

Minutes of the Management Board meeting held on Tuesday 14 April 2020 at 6.00pm using ZOOM Video Communications.

Ag3

Present: Tanith Diggory (Chair)
Jonathan McAllister
Elspeth Kerr
Paul McBride

In attendance: Pauline Burke, Acting Director
Sharon Flynn, Depute Director (temporary)
Duncan McKnight, Technical Manager
Jackie McGoran, Senior Finance Officer
Stephen Watt, Corporate Services Assistant

In light of the current coronavirus situation and Government guidelines, Board and staff were unable to meet at the Co-operative office. It was agreed that the meeting would be via Zoom video communication.

1. Apologies

- 1.1 Apologies were received from J McFarlane, M Bowie, H Eakin, D Riddell and S Smyth.
- 1.2 P Burke advised the Board that due to the Chair and Vice Chair not being present, a voluntary Chairperson would be required for this evening. T Diggory offered to Chair the meeting and was approved by members.
- 1.3 It was agreed that all reports requiring approval would be taken first to avoid any risks with connection issues. For the purpose of this minute, all agenda items will run in numerical order.

2. Declaration of interest

- 2.1 All staff members declared an interest in item 5.7 – Employee Retention: Furloughed employees

3. Minute of the previous meeting

- 3.1 The minute of the meeting on 3 March 2020 was proposed by E Kerr and seconded by T Diggory. These minutes will be signed at the first available date after lockdown.

Action – S Watt

4. Matters arising

- 4.1 There were no matters arising.

5. Acting Director's report

5.1 Entitlements, Payments and Benefits report – 2019/20

- 5.1.1 P Burke highlighted the entries in the annual entitlements, payments and benefits report for 2019/20.

- 5.1.2 The Board noted the entries in this report.

5.2 Board training plan and attendance 2019/20

- 5.2.1 P Burke presented the past year's training programme and attendance of Board members.

- 5.2.2 J McAllister, Board member discussed with members the online training he has undertaken with SHARE. P Burke requested that Board members interested in undertaking online training to contact her.

- 5.2.3 The Board noted the training plan and attendance.

5.3 Board recruitment plan

- 5.3.1 P Burke updated the Board on the two casual vacancies.

- 5.3.2 As requested by Board, the Acting Director contacted a previous Board co-optee regarding filling one of the casual vacancies, although delighted to be asked they were unable to accept the vacancy due to other commitments. There has been interest from a tenant which will be followed up by P Burke. The Acting Director asked the Board to consider any possible skills gaps required within the Board when recruiting someone to fill the casual vacancy. T. Diggory suggested recruiting a tenant member with a financial background, this was agreed by Board. P Burke will follow this up at the next Board meeting.

Action – P Burke

5.3.3 The Board approved the update.

5.4 Strategic objectives 2019-20

5.4.1 P Burke provided the Board with an update on Strategic Objectives.

5.4.2 The Board noted the strategic objectives update.

5.5 Quarterly Assurance update – quarter 4 2019-20

5.5.1 S Flynn advised the Board that the working group have continued progressing assurances to Board on compliance with Regulatory Standards, Regulatory Requirements and Charter outcomes.

5.5.2 The Board noted the assurance update.

5.6 Management team report – Covid19 impact

5.6.1 P Burke presented the management team report to the Board, highlighting the impact which Covid19 has had on services.

5.6.2 The Board noted the report and stated that this was informative and took reassurance on actions taken.

5.7 Employee Retention Scheme

5.7.1 P Burke presented the paper on the Government Employee Retention Scheme. Board were requested to consider the proposed recommendations on the furloughing of staff. J McGoran, discussed the detail of the scheme with members as she recently attended a webinar session with Alexander Sloan facilitated by Employers in Voluntary Housing.

5.7.2 The Board approved the recommendations within the report and approved furloughed staff to receive 100% of their salary whilst furloughed.

Jonathan briefly lost connection at 6.40pm following approval and returned to the meeting before next item.

