

## Board Meeting

**Held: Board Room, Viewpoint Offices**

Minutes of the meeting of the Board  
at 4.00pm on **07 May 2025**

**Paper 0**

**Meeting No:4**

**Date of Meeting: 07 May 2025**

## Board Members

Mr T Roehricht (Chair) (TR)  
Ms P Russell (PR)  
Mr J Clyne (JC)

Mr D McIntosh (Vice Chair)  
(DM) (Teams)  
Mr Martyn Kerr (MK)

Mr L Parry (LP) (Teams)  
Mr S Robertson (SR) (Teams)  
Mr A Sheridan (AS)

## Attending

Jean Gray, Chief Executive Officer (CEO)  
David Aitken, Director of Finance (DF)

Simon Haile, Director of Assets (DA)  
Megan Macdonald, Governance and Compliance  
Officer (GCO) (minute taker)

Tom Hainey, Strategic Development Director (SDD)  
Howard Vaughan, Director of Finance and Business  
Support (DFBS)  
Sue Shone, Director of Housing and Care (DHC)

## Apologies received

Ms L Peaty (Nee Anderson) (LP)

**Prior to the start of the formal meeting [REDACTED] of the Knowledge Partnership gave a presentation on the results of the recent tenant satisfaction survey.**

The presentation will be uploaded to the "Resources" section within [REDACTED] after the meeting. The survey was conducted in February and March and had a 49% response rate. The presentation included information on charter feedback, core services, information engagement and customer services, and services where tenants are "not satisfied".

It was noted that when comparing management patches, tenants in the South patch were considerably less satisfied than the other three patches. This will be investigated in further as part of the overall review of results..

TR asked if we had the information from the survey conducted in 2022 so results could be compared in further detail. The CEO responded that, while most of the results might be technically comparable, others were not and that the survey questions did not fully reflect inputs of departments other than Housing..

She said that this would be the last year the survey would follow this format and confirmed that over the next twelve months work would be done to gather data from tenants and other customers on a more frequent basis to assess satisfaction more deeply. The aim is to do much of this on a face-to-face basis.

It was noted that this survey was conducted just after the rent and service charge increase was announced, and at the same time the zero-tolerance fire safety policy was implemented, both of which were likely to have had a negative impact on results. The CEO said that Viewpoint have invested a lot of time and money into tenant communications, including regular tenant meetings, which does not seem to have delivered the positive effect on satisfaction we would have anticipated.

## Minutes

Item	Subject	Action	Due Date
1	Welcome to Board Meeting		
1.a.	Apologies		
	There being a quorum present, the Chair welcomed all, introducing AS, a potential new Board member and opened the meeting. Apologies had been received from LA.		
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 26 March 2025		
	There were no matters arising from the minutes of the meeting of 26 March 2025 and <b>the Board unanimously approved them as an accurate record.</b>		
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 FRAC Committee meeting of 29 March 2025		
	PR explained that although DM was present at the FRAC meeting, he joined remotely so it was decided PR would act as the Chair for this meeting. She updated the Board on the following key points from the Committee:		
	<ul style="list-style-type: none"><li>3 x Internal Reports were brought to the Committee by Wgb: Repairs (Works Orders) Report, Internal Audit Annual Report 2024/25 , Follow Up Report (final), all of which received positive results.</li><li>The Internal Audit Plan for 2025/26 had been developed in collaboration with the CEO and DFBS and was also presented. it will include Anti-Social Behaviour, Cyber Security, Staff Recruitment and Retention, and Performance Management</li><li>The DF presented the external audit report from Alexander Sloan, which was noted and acknowledged to be very similar to last year's.</li><li>Management Accounts were shown, these are also included within today's Board meeting.</li><li>There was focus on the current risks in the care home around the low occupancy and the DHC and HC presented an action plan to Board which is now being implemented.</li><li>The Risk Register was presented on the new Risk One Advanced module and the Committee were impressed with the usability of the system.</li></ul>		

Item	Subject	Action	Due Date
	<ul style="list-style-type: none"> <li>The ARC was scrutinised and is included within today's Board meeting</li> <li>Health and Safety reports were covered and there was discussion around the recent zero-tolerance fire safety approach and complaints received in relation to this.</li> </ul>		

**There were no questions and the Board noted the FRAC update.**

2.d	Co-option of a Board member		
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AS left the meeting at this point while the Board considered his application to formally join the Board.

Following discussion, the Board unanimously approved his application to be co-opted onto the Board.

AS rejoined the meeting and the Chair confirmed his appointment and formally welcomed him to join the Board.

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

The DF noted that the Management Accounts to 31 March were presented to the FRAC committee the week previously so some Board members had already seen them, he highlighted the following key areas;

The operating surplus [REDACTED]

Surplus after property depreciation: [REDACTED]

[REDACTED]

Surplus after gains/(losses): [REDACTED]

[REDACTED]

The Housing void loss income in March 2025 is 2.89% versus 2% budget but is under budget for the full year to date at 1.7%. The properties previously held for decant have now been released to be relet.

It was noted that an analysis of all property refusals is now being conducted.

Void repairs have an adverse variance of [REDACTED] the remedial actions implemented are continuing to reduce costs.

Central support costs are slightly under budget for the year at [REDACTED] versus budget of [REDACTED]

Planned maintenance has an overspend of [REDACTED] most of which can be attributed to RAAC remedial works and related professional fees.

[REDACTED]

As this meeting is early May, it was proposed a short life working group was convened to delegate authority to approve the submission of the Five-Year Financial Plan in the SHR format by the 31 May 2025 deadline.

