

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:
25 May 2023	5.30pm	Hybrid – Head Office, Selkirk and via Teams

PRESENT: In Person

Robin Hill - Chair (RH)
Eric Glass - Board Member (EG)
John Paton Day - Board Member (JPD)
Michael Grieve – Board Member (MG)

Virtually via Teams

Michael Levak – Board Member (ML)
Tracey Glover – Board Member (TG)
Matt Foreman – Board Member (MF)
Dale Walmsley – First Actuarial (DW)
Jennifer Hodgeson - First Actuarial (JH)
Julie Leo – Altair (JL)

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)
Henry Cole – Director of Customer Services (DCS)
Catriona Notman - Governance & Minute Taker (GO) - *via Teams*

The Chair opened the meeting at 5.32pm and welcomed all in attendance.

GO was requested to leave the meeting whilst agenda item 4 was discussed. GO left the meeting at 5.33pm.

4.0 Finance Liabilities - (Private and Confidential)

Minutes of this discussion are held under separate cover.

GO re-joined the meeting at 6.11pm

1.0 Apologies for absence

Apologies were received in advance of the meeting from Board Members, Philippa Brosnan, David Cressey and Ian McDonald.

2.0 Declarations of Interest

No declarations of interest were noted.

3.0 Finance Report - (Private and Confidential)

Minute of discussion on this Agenda Item redacted

6.29pm, prior to the recommendations being considered, RH advised that due to a quoracy issue, it was required that one Appointment member must observe only and cannot be included on items that may require voting. EG agreed to be an observant member for the duration of the meeting.

RECOMMENDATIONS: The Board of Management:

2.4 Considered and approved the draft Annual Treasury Management Strategy

5.0 Reviewed the information set out in the updated cashflows and 5-year financial plan and authorise that the return be approved by the Director of Finance, for submission to the Scottish Housing Regulator.

5.0 Board Operational Report

CE presented the report, highlighting the change to the reporting format. The change was adopted to reduce duplication over various reports and to equip members with the focused information condensed into one report.

An overview of the draft Sustainability Strategy – More Sustainable Steps was provided, highlighting the main objectives of the Strategy and the engagement process to date. Feedback was positive to the draft, with acknowledgement that KPIs to be developed, needed to reflect how the impact of the Strategy would be measured. Clarity was sought on the extent of collaboration and how this could be moved forward, alongside ensuring the engagement of tenants. Assurance was provided that early work was being progressed to build on the CLES Research outcomes with the South of Scotland RSLs and that engaging tenants in the solutions would be central to delivery of the approach.

CO presented the principles of the SBHA Equalities, Diversity and Inclusion Strategy and the steps being taken to ensure the value of Everybody Matters is embedded into the culture, policies and across the strategic frameworks and customer experience of SBHA. Discussions took place clarifying how SBHA can achieve this in respect of engaging the views of under represented tenants. It was agreed that considering the trend in satisfaction of tenants in the context of equalities and diversity would provide useful insights into service experience. It was advised that considerable data is held and analysis of this could help to inform approaches and identify emerging issues.

An overview of the General Governance Update was presented by CO. Details were given on all applications for Shareholding membership and confirmation was given on a further applicant that was not included in the report due to being received the day prior to the meeting. It was confirmed that the notifiable events detailed in the report would be discussed further under agenda item 6, People Update.

Discussion took place regarding current Board and Sub-Committee vacancies and the current recruitment drive.

Minute of discussion on this Agenda Item redacted

The options for managing risks around quoracy, including adopting the practice of vacancies for tenants being filled by non-tenants if there are not enough candidates to stand were discussed. Board Members were clear that the first preference is to see more tenant members stand, but there needs to be a mechanism to offset future quoracy risks. Further discussions took place regarding the risk of failing to fill tenants positions and the importance of obtaining the right skill set across the Board. It was agreed that the current advert for applicants will be reviewed with TG. It was acknowledged that enabling non-tenant members to fill these vacancies will ensure the continuity of effective governance and reduce to risk of meetings being postponed due to quoracy issues.

An overview of the Policy Register annual report to Board and the KPI for quarter 4 were presented.

