

## Board Meeting

Held: Board Room, Viewpoint Offices

Minutes of the meeting of the Board  
at 5:00pm on **14<sup>th</sup> November 2023**

Paper 02. a.  
Meeting No: 23/08  
Date of Meeting: 19 December 2023

### Board Members

Mr I Thompson (Chair)	Mr J Clyne (JC)	Ms P Russell (PR) (virtual)
Mr D McIntosh (DM) (arrived 5.22pm)	Mr L Parry (LP) (virtual)	
Mr T Roehricht (TR) (Vice Chair)	Mr S Robertson (SR) (virtual)	

### Attending

Jean Gray, Chief Executive Officer (CEO)	Howard Vaughan, Director of Finance & Business Support (DFBS)
Esther Wilson, Director of Housing and Care (DHC)	David Aitken, Head of Finance (HF) (virtual)
Tom Hainey, Director of Assets (DA)	Karen Thomson, HR Manager (minute taker)

### Apologies received

Mr S R McIvor (RM)

### Minutes

Item	Subject	Action	Due Date
00	Welcome		
a	There being a quorum present, the Chair welcomed all and opened the meeting.		
b	JC noted that he had a conflict of interest in relation the rent increase consultation.		
01.a.	Minutes of previous meetings and matters arising		
a	The minutes of the meeting of 19 September 2023 were reviewed and <b>the Board unanimously approved them as an accurate record.</b>		
01.b.	Matters arising and outstanding actions		
	Outstanding Actions Log		
	CEO reiterated that the update for the first outstanding action re the Step up / Step Down project was provided, the Board noted with a review to close.		
	IT noted that the TPT Retirement Solutions information provided for the 31 October 2023 Finance, Risk and Audit Committee meeting was very general. DFBS noted that he was attending EVH SHAPS updates	DFBS	30.1.24

Item	Subject	Action	Due Date
------	---------	--------	----------

this week and he would hope this would provide further detail, which he will update the Board.

Board confirmed all actions can be marked as complete.

#### 01.c. FRAC Committee Update (verbal)

It was noted that in DMs absence that this item will be discussed later in the meeting. DFBS noted that members had received the minutes of the FRAC meeting and are asked to note the contents. HV noted that he would welcome questions.

No questions from any members.

[Note that this was not discussed later in the meeting – however minutes are available on Convene for member review].

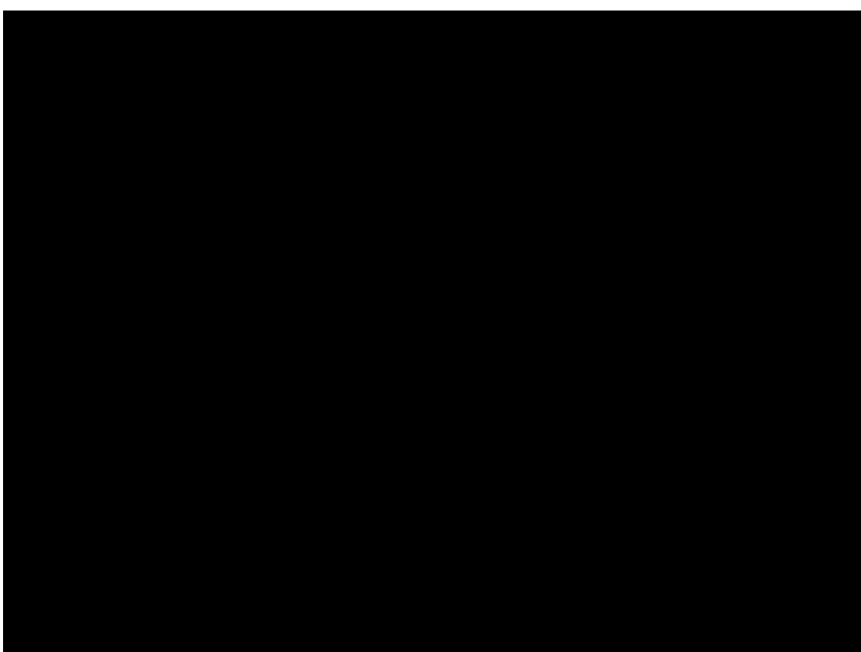
#### 02. Finance Papers

##### a. Proposed Rent & Services Charge Consultation

DHC explained to the members that in order to provide budgetary context to her paper she would handover to DFBS.

