

BOARD MINUTES



Meeting Date: 06 May 2021
Time: 5pm
Venue: Virtual meeting

Board Members in Attendance

Martin Joyce
Adam Turner
Jeremy Hewer
Steven Prevost
Chris Boyle
Neil Tulloch
Victoria Bluck
Bryony Stocker
Craig Morton
Andrew Saunders
Ann Wilson

Apologies

Anne Gault
Caroline Rodgers

Staff in Attendance

John Davidson	Chief Executive
Angela Coutts	Director of Corporate Services
Craig Porter	Director of Finance and ICT
Sandy Young	Director of Housing Management
Tammy Allan	Business Improvement Officer (minutes)

Others in Attendance

Mark Brown, The Dolphin Index – For items 6608 to 6618

Please note that these minutes have been edited to remove any commercially sensitive or confidential discussions.

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STANDING ITEMS

6608	<p>Welcome</p> <p>The Chair welcomed everyone to the meeting.</p>
6609	<p>Apologies</p> <p>A record was made of apologies from non-attendees.</p>
6610	<p>Use of Seal</p> <p>None.</p>
6611	<p>AOCB Approval</p> <p>None.</p>
6612	<p>Declaration of Interest on any Agenda Items</p> <p>AC advised that all staff in attendance would be affected by agenda item 12ii. Pension Update.</p>
6613	<p>Membership Applications</p> <p>None.</p>
6614	<p>Matters Arising/Update/Information Papers for Discussion</p> <p>None.</p>
6615	<p>Minutes from Previous Meeting</p> <p>The Board approved the Minutes from the previous meeting.</p>
6616	<p>Board Members – Items for Future Meetings</p> <p>None.</p>
6617	<p>Board Training – Verbal</p> <p>None.</p>

PRESENTATION

6618	<p>The Dolphin Index</p> <p>JD introduced Mark Brown, CEO of the Dolphin Index, who had been invited to present the results from the recent Brilliant Scotland staff survey that was carried out in December.</p> <p>MB began his presentation and gave details of his background and how the survey was devised. MB detailed that the essence of the Dolphin Index was that high-performing organisations should be aiming to be energetic and innovative, whereas old world organisations may be set in their ways and avoid risk-taking.</p> <p>MB detailed the survey results, highlighting it as a useful piece of work to be used to highlight good areas of work as well as areas requiring improvement.</p> <p>Some of the comments given in the survey indicated that staff possibly felt that AHA doesn't always have the customer at the heart of every decision that is made and that there was also a degree of micro-cultures.</p> <p>It was agreed that Almond was a good organisation and there were exciting times ahead.</p>
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	<p>JD advised that the results of the survey are aligned with the results of the previous survey that was carried out with staff and regular updates on progress would be brought to Board.</p> <p>MJ thanked MB on behalf of the Board for attending and presenting the results from the Brilliant Scotland survey.</p>
6619	<p>Chief Executive's Report</p> <p>JD informed the Board that in line with the Scottish Government roadmap, the Association returned to a full repairs service on 26th April and, from 17th May, it is anticipated that the office will reopen to the public on an appointment-only basis.</p> <p>JD moved on to highlight the strong performance achieved by all departments during what has been an extremely difficult year.</p> <p>The Board noted the content of the Chief Executive's report.</p>
CONSENT AGENDA	
6620	<p>Approval of Consent Agenda</p> <p>BS queried why the rechargeable debt, as noted within the Management Accounts, had risen as this was out of line with everything else. CP advised that a pre-termination inspection is carried out before a tenancy ends and the Maintenance Supervisor would highlight any areas within a property that should be repaired/addressed by the tenant before they return their keys. However, due to Covid restrictions, the pre-termination inspections could not be carried out and, as a result, properties were being returned that were not in an acceptable condition.</p> <p>It was queried if the provision for landbank and Open Market Purchases would be rolled forward. CP confirmed that that it would, and he also advised that it was anticipated that AHA would be notified of upcoming programmes ahead of them becoming available.</p> <p>The Board agreed to the recommendations within the consent agenda.</p>
REPORTS FOR DISCUSSION	
6621	<p>Reports to be approved following Audit & Finance Sub-committee – Risk Map: Q4 Review</p> <p>AC presented the report to the Board and advised that the risk map had been reviewed by SMT and it had been agreed that no amendments were required during this quarter.</p> <p>VB noted that the scoring should be kept under review and that SMT should also consider the delays that could potentially occur as a result of Covid and the Suez Canal blockage. VB also enquired whether AHA pay contractors ahead of completion and, if so, contractor insolvency would be a much higher risk. However, CP advised that AHA pay on completion.</p> <p>The Board noted the status of the risk map as submitted by the Audit and Finance Sub-committee.</p>
6622	<p>Reports to be approved following Audit & Finance Sub-committee – Pension Update</p> <p>CP presented the report and advised that as discussed at the recent Audit & Finance Sub-committee, pension enhancements were given to existing members of the SHAPS pension scheme. However, this was only due to run for 6 years and will therefore cease in September 2021.</p>

