

Board Meeting

Held: Board Room, Viewpoint Offices

Minutes of the meeting of the Board
at 4.00pm on **26 March 2025**

Paper 0

Meeting No:3

Date of Meeting: 26 March 2025

Board Members

Mr D McIntosh (Vice Chair)

Mr T Roehricht (Chair) (TR)

Mr L Parry (LP) (Teams)

Ms P Russell (PR) (Teams) (Joined at
16.41)

Mr S Robertson (SR) (Teams)

Mr Martyn Kerr (MK)

Attending

Jean Gray, Chief Executive Officer (CEO)

David Aitken, Head of Finance (HF)

Simon Haile, Head of Assets (HA)

Megan Macdonald, Governance and Compliance
Officer (GCO) (minute taker)

Tom Hainey, Director of Assets (DA)

Howard Vaughan, Director of Finance and Business
Support (DFBS)

Sue Shone, Director of Housing and Care (DHC)

Graham Gillespie, Internal Audit Partner, WBG LLB
(GG)

Apologies received

Ms L Anderson (LA)

Mr J Clyne (JC)

Prior to the start of the formal meeting there was a one hour training session with Graham Gillespie of WBG on Risk Appetite.

GG gave a detailed explanation the following topics:

What is Risk and Risk Management

Risk Management Process

Risk Appetite

TR asked how often inherent risk scores should move up and down, GG explained that there wasn't a set answer to this as risks will always fluctuate due to external events. The example of "Welfare Reform" which is currently in the news and included as a risk on Viewpoint's Risk Register. GG highlighted how important it is that risks are reviewed regularly and that the register is treated as a "living document". It was noted that reviews are conducted at our quarterly FRAC meetings.

GG explained to the Board that risk identification is best to be conducted as a group brainstorming activity so there can be many contributions. TR queried how often brainstorming sessions should occur and it was explained that this would usually be done when an Organisation's strategy was refreshed. The CEO intimated that this was often carried out as part of the Board "Away Day" and GG confirmed this was often a good forum for this exercise.

MK asked whether the risks mentioned were "pure or entrepreneurial risks" and GG confirmed that all risks being discussed were those that may have impact on Viewpoint's strategy.

An interactive session was then held with the Board who had to identify their Risk Appetite for each of the below categories, the results of which were:

Category	Risk Appetite
Strategy	Eager
Governance	Open
Operations	Open
Legal	Cautious
Property	Open
Commercial	Open
Financial	Open
People	Open
Data and information management	Averse
Technology	Open
Project/Programme	Open
Reputational	Open
Security	Averse

DFBS informed GG that Viewpoint was in the process of transferring our Risk Register over to the [REDACTED]. GG advised that in order to get the best value from the system it should be reviewed and updated regularly by staff. The DFBS noted that as the new system forces users to add due dates to controls and actions and then sends reminder emails to the owner and editors of these risks. He explained that this should show a beneficial change to the way risks are currently managed as it allows responsibility to be shared by the leadership team.

Minutes

Item	Subject	Action	Due Date
1	Welcome to Board Meeting		
1.a.	Apologies		
	There being a quorum present, the Chair welcomed all and opened the meeting. Apologies had been received from LA and JC.		
1.b.	Declarations/Conflicts of Interest		
	There were no declarations and no conflicts of interest declared.		
2	Minutes of previous meetings and matters arising		
2.a.	Minutes of previous meeting held on 19 February 2025		
	There were no matters arising from the minutes of the meeting of 19 February 2025 and the Board unanimously approved them as an accurate record.		
2.b.	Outstanding actions		
	There were the following outstanding actions		
	Action 250: Look into the trend of the age of new residents. This will be picked up at the June Ops Meeting	DHC	June Ops Meeting
	Action 251: IT Disaster recovery Plan – establish testing and reporting for Ops Committee.	DFBS/ ITM	June Ops Meeting
2.c.	Verbal update from the Operations Committee meeting of 04 March 2025		

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PR noted that as the March Operations Committee meeting had not been quorate and as such, the Policies taken to that meeting had to be homologated at the Board meeting today.

She informed the Board that it was a quick meeting and briefly updated the Board of the key details included within the Operations Report.

- The Finance team had made advancements in moving Direct Debits over to [REDACTED]
- The Assets team had experienced some issues regarding recent tenders so the associated costs would now be reflected within the 25/26 financial year.
- In Housing she noted that the tenant satisfaction survey was completed, and external consultants would be conducting telephone interviews to gain further feedback.
- The date of the tenant conference has now been confirmed as the 20th June 2025.
- There was positive news from the Care Homes as catering was under budget for January after work done by the team to bring this back in line.
- It was also noted that the HR team was back at full capacity.

The following four policies went to the Committee with only the Dignity at Work Policy having significant changes which were detailed within the Operations Committee Minutes included within the Board Papers:

Capability Policy
Flexible Working Policy
Dignity at Work Policy
Restraint Policy

There were no questions and the Board approved the 4 policies.

3	Finance papers		
3.a.	Management Accounts to 31 January 2025.		

The HF highlighted the following key areas;

The year-to-date housing voids loss of income remains under budget although the rate for the month of January 2025 is [REDACTED] against the budget for the month of [REDACTED]. The HF explained that this was due to the decant properties being held which were in the process of being released so these figures are expected to improve. The void repairs and redecoration remains over budget for the year to date but the remedial actions that have been implemented continue to reduce costs. The planned maintenance is showing a favourable variance of [REDACTED] due to delays in tender returns and timing of works.