Action – P Burke

5.8 Granting of tenancy

5.8.1 S Flynn requested a retrospective approval of the granting of tenancy detailed in the papers.

5.8.2 The Board approved the tenancy being granted.

6. Temporary Depute Director's report

6.1 Annual Complaints Report 2019-20

6.1.1 S Flynn presented the annual complaints report which noted 12 complaints received: eleven Stage 1 complaints and one Stage 2 complaint.

6.1.2 The Board noted the complaints report.

6.2 Key performance target setting 2020-21

6.2.1 S Flynn requested the Board approve the recommendation on key performance indicator (KPI) targets for 2020/21, highlighting areas where improvements could be achieved.

6.2.2 The Board approved the KPI targets for 2020/21.

6.2(i) Performance Exception Report

6.2(i).1 There were no performance exceptions to report.

6.3 Maintenance contractors and consultants 2020-21

6.3.1 D McKnight requested Board approve the list of maintenance contractors and consultants for the forthcoming year.

6.3.2 The Board approved the list of approved contractors.

6.4 Planned Maintenance – update

6.4.1 The Board noted the planned maintenance update.

6.5 Procurement – environmental/closing cleaning - update

6.5.1 D McKnight advised Board that due to the current pandemic, the procurement had been put on hold at the assessment stage and the process will recommence, once restrictions are eased.

6.5.2 The Board noted the updated.

6.6 Eviction Report

6.6.1 S Flynn advised the Board that new emergency legislation had been approved by the Scottish Government on 7 April 2020. The Co-operative had received a Decree for Eviction prior to this date on 4 March 2020.

6.6.2 Due to the pandemic, we would not action the Decree for Eviction in this case and an update will be brought to Board at the May meeting.

Action – S Flynn

6.6.3 The Board approved the eviction when reasonable to do so and for S Flynn to update members at the meeting in May.

Elsbeth briefly lost connection at 7.05pm and returned to the meeting before next item.

7. Policy review

7.1 S Flynn requested the Board approve the draft General Data Protection Regulations policy with one correction on Page 87 which has listed an incorrect web address.

7.2 The Board approved the policy

8. Governance

8.1 Membership Report

8.1.1 The Board approved Membership applications for prospective members and the three Share Certificates to be signed and issued to new tenants when normal service has resumed.

8.2 Ethical Conduct and Notifiable Events

8.2.1 The report on notifiable events to the Scottish Housing Regulator was noted by Board.

9. Audit, Risk and Staffing sub-Committee

9.1 There were no sub-Committee meetings during the period.

10. Any Other Competent Business

- 10.1 G Rankin special leave request was approved by the Board.
- 10.2 J McGoran provided an update on a £350,000 deposit with Bank of Scotland due to mature today (14 April 2020). Following advice from FMD Financial Services, a decision was taken to roll this over due to the interest being substantially greater than in the current account. This was approved by the Board.
- 10.3 The Scottish Housing Regulator issued two letters to all Registered Social Landlords April 2020 regarding cyber-attacks and fraud. These were shared and discussed with members with assurance provided regarding safeguarding as previously detailed at the December Board meeting along with staff awareness.
- 10.4 Due to the Covid-19 pandemic, the Golden Jubilee Hotel have cancelled our booking for the Annual Strategy Day planned for the end of May 2020.

Staff S Flynn, D McKnight, J McGoran and S Watt left the meeting at 7.30pm.

- 10.5 P Burke discussed the confidential paper that had been initially presented to the Audit, Risk and Staffing sub-Committee in February. The Employers in Housing recommendations had been agreed by the sub-Committee and were remitted to the Board for approval at March 2020 Board meeting. Subsequently, as per the paper tabled at the meeting, Board were asked to consider and approve.
- 10.6 Following discussion, Board approved the request.

Action - P Burke

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 26 May 2020 at 6.00pm using ZOOM Video Communications.

The meeting closed at 7.40pm.