

Board Meeting

Held:
Scottish Storytelling Centre,
Royal Mile, Edinburgh

Minutes of the meeting of the Board
at 5:30pm on **09 May 2023**

Board Members

Mr I Thompson (Chair)	Ms K Kennedy (KK)	Ms C Lumsden (CL)
Mr D McIntosh (DM)	Mr S R McIvor (RM)	Ms P Russell (PR)
Mr S Robertson (SR) (virtual)	Mr T Roehricht (TR)	Mr J Clyne (JC)

Attending

Jean Gray, Chief Executive Officer (CEO)
John Bain, Company Secretary (CS)
Tom Hainey, Director of Assets (DA)

Howard Vaughan, Director of Finance & Business
Support (DFBS)
Esther Wilson, Director of Housing and Care (DHC)
Lynne Feeney, Business Support Administrator
(minute taker)

Heather Jeffrie, Tenant Participation and
Communication Coordinator (HJ)



Apologies received

None

Absent

Mr L Parry (LP)

Minutes

Item	Subject	Action	Due Date
00	Welcome		
a	There being a quorum present, the Chair welcomed all and opened the meeting. For the benefit of the guests, everyone introduced themselves.		
b	There were no conflicts of interest noted other than those presently on record.		
01	Customer Service Standards Presentation		

The Board welcomed the tenant volunteers, who had agreed to carry out a scrutiny of Viewpoint's existing customer service standards and either update or propose a new set of customer service standards for the Board to consider.

Item	Subject	Action	Due Date
	<p>JS spoke to the report and wished to highlight that the group had felt the term scrutiny seemed harsh and had therefore chosen to use the term review instead.</p> <p>JS highlighted that the process involved meeting with various staff, carrying out a mystery shopping exercise, referring to the Tenants Survey Report 2022 and meeting with another housing association who had carried out a similar review.</p> <p>The Board noted the contents of the report, and the key recommendations to the Board which were detailed under point 7 of the report.</p> <p>One of the conclusions reached about customer service was explained by HJ, who confirmed that in the Tenant Survey Report there was quite a bit of feedback about response from staff to emails, telephone calls, etc, and the group felt that this was more about managing the expectations of tenants by advertising timescales for responses, etc.</p> <p>Picking up on point 7.1.3 which refers to the customer service standards being included in induction for staff, there was a question about whether this should be extended to Board members in some way.</p> <p>The Board were very impressed with the work carried out and the content of the report, which was very professional and all felt it was an excellent piece of work.</p> <p>The group had requested a written response to the report within four weeks of the Board meeting. This report will go to the meeting of the Ops Committee on 25 May where a response will be agreed.</p> <p>With regard to publicising plans for major works, the DA reported that the Head of Assets has been working on this, looking at how we can keep tenants informed and updated in a clear manner. The DA feels that the recent changes in structure within the Assets Team will assist in enabling Viewpoint to keep tenants better updated.</p> <p>JS clarified that while the recommendation was to review this in 18 months, the group would welcome the opportunity to review how things are progressing six months from the date of approval.</p> <p>The CEO, on behalf of the organisation, thanked the group for all their work on this.</p> <p>The Board approved the proposed set of customer service standards.</p> <p>The DHC will bring a report forward to the Ops Committee meeting on 25 May responding to the recommendations in the report.</p> <p>The Board delegated authority to the Ops Committee to approve a response on behalf of the Board to the Group regarding the recommendations made.</p> <p>IT also wished to record his thanks to the group for a fantastic piece of work, and thanked the group for attending the meeting today.</p>		
		DHC	25.05.23