DPS provided insight into the EESSH figures and the shift from the previous year. She highlighted the action being taken and discussion with SHR on updating the return as information was received from the Contractor who had undertaken works. Discussion took place on the connection between the Energy Efficiency Standard (EESSH), Energy Performance Certificates and the reduction in Scottish Housing Quality Standard (SHQS) compliance. It was also highlighted that the Stock Condition Surveys had dropped to 68% over the year due to turnover of Surveyors and assurance was provided that the full team was now established with a plan to increase this significantly over the coming year.

Further discussion took place on the empty homes performance and it was confirmed that the volume was considerably lower than it had been pre lock down. The indicators on adaptations were queried in terms of waiting times – it was confirmed that more detailed information was provided to the Customer Board on the time a customer waits for works to be completed.

On concluding the presentation of the Board Operational Report, CO reiterated the constructive meeting held with SHR and confirmed their positive view on the recording of meetings and that SBHA is proactively engaging them in matters at an early stage. As identified in the Engagement Plan, the SHR Regulation Manager has asked to attend to observe a future Board Meeting and it was agreed that this invitation should be issued for attendance to the next Board Meeting on 24 August 2023.

RECOMMENDATION: The Board of Management:

- 3.3 Commented on the draft Strategy and considered the consultation arrangement for the SBHA Sustainability Strategy;
- 4.2 Considered the principles of the Equalities, Diversity and Inclusion Strategy and the consultation arrangements for a detailed Strategy to be presented to the August meeting of the Board of Management;
- 5.1 Ratified the Chair's decision to approve the offer of tenancies;
- 5.3 Approved the application for shareholding membership;
- 5.5 Considered that a Special General Meeting be held immediately prior to the Annual General Meeting on 14th September 2023 to approve a Rule change;
- 5.7 Noted the Policy Register update and approve the revised policy review dates proposed;
- 6.0 Noted the content of the Engagement Plan and the actions in place to ensure compliance with requirements;
- 7.0 Commented on the Key Performance Indicator for Q4 2022-23;
- 8.0 Approved the submission of the 2022-23 Annual Return on the Charter (ARC) as summarised in *Appendix 5*.

6.0 People Update - (Private and Confidential)

GO left the meeting at 7.27pm and the Chair it was agreed to continue the meeting after 2 hours.

Minutes of this discussion are held under separate cover.

7.0 Board Remuneration - (Private and Confidential)

Minutes of this discussion are held under separate cover.

GO re-joined the meeting at 7.52pm

8.0 Board 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

9.0 Interposing Lease - Mid Market Rent Properties

DCS delivered an overview on the requirement and implementation of the Interposing lease between SBHA and SBHA Plus. It was confirmed that the properties are mainly former social housing sold through the Right to Buy.

Discussions took place in respect of the rent levels for mid-market properties, compared to private sector rents and the impact of the low Local Housing Allowance levels in the Scottish Borders compared to the escalation of Private Sector rents. It was confirmed that these properties are aimed at essential workers and the rent is around 30% of their net income to ensure affordability.

RECOMMENDATIONS: The Board of Management:

Approved the interposing lease between SBHA Plus and SBHA for signature, as attached at **Appendix 1**.

10.0 Minutes of the Board of Management Meeting – 23 March 2023

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

Matters Arising from the Minutes

Item 3.0 Strategic Plan Progress update - rent policy timings and development team recruitment - DoF confirmed that the project was now progressing with a view to implementation by April 2024.

Item 4.0 Chair & Chief Executive Objectives – it was confirmed that the objective on Customer Satisfaction now had a target to 84% overall satisfaction. It was also confirmed that Research Resource have been appointed to undertake future Tenant Surveys and members ratified the appointment decision which had been delegated to the CE.

Item 8.0 Development Update - DoD confirmed that a Site Manager had been engaged to being supervision of works from 5 June 2023.

GO left the meeting at 8.24pm.

11.0 Minutes of the Board of Management held under separate cover – 23 March 2023

The minutes held under separate cover of the Board of Management meeting held on the 23 March 2023 were approved as a true and accurate record, proposed by JPD and seconded by MG.

12.0 Board Reflection

13.0 Any Other Business

Business Growth: *Minutes of this discussion are held under separate cover.*

Local Housing Strategy Consultation Response – agreed that a draft would be developed and an online teams meeting would be organised for input from Board members.

14.0 DATE OF NEXT MEETING – 24 August 2023

The meeting was closed at 8.25pm with thanks from the Chairman for everyone's attendance and contribution.