Board Meeting

Held: Board Room, Viewpoint Offices

Minutes of the meeting of the Board
at 15.00 on **01 July 2026**

Paper 0
Meeting No:3
Date of Meeting: 01 July 2026

Board Members

Mr D Mcintosh (DM) (Chair)
Mr J Clyne (JC)
Ms Y Preen (YP)
Mr M Dalziel (MD)
Mr L Parry (LP) (Part) (Teams)
Ms L Peaty (Nee Anderson) (LA)
Mr R Whitehouse (RW)
Mr S Robertson (SR)
Mr M Kerr (MK)

Attending

Jean Gray, Chief Executive Officer (CEO)
David Aitken, Director of Finance (DF)
Megan Macdonald, Governance and Compliance Officer (GCO) (Minutes)
Simon Haile, Director of Assets (DA)
Dave Lyons, Digital Director (DD)
Sue Shone, Director of Housing and Care (DHC
Karen Thomson, HR Manager (HRM)

Leave of Absence

Ms MG Hogan-Smith (MH)

Apologies received

Mr A Sheridan (AS)
Ms P Russell (PR) (Vice Chair)

Minutes

Item	Subject	Action	Due Date
1	Welcome to Board Meeting		
1.a.	Apologies		
	There being a quorum present, the Chair welcomed all to the meeting. Apologies were received from PR and AS		
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 Board meeting 20 May 2026		
	There were no matters arising from the minutes of the meeting of 20 May 2026. **The Board unanimously approved them as an accurate record**		

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2.b.	Outstanding actions		
	There were the following outstanding actions: Action 265: Organise strategic objectives session for Board and provide cover report for future strategic objective updates – In progress, meeting with OA arranged for 8th July Action 271 – [redacted] Action 277 – Organise Risk Appetite Review – Dates issued Action 283 – Report back after CAF bank discussions – ongoing Action 285 – Provide analysis on conversion rate for new care admission – still gathering data Action 289 – Ongoing - To be uploaded		
2.c.	Verbal update from the Operations Committee of 09 June 2026		
	SR noted that this was a good meeting, it finished slightly earlier than usual which he explained was due to the quality within the reports presented, noting there were not many questions as the information included was so detailed. The Procurement Strategy, and Learning and Development Policy were both approved and an extension was approved for several other polices due to internal work on the policy tracker and H&S work. There were no concerns within any of the reports which were presented, which included the Operations report, procurement report, complaints report and HR KPI dashboard.		
	The CEO noted that it may be useful for the Operations Committee to cover some upcoming deep dives into various areas of the Business. She noted she was due to come to the next Operations meeting and suggested a catch up with SR prior to this to discuss.	CEO/SR	Sept Ops Mtg
3.	CEO Update		
	The CEO briefly ran through the CEO report, noting the level of detail included. She drew attention to the section on tenant participation, making the Board aware that a meeting had taken place with the Chair and some tenant representatives, at their request, where there was discussion on frustrations around communication. The CEO noted the meeting had a fairly positive outcome and a number of actions were agreed which will be implemented. There was discussion on the new Customer Engagement Strategy which will be circulated to tenants for comment prior to Board approval and it was explained that this would be inclusive of both tenants and residents.		
	The CEO also confirmed that the Housing Management system needed to be procured this year, following issues mentioned at previous meetings. Further information would be brought to the August Board meeting.	CEO	August Board
	[redacted]		

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	[redacted]		
	The DF explained that the telecare contract ended on the 1st March, and requested an extension of this contract until procurement could take place.		
	There were no further questions and the Board noted the CEO report and approved the extension of the contract with Hanover until 31 March 2027.		
4.	Finance Papers		
4.a	Asset Impairment Checklist 2026		
	The DF informed the Board that this is a requirement which needs to be completed as part of the annual audit and is required to be approved by the Board. The checklist covers all assets owned by the Association including housing and care home property and other fixed assets.		
	There were no indicators of impairment highlighted in 2025/26.		
	RW asked who saw the checklist and it was confirmed by the DF that the auditors have received a draft and pending Board approval. The DF confirmed that JLL have quoted for a desktop housing property valuation exercise and so this work will now proceed.		