Item	Subject	Action	Due Date
02a	Minutes of previous meetings and matters arising		
a	The minutes of the meeting on 21 March 2023 were reviewed and the Board unanimously approved them as an accurate record.		
02b	Matters arising and outstanding actions		
	Outstanding Actions Log		
a	Matters and actions arising from previous minutes were discussed and key updates provided as follows:		
b	Action 186: this remains in progress.		
c	Action 187: close.		
d	Action 188: close.		
e	Action 189: this remains in progress		
g	Action 190: a write off report will be presented to the Board at its next meeting.	DHC	27.06.23
H	There were no other matters arising which were not on today's agenda.		
02c	Finance, Risk & Audit Committee Update (FRAC) (verbal)		
a	TR provided a verbal update on the FRAC meeting held on 25 April 2023. The Committee had received four internal audit reports. <u>Care Homes Review</u> This referred to a review of the electronic system, PCS, used in the Care Homes. We had received a substantial level of assurance, which is good. Recommendations had been made and these have been implemented. <u>Follow Up Report Final 2022-23</u> The report provided "substantial assurance". It was noted that 8 of the 12 recommendations raised previously have been implemented. <u>Internal Audit Annual Report 2022-23</u> The auditors were satisfied that sufficient internal audit work had been undertaken. <u>Internal Audit Plan 2023-24</u> This report showed which functions have been audited and which audits are upcoming this year. The Committee were reassured that everything is working as it should be. The Committee had also received an external audit plan and reported that the external audit was already well under way. The Committee received the Risk Register Report, including a "deep dive" on cyber security. This had been very reassuring. The Committee received the draft Management Accounts 31 March 2023 and these are on today's agenda. They had received the draft Treasury Management Report and noted that the Brewin Dolphin portfolio is slowly recovering.		

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	There were no questions and the Board noted the verbal update.		
03	Financial Papers		
a	<u>Draft Management Accounts to 31 March 2023</u> <p>The DFBS had presented the first draft of the accounts to the FRAC meeting, and since then there have been a few changes, which are detailed on page 2 of the report. The changes show a move from a deficit of £609k to £255k due mostly to the gain on sale of share ownership properties in the year of £382k. It was noted that the pension scheme valuation as at 31.03.23, which only came in this morning, shows that the value of the scheme has reduced, showing a deficit of £368k in comparison to a deficit of £101k at 31.03.22.</p> <p>The DFBS had outlined the £5m investment in properties during the year and also highlighted the impact on the overall results of the deficit from Lennox House. We are still in discussion with the external auditors regarding how this will be disclosed in the statutory accounts.</p> <p>The statutory accounts will be presented to the August meeting of the Board.</p> <p>The DFBS confirmed that the auditors will be at the next FRAC meeting and also the August meeting of the Board.</p>		
03	Draft Five Year Financial Plan for submission to SHR		
b	<p>The DFBS presented the draft Five Year Financial Plan. It was noted that while we have a 30 year plan, the Regulator does not request sight of this (only by exception) and we only have to provide a 5 year plan which requires to be submitted by the end of May.</p> <p>There was some considerable discussion around the balance at the end of the 30 years with some concern around the "super" profits.</p> <p>The DFBS explained that the plan is based on a business as usual model with no planned future developments. Consequently beyond five years the results become less certain.</p> <p>The Board acknowledged this and the Executive will look at the longer terms aspects of the Plan and report back to the Board in due course.</p> <p>There were no further questions on the draft management accounts.</p> <p>The Board approved unanimously the Management Accounts for the period to 31 March 2023.</p> <p>The Board noted the progress on the Audit Report recommendations from last year.</p> <p>(The Board noted that in the final sentence of the report "30 Year Financial Plan" should read "5 Year Financial Plan".)</p> <p>The Board delegated authority to the Chair and DFBS to submit the 5 year financial plan to the SHR by 31 May 2023.</p>		
04	ARC Return 2022/23 Trends		

The CS reported that the ARC return is a return which all associations have to submit every year to the Regulator. Viewpoint have a tried and

