next meeting will take place on 25th May 2021 at 5.30pm 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

Minutes of Board meeting, 16th March 2021