Due to the discussion of the proposed salary increases contained within the papers. KT left the meeting at 5.15pm.

The HF, given his considerable involvement in the preparation remained in the meeting in the event that there were specific questions on any area of the draft budget.



DM arrived at the meeting @ 5.22pm

##### b. Q2 Management Accounts and Reforecast

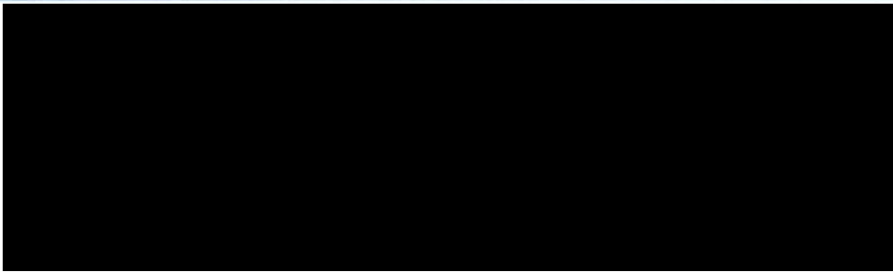
The DFBS highlighted the key points from the Q2 Management Accounts with further context relating to the ongoing spend within Q3 as per the reforecast. Further to the update from the FSLWG meeting

Item	Subject	Action	Due Date
	there was no additional questions from the Board regarding the Management Accounts and the Reforecast.		
c.	Draft Budget 2023/24		
	<p>It was noted that this was the first draft of the budget for 2024/25 and a recognition from the Executive Team that there will be further scrutiny on some of the budget headings to look for potential savings before the final draft is presented to the Board at their February 2024 meeting.</p> <p>However the main purpose of the discussion was to agree a proposed rent increase to allow the DHC to prepare the relevant documentation to consult with our tenants.</p> <div data-bbox="274 622 1129 1921" data-label="Image"> </div> <div data-bbox="274 1921 1129 2110" data-label="Image"> </div>		