Care home occupancy remains favourable, although there are currently 8 empty rooms against the budget of 5. The private versus funded ratio is acceptable and better than expected for Marian House. The care home fee arrears case discussed at the last Board meeting should be recovered in the coming months.

Staff costs remain within budget.

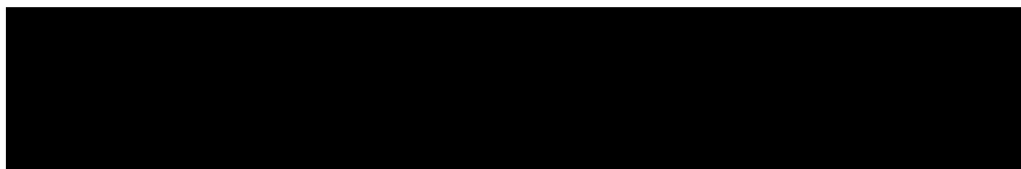
TR queried the [REDACTED] planned maintenance forecast spend in the remaining two months of the financial year and it was explained that a large proportion of this was due to the tender issues for the RAAC project. It was noted the ongoing scaffolding

Item	Subject	Action	Due Date
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costs had been pre-paid and [REDACTED] paid for the materials, the rest would be reflected within the 2025/26 accounts.

There were no further questions on the Management Accounts to 31 January 2025 these were approved by the Board.

4	CEO Update Report	
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The CEO has received confirmation from SHR that they have completed their annual risk assessment for all social landlords and our status remains "compliant" so the only engagement they will have with us is through the standard regulatory returns and any notifiable events.

It was noted that the Care Inspectorate had recently visited St Raphael's for an unannounced inspection and unfortunately the assessment resulted in a decreased score from an overall 5 to an overall 4.

There were many positive comments, especially around staff and an action plan is in place to improve any highlighted areas.

Marian House are also due an inspection shortly so the issues with shared services will be rectified as soon as possible.

The Board were informed that the Head Chef had resigned but a temporary Head Chef will be appointed and that the external consultant is currently redesigning the menus together with providing additional advice and support around the kitchen provision.

It was confirmed that after a robust recruitment process the current HF had been successful in his application for the DF role, and that the current HA will be appointed as DA from the 1st April at which point the current DA would start his new role as Strategic Development Director.

It was noted that the DFBS would retire at the end of May and his last working day would be Friday 9th May 2025, allowing him to attend the May Board meeting which was confirmed as the original date of 7th May after some consideration of moving it.

DM queried the action points from the Care Inspectorate report, particularly around the practicalities of a shared Laundry. The DHC confirmed that she was working with Assets on a plan to rectify this as soon as possible.

There were no further questions, and the Board noted the CEO report

5	Governance Report	
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The DFBS informed the Board that this was the usual report presented and there was nothing unexpected within it. He noted that the DHC would answer any questions on the Care Inspectorate Notifiable Events noting that there were no causes of concern.

There was one application for membership, and this was signed and sealed at the end of the meeting.

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The issues around the quorum of Board and Committee meetings were brought to the Board's attention and it was noted that the CEO and DFBS had spoken to one potential new member earlier that day who would be observing the next FRAC meeting with the view of being co-opted onto the Board at the May Board meeting. Aspen People have been engaged to assist with recruitment of additional new Board members and they would shortly be advertising this on our behalf.

It was also noted again that it is the intention for Board meetings to become paper free so Board members were asked to contact the GCO if they had any IT issues or required further training on the Meetings module.

There were no further questions, and the Board noted the Governance report

6 Write Off Report – March 2025

The DHC noted that this was the standard report presented to the Board around twice a year requesting the write off of debt that is either not cost effective to chase or that the team had tried to recover unsuccessfully. The proposal detailed 6 cases with a total value of [REDACTED]

There were no questions and the Board unanimously approved the write off figure of [REDACTED]

7 Policies for Review

The following policies were presented for approval:

- a. Compensation Policy
- b. Entitlements, Payments and Benefits Policy
- c. Standing Orders
- d. Organisational Change Policy

There were no changes to policies a-c other than the update of job titles within the Standing Orders. There was a note on the wording on the "Procedures for Dealing with Claims for Compensation" section of the Compensation Policy which needed to be updated slightly to read "notified" as opposed to approved.

DFBS ASAP

DM informed the Board that he realised he was a close friend of the CEO listed as one on the companies included in the Entitlements, Payments and Benefits Policy. He will inform the GCO of this link so it can be logged appropriately.

GCO ASAP

The Organisational Change policy was a new policy brought in to ensure compliance while the Organisation goes through the any changes to senior posts. It was noted that the SFHA had just updated their recruitment advice specifically around the appointment of the senior officer and the requirement to advertise externally.

DFBS explained that in this event an options appraisal would have to be carried out in any event.

TR queried why the Standing Orders were reviewed every year, the DFBS confirmed that this was because it is a Governing Document so needs reviewed more regularly.

There were no further questions, and the Board approved the four above policies subject to the slight wording changed mentioned above.

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8	AOCB		
	There were no AOCB		

The next meeting will be dealt at 4pm on Wednesday 7th May 2025.

Formal meeting closed at 17.52.

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: