

OFFICIAL MINUTES



NOTE TO READER:

SBHA publishes the minutes of its Board of Management meetings, unless it considers, at the time of publication, that the minutes or part of the minute are exempt from disclosure under the Freedom of Information (Scotland) Act 2002. Where minutes or part of the minutes are not published, this is noted in these minutes.

MEETING: SBHA BOARD OF MANAGEMENT

DATE:	TIME:	VENUE:
23 March 2023	5.30pm	Hybrid - Head Office, Selkirk and via Teams

PRESENT: In Person

Robin Hill - Chair (RH)
Philippa Brosnan - Vice Chair (PB)
David Cressey – Board Member (DC)
Eric Glass - Board Member (EG)
John Paton Day - Board Member (JPD)
Michael Grieve – Board Member (MG)

Virtually via Teams

Tracey Glover – Board Member (TG)
Ian McDonald – Board Member (IMC)

IN ATTENDANCE:

Julia Mulloy, Chief Executive (CE)
Maria Lyle - Chief Operating Officer (CO)
Carly Stewart - Director of Finance (DoF)
Caroline Purcell - Director Property Services (DPS)
Emma Garry - Director of Development (DoD)
Doris Byrne – Business Manager & Minute Taker (BM)

The Chair opened the meeting at 5.35pm and welcomed all in attendance.

1.0 Apologies for absence

Apologies were received in advance of the meeting from Board Members, Michael Levack and Matt Foreman and team members Henry Coyle and Catriona Notman.

Board Members agreed to appoint Michael Grieve to the Tenant Elected vacancy until the next AGM.

Michael Grieve entered the meeting at 5.37pm.

2.0 Declarations of Interest

No declarations of interest were noted.

3.0 Strategic Plan Update

The CE provided an overview of the progress of SBHA's Strategic & Business Plan Delivery Plan 2022-25. The overall project status and delivery progress was discussed, and agreement made to update the BoM at the next meeting on the new implementation timescales for the Rent Policy Review and the progress on recruitment to the Development Team.

RECOMMENDATIONS: The Board of Management:

- (a) Noted the progress on the implementation of the SBHA Strategic and Business Plan 2020-25;

- (b) Considered the future timing of the Rent Review Policy and agreed subsequent timescales for projects on hold as a consequence of this; and
- (c) Delegated authority to the Chief Executive on the future form of the Development Team.

4.0 Chair and Chief Executive Objectives 2023-24

Members were presented with the 2023-24 themes and objectives of SBHA's Chair, RH and the CE. Member stressed the importance of ensuring skills based recruitment in governance, alongside promoting Equalities and Diversity. It was agreed that the CE objective on Customer Service would contain specific customer service outcomes.

RECOMMENDATION: The Board of Management noted these objectives.

5.0 Net Zero and SBHA

Due to time constraints it was agreed that a separate on-line workshop would be held to establish Strategic Priorities.

6.0 Hybrid Working (Private and Confidential)

Minutes of this discussion are held under separate cover.

DC left the meeting at 6.11pm and returned at 6.12pm.

7.0 Future of Area Offices - Private & Confidential

Minute of discussion on this Agenda Item redacted

RECOMMENDATIONS: The Board of Management:

Minute of discussion on this Agenda Item redacted

8.0 Development Programme - Progress Update (Private and Confidential)

Minute of discussion on this Agenda Item redacted

RECOMMENDATIONS: The Board of Management:

Minute of discussion on this Agenda Item redacted

8.1 Subject Heading on this Agenda Item redacted

JPD, as a Councillor, Declared an Interest in this item.

RECOMMENDATIONS: The Board of Management:

Minute of discussion on this Agenda Item redacted

9.0 General Governance Update

This overview was presented by the CO detailing tenancy offers, governance recruitment and going forward, looking at the BoM composition.

RECOMMENDATIONS: The Board of Management:

- a) Ratified the Chair's decision to approve the offer of tenancies as reported in Section 2.1;

- b) Noted that the Chief Executive has joined the Board of Directors of the Wise Group as a Non-Executive Board Member, as declared in Section 4.0;
- c) Noted the recruitment activity to casual vacancy of Elected Tenant Board Member;
- d) Noted that options and advice on potential changes to the Board composition and will be presented at the next meeting and that a Special General Meeting prior to the 2023 AGM is required to approve any proposed changes to SBHA's Rules; and
- e) Approved the proposed Board Learning & Development Programme as set out in **Appendix 1**.