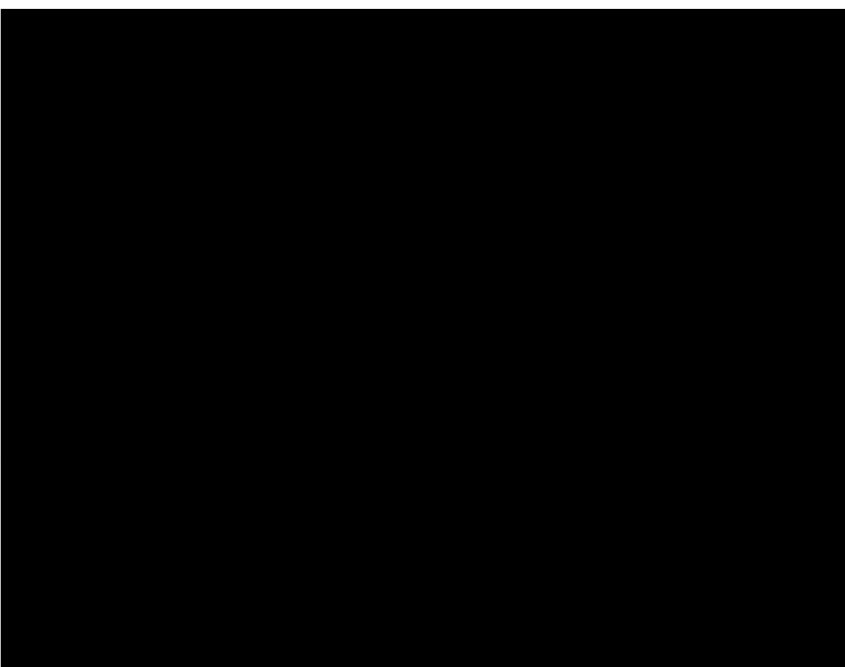
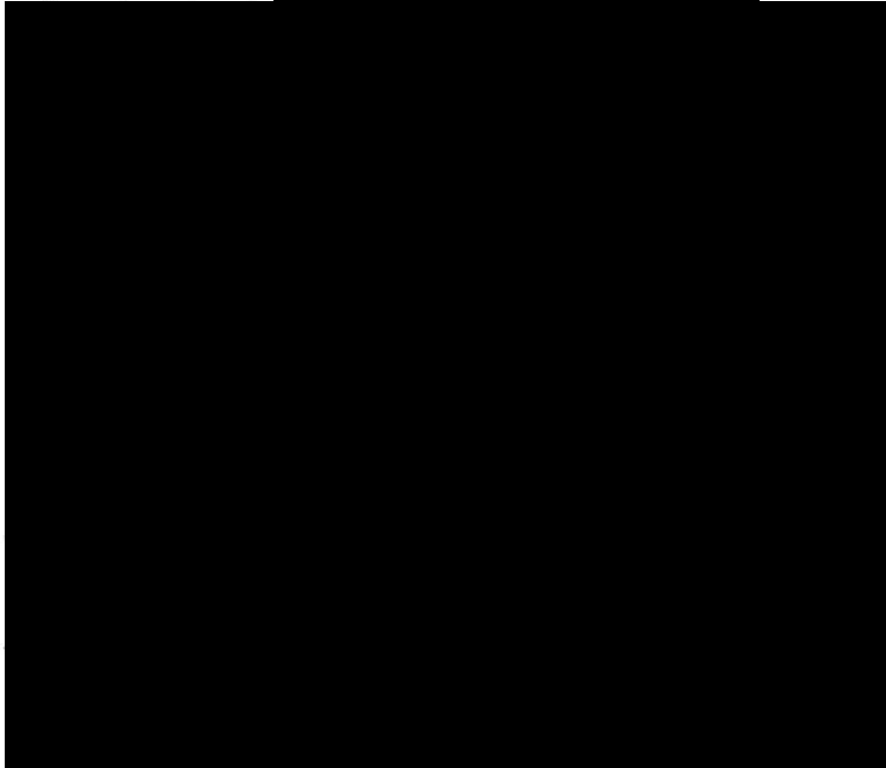
Item	Subject	Action	Due Date
	<p>[REDACTED]</p> <p>DHC explained the Rent &amp; Service Charge paper highlighting the clear link to the budget and confirming the ongoing delivery of services. She advised that the SFHA Toolkit exercise would be presented at the February 2024 Board meeting alongside the results of the Rent Consultation.</p> <p>JC expressed a desire, in particular, to see further information on general needs tenants and affordability and the DHC agreed to bring this forward in February.</p> <p>[REDACTED]</p> <p>The Chair asked the Board for any further comments on the proposals presented, none were given and therefore moved to recommendations for approval.</p> <p><b>Recommendations:</b></p> <p>The Board approved the proposal to consult on a 6.7% rent increase and the other proposed service charge increases</p> <p>[REDACTED]</p> <p>Management Accounts to 30 September 2023 together with the Q2 reforecast for the remainder of the financial year were approved by the Board.</p> <p>The Board agreed that a further Finance Short Life Working Group be held in January to discuss the budget figures</p> <p>KT re-entered the meeting @ 5.55pm. HF left the meeting @ 6pm</p>	DFBS	21.2.24
0.3	Internal Management Plan		
	<p>IT acknowledged that there were no items that were 'red' on the Agenda.</p> <p>DFBS asked the members if there were any questions on the Internal Management plan and the noted progress.</p> <p>PR stated that there were lots of items in amber. PM enquired if the staff responsible for completing these items were confident in achieving their target, or whether there was issues with staffing etc. CEO confirmed that some targets were not due in Q2, so there was time to complete on time taking staff pressures into consideration.</p> <p>LP and IT noted that the majority of the Assets tasks within the plan were due in Q4 before March 2024, this was a lot of work to commit to by the end of the financial year. DA confirmed that although the plan was challenging, the majority of tasks were interlinked, therefore he felt that these targets provided a timeline for the Assets team to focus on progressing these matters.</p> <p>IT noted that this was a good document for the Board members to keep track and be updated on progress.</p>		

Item	Subject	Action	Due Date
04.	CEO Update Report		



**Lennox House**

DA confirmed the missives are not signed as yet with the preferred bidder. The intention is that once the missives are signed this will progress quite quickly.