Item	Subject	Action	Due Date
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**There were no further questions on the Management Accounts to 31 March 2025 these were approved by the Board.**

**The Board approved the request to delegate authority to the Finance Short Life working Group to review and approve the submission of the 5 Year Financial Plan to SHR by 31 May 2025 deadline.**

#### 4 ARC Return 2024/25 (Presentation)

The DFBS noted that the ARC figures had been scrutinised at the April FRAC Committee meeting and confirmed that there was evidence for each figure within a separate folder should they wish to see it. He noted all figures had now been input into the ARC report which self-validates the data and flags any figures which do not match. He went through each section highlighting any downward trends and giving an explanation for each.

It was noted that there were a few final updates to be made and then a signature was required by the Chair and CEO. Due to timings this would need to be delegated to a short life working group, of which all the Board members were invited to join.

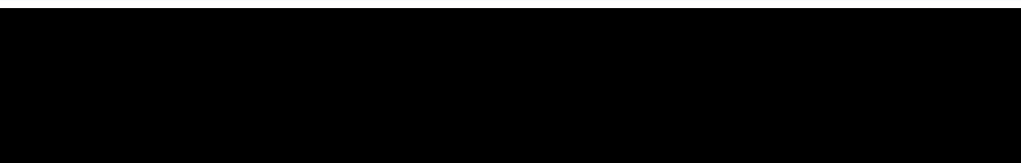
**There were no further questions on the ARC Report and delegation to approve the ARC Return was given to the SLWG.**

#### 5 Internal Management Plan 2024/25 Q4

The CEO presented the IMP, noting that this is the last time it would be shown in this format as it is currently being moved over to the new [REDACTED] and the Board would be able to have a greater oversight of it from there.

**There were no questions, and the Board noted the IMP 2024/25 Q4.**

#### 6 CEO Update Report



It was noted that following a robust internal recruitment process Derek Szoneberg had been appointed Head of Assets with effect from 01 May 2025/ The Asset Team leader job description was currently being reviewed and would be advertised in due course. The Head Finance role was still vacant, although more interviews are scheduled next week.



The Executive and Leadership teams are currently finalising the Business Plan for 2025-2030, in particular around the key strategic objectives for Year 1. The final Business Plan will not be available in written format until after the discussions at the June Tenant Conference, but the Year 1 aims and objectives had been populated in the new [REDACTED]. A quick demonstration of the system was given to show the measures and objectives, and an example report was downloaded so the

Item	Subject	Action	Due Date
	<p>Board could see the format of the IMP report going forward. The Board commented positively on this change and noted it was easier to read and understand than the spreadsheet currently being used.</p> <p>The tenant participation strategy would be renamed the customer engagement strategy to be more inclusive of the shared ownership tenants and Care residents.</p> <p>DM asked when the Care Action plan would be available for the Board to see, it was confirmed that had already been uploaded to the Resources section on One Advanced.</p>		

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

7	Performance Report 2024/2025 Q4	
	<p>The DFBS outlined the contents of the report which was in the usual format, noting that explanations were included for red arrows and that some of it had been covered within the ARC discussions.</p> <p>The CEO explained that some of the KPI's will be updated for 2025/26 and will be reflected in the next report which will come to the Board in August. All KPI's currently included within the report will be looked at the make sure it is still relevant for them to be included.</p> <p>AS asked for some further information in regard to the ASB cases, noting that similar figures were included within the tenant satisfaction report and asked whether these were internal or external issues. The DHC confirmed that ASB issues were not a major problem for the organisation and that the majority reported seemed to be issues with relationships between tenants.</p> <p>The DA noted the change of reporting emergency and non emergency repairs to percentage based from April 2024. He mentioned the example of Indicator 42 "% of non-emergency repairs (average 15 working days) completed in time" noting that the actual average number of days was at 10.3 days so was well under target, despite the red arrows shown on the table. The percentage indicators give full exposure to repairs either completed in time or not which was previously missing.</p> <p>The CEO confirmed highlighted the number of red arrows within the care home trend section, noting that this was due to the decrease in occupancy which the Board were already aware of and that the action plan that had recently been implemented within the care homes should improve the figures.</p> <p><b>There were no further questions and the Board noted the Performance Report 2024/25 Q4</b></p> <p><b>The DFBS noted the time as 17:55 and the two-hour scheduled meeting length was approaching the Chair asked for approval to extend the meeting by a further hour if needed or for Committee member to reconvene next week at the same time. All Committee members approved the extension of today's meeting.</b></p>	

8	Governance Report	



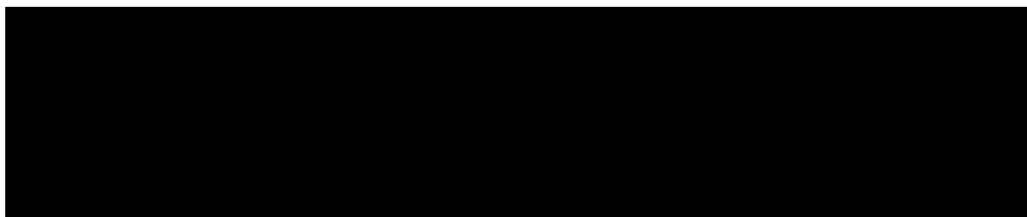
Item	Subject	Action	Due Date
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There was one new application for membership which was approved. The share was signed and stamped at the end of the meeting.

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

9.	AOCB
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It was the DFBS last Board meeting as he retired at the end of May. TR thanked him on behalf of all Board members for his support and hard work since starting at Viewpoint. He noted that he had very much enjoyed working with him, and that his help had been appreciated.

**The next meeting will be at 4pm on Wednesday 25<sup>th</sup> June 2025.**

**Formal meeting closed at 18.03.**

#### **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:

Tom Roehricht