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	<p>tested process for this and have a number of reports ready to run once we have entered all the figures into our systems.</p> <p>These reports provide our evidence and then the CS will enter this information into the ARC template. There have been no changes in the way the calculations are done since last year.</p> <p>Once we prepare the template we are able to add a narrative if we feel that is necessary to explain anything. The Exec Team are working through the process now.</p> <p>The CS said he was seeking the Board's approval to bring a more detailed analysis to the Operations Meeting on 25 May and ask for the Board to delegate authority to the Operations Committee to consider this. All Board members are invited to attend the Operations Committee should they wish to be involved in the discussions around the ARC Return submission. The Board are also requested to delegate authority to the Operations Committee to ask the CEO to sign the submission on 31 May 2023.</p> <p>It was noted that the ARC is a 54 page document and the Operations Committee (and other attending Board members) will have full sight of it in the papers for the meeting.</p> <p>PR would appreciate the time to speak with the DFBS prior to the meeting on 25 May to discuss this.</p> <p>There was some discussion around the date and time of the next meeting. The CS confirmed that the discussion of the ARC submission did not significantly affect the length of the meeting last year.</p> <p>The Board agreed to delegate authority to the Operations Committee to consider the ARC Return.</p> <p>The Board also agreed to delegate authority to the Operations Committee to ask the CEO to sign the ARC submission on 31 May 2023.</p>		

05	Internal Management Plan Q4		
a	The DFBS presented this report, drawing attention to the fact that it related to Q4, therefore covered the period up to 31 March 2023.		
b	<p>It was noted that with regard to Aim 2 – to provide good quality homes – the DA confirmed that we would be able to complete a lot of this within the first 6 months or so. There has been progress made on some issues from last year and they are near completion.</p> <p>The CEO confirmed that this report will be updated for the next Board meeting and that members will see what has been done then.</p>		
c	<p>There was some discussion about our requirement to understand the energy performance of our housing stock, and we had secured the services of Hardies to carry out this piece of work.</p> <p>The DA explained the history behind the failure of the consultants to deliver the requested surveys. The Scottish Government has agreed to consider an extension of time for completion of the project and he is reviewing the proposal to establish whether it can now be completed by the end of September.</p>		

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06	CEO Update Report		
a	The Board noted the CEO report.		
b	The CEO said that with regard to item 2, John Bain leaving the association on 12 May, she would like to pass on her personal thanks to John for all he's done, and this was supported by the Board.		
c	The Board noted that with regard to item 3b, the Regulator had been satisfied with the information we had provided to them.		
d	It was noted that we are in the process of appointing selling agents for Lennox House.		
e	The CEO reported that the unannounced inspection of St Raphael's by the Care Inspectorate had received very positive feedback.		
f	The Board were encouraged to view the following article in the Scottish Housing News where our tenants were featured following an appearance on BBC Reporting Scotland Viewpoint works with Tap Into IT to help tenants with mobile phone and wifi costs Scottish Housing News		
g	The Board noted that the recent Covid outbreak in St Raphael's did not contribute to the recent vacancies, as we have had a number of residents who were at end of life.		
i	The Board noted the contents of the CEO Report.		
07	Governance Report		
	The DFBS thanked the CS for his handover, and presented this Report.		
	With regard to the application for membership, it was agreed that we would ascertain that it was a single application.	DFBS	
	<u>Annual Board Assessments</u> – The Chair provided the results of the annual board assessment.		
	The Board approved the appointment of Howard Vaughan as Company Secretary.		
	The Board noted the removal of [REDACTED] shareholder.		
	The Board approved the application for membership from [REDACTED]		
	The Board noted the contents of the report.		
08	Expenses Policy		
	The DFBS presented this report. The Expenses Policy had been due for review.		
	The essential car users allowance had not been increased last year, so has been increased this year in line with the % increase in salaries.		
	It was noted that the figure of £120 in the policy needs to be changed to £117.		
	The Board approved the revised Expenses Policy and the proposed increase in the Essential Car Users Allowance.		

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09	AOCB		

There were no items of other business.

IT wished to thank John Bain, personally for support and guidance at the Board, and on behalf of all of the Board members, for his work. He has very much contributed to how the Executive Team and the Board have grown together.

Date of next meeting

The next Board Meeting will take place on Tuesday 27 June 2023 at 5.30pm in Viewpoint HQ.

The formal meeting closed at 7.30pm.

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:

27 June 23

Iain Thompson, Chair