There were no further questions

05. Performance Report Q2

IT commented on the positive visual change in the report. DFBS noted it was our new Data Analyst, [REDACTED] deserves full credit for the updated improved format of this report. She has worked with departmental teams to create underpinning performance dashboard, visually highlighting performance trends.

DFBS hoped that the report is self-explanatory but was happy to take any questions.

TR noted that there was an issue with water safety reports. DA confirmed that this was an issue with contractors and confirmed this will be rectified by the next quarter.

Tenants Satisfaction was also an issue highlighted within the report. DA noted that when drilling down into the information provided, the issues that have been highlighted are not performance related, they are concerns about the make-up of the property i.e. no cupboard space, or the room is smaller than expected.

PR highlighted that the varied works orders are above the set target. It was noted that the Board has had a previous conversation about this and that DA was to look into this area. DA explained that an update will be presented by a member of his team at the Ops committee meeting in Q4. DA noted that the assets team have an away day planned for the 1<sup>st</sup> of December and these processes are part of the Repairs and Maintenance Policy and will be reviewed at this time.

IT asked about the employment vacancy void period, it had been stated on the contents page, but did not appear in the actual report. DFBS noted that it had been agreed to remove this from the report. DFBS explained that the target of 4 weeks was not realistic as a vacancy was advertised for a period of 4 weeks and that the target would always be unachievable. It did not provide the board with a true representative figure of placing a successful candidate in their role. It was agreed that instead of this figure being reported on a quarterly basis that it would be reported annually to the Board. Remove reference from the contents page.

TR noted that the vacancies within Viewpoint had risen to 17.1 in Q2. It was noted that this had fallen since the end of September.

PR noted that the training for the care staff in relation to end of life/palliative care had decreased from 62.5% to 57.20% in Q2. DHC



Item	Subject	Action	Due Date
	<p>confirmed there had been issued with availability of trainers, as well as new staff entering the organisation.</p> <p>LP asked where the initial target had been devised in relation to the Average cost per void and whether the target was unrealistic. DA was noted that this was being reviewed by the Maintenance Team Leader and that he was presenting his findings to the Ops committee. However DA did note that some of the spend was due to some larger void redecorations and issues with floorboards and the best time to complete works on these repairs are at the void stage rather than decanting tenants. Although this is not the case with every void, there has been a large concentration of works within a cluster of properties.</p> <p>No further questions.</p>		
06.	Write Off Report		
	<p>The DHC asked the Board member to note the contents of the report and asked those present for the authority of writing off the £10,391.17 noted within.</p> <p>DM asked in relation to case [REDACTED] how the outstanding debt had risen to this amount. DHC noted that on this occasion it was due to the fact the tenant had signed the tenancy agreement and the rent commenced, but the tenant could not move into the property, as it was at the time of lock down and government guidelines prevented them from moving in.</p> <p>JC made comment that there was no point in pursuing tenants who have been sequestrated.</p> <p>All Board members confirmed the authorisation of the write off for the total amount of £10,391.17.</p>		
07.	Governance Report		
	<p>The DFBS presented this report highlighting the following:</p> <p>The Chair had signed the Annual Assurance Statement and CEO expenses. DBFS confirmed that there had been no entries made to the Fraud register, (required to be signed by the Chair). DFBS also confirmed there were no further GDPR incidents noted.</p> <p>DFBS noted that the shareholders had been reconciled in line with the 2023 AGM, and leavers / new members noted within the Report.</p> <p>There are currently 99 members and one outstanding application which required to be approved by the board.</p> <p>It was also noted that a committee calendar had been produced in order to ensure the meetings were spaced out evenly throughout the year.</p> <p>DFBS highlighted that the 2024 AGM is proposed to commence in the morning of the 17<sup>th</sup> September, this is due to Annual Leave of CEO/DFBS.</p> <p>The report also noted the Chair's attendance at the SFHA ESG Conference.</p> <p>The Board noted the contents of the report and approved the new share application and use of the company seal.</p>		