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	There was discussion on whether a further exercise would be carried out on stock condition and it was explained that this was conducted last time and would not be repeated on this occasion. MD noted that the Board rely on Assets to inform them about the condition of properties. DM confirmed it could be useful to do an exercise to look at book value versus market value. **The Board unanimously approved the Asset Impairment Checklist 2026.**		
5.b	Management Accounts to 31 May 2026		
	The DF presented the Management accounts noting that it was still very early in the financial year. He noted bad debt provision is included monthly in respect of rechargeable repairs and will remain quarterly for rent and service charge income. He noted within housing the void loss income is [redacted]. Void repairs and redecoration are [redacted] Planned maintenance is [redacted]inance and Assets teams are reviewing [redacted] window upgrade costs for potential capitalisation, with any adjustment to be reported in the June 2026 accounts. It was confirmed that there were no concerns at this stage regarding the overall maintenance budget. [redacted] Quarter one management accounts are due to go to the July FRAC meeting and then to August with the reforecast. RW queried if the reforecast would be compared against the FYFP, it was confirmed by the DF that this had not been the case previously and that it looked purely at the current financial year. It was agreed that the FYFP would be reviewed in line with the reforecast to ensure the impact of any material change was recognised. There was discussion around the frequency of reforecasts, with the CEO noting preference that these were only done for material changes and conducted less frequently than they currently are. The CEO noted that the costs for the Housing Management system which had been discussed at previous meetings and was now needed fairly urgently may have an impact. [redacted] **LP Joined the meeting at 16:00** **There were no further questions, and the Board approved the Management Accounts for the period ended 31 May 2026.**		
5	Performance		
5.a	Q4 Report (2025/26)		

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	The CEO advised that the Q4 report would ordinarily have been presented to the previous Board meeting; however, due to the full agenda, it had been deferred to this meeting, with the Q1 report scheduled for the August Board meeting. She noted that Board members would already be familiar with much of the content, as many of the matters had previously been reported through the ARC return.		
	[redacted]		
	[redacted]		
	There were no further questions, and the Board noted the Q4 Performance Report (2025/26)		
5.b	Target KPIs		
	The CEO explained that KPI targets are reviewed annually as part of the organisation's commitment to continuous improvement. While some targets remain unchanged, others may be increased where performance has been particularly strong. YP queried whether a stronger-than-usual year could result in targets being set at an unachievable level. In response, the CEO cited the complaints response target, which had been increased from 95% to 100% following sustained improvement in performance. She emphasised that the aim is to drive ongoing improvement rather than maintain the		

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	status quo. Where targets are not achieved, they are reviewed as part of the following year's assessment process, recognising that some factors affecting performance, such as contractor-related issues, may be outside the organisation's control. **There were no questions and the Board noted the Target KPIs**.		
6	Strategic Objectives – Update Q4 (2025/26)		
	The CEO noted that a summarised report has been provided as the objectives were now available as a read only option within the One Advanced Goals module. **There were no questions and the Board noted the Strategic Objectives – Update Q4 (2025/26)**		
7.	Policies		
	Whistleblowing Policy – The HRM explained that this policy had arrived at its planned 3 year review. Following this review, no material changes have been made to the content; however, the original combined policy and procedure document has been separated into two distinct documents—a Policy and a Procedure—to provide greater clarity of purpose, governance, and operational guidance. The revised Policy strengthens and clarifies roles and responsibilities for those involved in raising, receiving, and managing whistleblowing concerns, while supporting the organisation's commitment to openness, integrity, and good governance. **There were no questions and the Board unanimously approved the Whistleblowing Policy.**		
8.	Strategic Review & Future Options - Care		
	[redacted]		

Item	Subject	Action	Due Date
	[redacted] **The Board noted the Strategic Review & Future Options - Care**		

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9.	Governance Report		
	The DF presented the Governance Report, highlighting the extra details included on subject access requests which was requested at the May Board meeting.		
	The Chair reminded Board members to contact the GCO if they wished to attend the Governance Conference and to confirm their attendance at the Away Day. The GCO would recirculate the relevant information.	GCO	July
	RW queried the differing responses to two resident injuries. The DHC explained that each incident had been assessed individually by the nurse on duty and the resident's doctor, with all clinical advice being followed.		
	There were no further questions, and the Board noted the Governance report.		
10.	AOCB		
	JC raised a private matter which would be discussed at the Private Board Session after the meeting.		
	The next Board meeting is scheduled for Wednesday 12 August 2026 @ 4pm.		

The formal meeting closed at 16:50

Following the formal meeting The Chair convened a Private Session to discuss the results of the Board Skills Audit.

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:

David McIntosh, Chair of Board