10.1 SBHA Damp and Mould Assurance Project – Private and Confidential

Minute of discussion on this Agenda Item redacted

RECOMMENDATIONS: The Board of Management

Minute of discussion on this Agenda Item redacted

11.0 Tender Outcomes Report (Private and Confidential)

11.1 Modification of the Materials Supplies Contract to Extend for a Further Year

Minute of discussion on this Agenda Item redacted

RECOMMENDATIONS: The Board of Management

Minute of discussion on this Agenda Item redacted

11.2 Tenant Satisfaction Survey Procurement (Private and Confidential)

Minute of discussion on this Agenda Item redacted

RECOMMENDATIONS: The Board of Management

Minute of discussion on this Agenda Item redacted

12.0 Former Tenant Arrears Write-offs - Private & Confidential

Minute of discussion on this Agenda Item redacted

RECOMMENDATION: The Board of Management

Minute of discussion on this Agenda Item redacted

13.0 Land Sales Request - *Subject Heading on this Agenda Item redacted*

Minute of discussion on this Agenda Item redacted

RECOMMENDATION: The Board of Management

Minute of discussion on this Agenda Item redacted

14.0 Land Sales Request – *Subject Heading on this Agenda Item redacted*

Minute of discussion on this Agenda Item redacted

RECOMMENDATION: The Board of Management

Minute of discussion on this Agenda Item redacted

15.0 Equalities, Diversity and Inclusion Policy

This Policy, which has undergone a fundamental review since first implemented in 2015 was presented by the CO for approval. It was confirmed that this would provide a policy basis for the Strategy which will be presented to the Board at the next meeting.

RECOMMENDATION: The Board of Management approved the proposed Equalities, Diversity and Inclusion Policy attached at **Appendix 1**.

JPD, CE, DoF, DPS, DoD and BM left the meeting at 19.46pm

16.0 Financial Liabilities (Private and Confidential)

Minutes of this discussion are held under separate cover.

JPD, CE, DoF, DPS, DoD and BM entered the meeting at 7.54pm

17.0 Key Performance Indicator Targets 2023.24

The CO introduced this report for Members to consider and approve the proposed Key Performance Indicator (KPI) Targets for 2023-24, which Board and Sub-Committees scrutinise and assess SBHA on achieving outcomes. Considerable discussion took place on Customer Satisfaction targets and progress to achieving them. CO highlighted actions in place to address this such as Customer Service Excellence Accreditation, the Repairs Working Group etc.

RECOMMENDATIONS: The Board of Management

- (a) considered and agreed the proposed performance indicators targets for 2023-24 as set out in **Appendix 1**; and
- (b) identified and agreed any further indicators not included in the attached that would support the Board in monitoring performance.

18.0 Minutes of the Board of Management Meeting – 23 February 2023

The minutes of the Board of Management meeting held on the 23 February 2023 were approved as a true and accurate record, proposed by EG and seconded by DC.

18.1 (i) Matters Arising from the Minutes

There were no matters arising from the Minutes.

(ii) Matters Arising from Previous Minutes

Verify attendance of IMcD at the 23.02.23 meeting. *Attendance records have since been verified and IMcD's attendance has been confirmed as attending via teams.*

18.2 Minutes of Audit and Compliance Sub-Committee – 8 March 2023

The minute of the Audit and Compliance Sub-Committee meeting held on 8 March 2023 were noted.

18.3 Minutes of Customer Board – 2 February 2023

The minute of the SBHA Plus meeting held on 2 February 2023 were noted.

18.4 Minutes of SBHA Plus – 8 March 2023

The minute of the SBHA Plus meeting held on 8 March 2023 were noted.

19.0 BOARD REFLECTION

Members reflected on the discussions held and the need to address Customer Satisfaction and Damp and Mould effectively and consistently.

BM left the meeting at 8.02pm

20.0 ANY OTHER BUSINESS (Private and Confidential)

Minutes of this discussion are held under separate cover.

21.0 DATE OF NEXT MEETING – 25th May 2023

The meeting was closed at 8.13pm with thanks from the Chairman for everyone's attendance and contribution.