Item	Subject	Action	Due Date
	<p>It was noted that there was an extra Board meeting on 19 December 2023 and this was accepted by the Board, noting the earlier time of 2pm.</p> <p>It was also proposed that future Board meetings would start at 2pm. LP noted that he would be unable to attend due to work commitments. He already tries to accommodate the FRAC meeting at these earlier times, but could not commit to every meeting starting at the earlier time of 2pm. LP did note that he could be flexible in commencing meetings at 4pm on Wed – Friday.</p> <p>JC commented that the change was due to fairness on staff that gave up their personal time in order to attend the evening meetings.</p> <p>It was noted that the earlier time may not attract working aged Board members.</p> <p>It was proposed and agreed by majority, that the Board meeting would move to a Wednesday at 4pm – 6pm. DFBS to update the committee calendar and redistribute this to all members.</p> <p>IT asked for comments on his paper re SFHA ESG conference</p> <p>TR noted that if there is an ESG Working group, he would be interested in attending this.</p> <p>CEO noted that it had previously agreed that they would wait until SFHA distributed a template to capture the information required, so that Viewpoint had a steer on what basic information was required and could build on this if necessary.</p> <p>LP asked if the investments that Viewpoint were part of were ethical and if the changes that were proposed impacted on this. CEO confirmed that there was no impact on current investment, but this may impact any future investments that Viewpoint may make, as parties involved would require more of a "story" about the organisation.</p> <p>DFBS confirmed that RBC Brewin Dolphin supported Viewpoint ensuring investments were ethical.</p> <p>There were no further questions.</p>	DFBS	asap
08.	Policies Report		
08.a.	CCTV Policy		

The DFBS presented the new CCTV and Data Protection policies explaining that these had been prepared by Claire Beckley of RGDP LLB (Viewpoint's DPO). It was noted that these policies are standard and are used by each of RGDP's many RSL clients.

DFBS reminded the Board that Claire is continuing to work with the departmental Heads and Managers in finalising our GDPR Action Plan. The completion of this plan was highlighted as a low level recommendation in the recent GDPR/FOI internal audit report from Wylie & Bisset and as such we expect to have it completed in time for their Follow Up audit in February 2024. It is anticipated that Claire will attend the March 2024 Board meeting to fully explain the contents and purpose of the plan.

DFBS highlighted the Board Privacy Notice and explained that this outlines how Viewpoint handles and uses Board member personal data. He explained that we also have similar Privacy Notices for staff, contractors and website.



Item	Subject	Action	Due Date
	<p>DFBS explained that Viewpoint is required to carry out legitimate interest assessments for specific data requirements, to ascertain whether there is a legitimate reason for holding the data and also consider other factors such as retention periods.</p> <p>LP asked if Viewpoint will do what they say in relation to 5.1 of the CCTV policy and reviewing the data initially in 6 months and the following 12 months. If someone asks for this information will Viewpoint be able to prove this has happened. DFBS noted that if the Policy is agreed Viewpoint will create a form to ensure the information is recorded consistently as per Policy and kept securely.</p> <p>JC asked if there were many CCTV systems at housing properties and where they are located. DA confirmed that, where present the majority of the CCTV systems were at the front and the rear of properties, but not all properties were covered.</p> <p>DFBS noted that there have been occasions where access to CCTV footage has been required.</p> <p>DHC explained that we do not have a specific individual who reviews CCTV footage. The systems are there for the safety of staff and tenants, as and when required.</p> <p>The Board Approved CCTV and Data Protection policies and noted the contents of the Board Privacy Notice.</p>		

#### 09. AOCB

There was one item highlighted by the Chair to be considered:

Board Training: The Chair asked if this could be a priority, as there has been a turnover in Board members and others, including himself may require refreshers e.g. Governance. The Chair asked the Board members to take advantage of any training that Viewpoint offers to refresh and update their skills and knowledge.

DM highlighted the issue discussed previously raised by a tenant. CEO noted that she had sent further information to the Regulator yesterday and also asked for the opportunity for them to attend a face to face meeting with the Exec Team at Viewpoint offices to discuss the issue. CEO confirmed that once she had an update, that she would ensure the Board was informed.

CEO When available

There was no further AOCB.

#### 10. Date of Next Meeting

The next meeting will be held at 2pm on the 19<sup>th</sup> December 2023. The Board noted the earlier time. The CEO understood that this time may not suit everyone but it is anticipated that this will be a shorter meeting and we would welcome those that can make it to attend.

The formal meeting closed at 7.00pm.

#### 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: 19 December 21

Iain Thompson, Chair