	The Board approved the cessation of pension enhancements which were anticipated to be effective from 1 st October 2015 until 30 th September 2021 as submitted by the Audit and Finance Sub-committee.
6623	<p>Reports to be approved following Audit & Finance Sub-committee – Bad Debt Write-Off</p> <p>CP informed the Board that the proposed write-off balance of £27,216.26 would be the first write-off of this financial year.</p> <p>The Board approved the proposed bad debt write-off/write-off of credit balances as submitted by the Audit and Finance Sub-committee.</p>
Corporate Services	
6624	<p>Key Performance Indicators – to end quarter 4</p> <p>AC presented the report to Board and highlighted the positive direction in terms of performance throughout the Association and that data is reflected within the annual ARC return for 2020/21.</p> <p>The Board noted the action taken on the red KPI information, and agreed the action being taken by officers.</p>
6625	<p>ARC Validation Visit</p> <p>Information removed or edited due to information relating to personal/confidential items or being commercially sensitive.</p>
6626	<p>Annual Return on the Charter and ESSH Submission</p> <p>JD presented the report to Board and advised that following the recent validation visit, AHA was comfortable with the data that is provided within the ARC return.</p> <p>BS noted that within the return there is contextual information provided and she was unsure what “Other Lets” covered within indicator C2. SY advised that for AHA “Other Lets” were lets allocated to those on the Homeless waiting list. SY advised that there is technical guidance provided by the Scottish Housing Regulator which provides more detail around what data should be included for each indicator.</p> <p>BS noted that she felt that the return rate for tenant satisfaction for indicator 12 was low. AC advised that for this indicator the Association can only include satisfaction slips that have been returned for the last repair that has been carried out at each individual property. She also advised that the return rate is in line with the sector.</p> <p>AW asked how the Association plans to engage with the tenant focus group to obtain their approval. AC confirmed that as they could not meet to review the Return as a group, a copy had been posted out to each of them and a follow-up phone call will be made to discuss any queries that they may have.</p> <p>The Board noted the content and the plan and approved the draft submission to the Scottish Housing Regulator.</p>
Asset Management	
6627	<p>Cyclical Painting Contract: Tender Approval</p> <p>JD presented the report to Board and advised that AHA was seeking approval to enter into a four-year framework with Mitie Property Services (UK) Ltd (MPS).</p>

	<p>BS noted that the quality score for all four contractors was very similar. However, there was a significant different in pricing and she queried if there was any concern around this. JD advised that ample testing had taken place to ensure accuracy with the scoring process and that staff were comfortable with the scoring that had been used.</p> <p>Information removed or edited due to information relating to personal/confidential Items or being commercially sensitive.</p>
6628	<p>AOCB</p> <p>MJ informed the Board that he will have held the position of Chair for 3 years by the next AGM. He has always made it clear that he only ever wished to hold this position for 3 years, therefore it is his intention to stand down as Chair at this year's AGM.</p>
	<p>Date of Next Meeting: 03 June 2021</p>

Approved by:

Date: