



**Minutes of the Meeting of the Board
held on 28 July 2022 at 3.00pm
via Zoom**

PRESENT:	Lesley Holdsworth	Chair
	Robert Fernie	
	David Fisher	(up to and including Minute 3646(vii))
	Carole Lamond	
	Isabel McGarvie	
	Beth McNeil	(up to and including Minute 3647(ii))
	Graeme Russell	
IN ATTENDANCE:	Lynne Douglas	Chief Executive
	Tracey Howatt	Director of Customer Experience
	Val Hunter	Director of Business Development
	Paula Rice	Director of Finance & Technology
	Nikki Ritchie	Director of People & OD
	Clare Beesley	Governance Manager
	Christina Greig	Head of Strategic Programmes (Minutes 3647(i)-(v) only)
	Liz Peacock	Head of Development & Sustainability (Minutes 3646(v)-(ix) only)

3642. Apologies for Absence

Apologies for absence were received from Pat Dawson, Ingirid Deuling, Margaret Moore and Willie Smalley.

3643. Declarations of Interest

There were no declarations of interest.

3644. Minutes

- (i) Minutes of the Meeting held on 26 May 2022
The Minutes of the Meeting held on 26 May 2022, having been previously circulated, were approved and signed by the Chair.

- (ii) Confidential Minutes of Meeting held on 26 May 2022
The Confidential Minutes of the Meeting held on 26 May 2022, having been previously circulated, were approved and signed by the Chair.

3645. Business Arising

- (i) Action List
The Board noted the Action List.

3646. Priority Items

- (i) Confidential Item: Redacted
- (ii) Confidential: Redacted
- (iii) Confidential: Redacted
- (iv) Confidential Item: Redacted
- (v) Confidential Item: Redacted
- (vi) Confidential Item: Redacted
- (vii) Confidential Item: Redacted
- (viii) Confidential Item: Redacted
- (ix) Confidential Item: Redacted

3647. Items for Noting

- (i) Complaints Annual Report
The Board received Report B/6(i)/JUL/22 from the Head of Policy & Customer Standards.

The Director of Customer Experience advised that there had been 265 Stage 1 complaints and 34 Stage 2 complaints. She highlighted that, unfortunately, both stages had not met the KPIs. The reasons identified for this related to staff not logging complaints and assigning complaints to staff who were on leave. Further training was being provided to staff.

The Director of Customer Experience confirmed that complaints would be audited, and lessons learned would be looked at. There were already improvements being seen in Q1.

The Board acknowledged that the statistics were disappointing but looked forward to a better outcome in the next report to the Board.

Discussion took place in respect of the heading 'staff issues' and the need to clarify what this included e.g. the difference between staff issues (individuals) and staffing issues (lack of resources, for example).

The Board:

- (i) noted the complaint performance over 2021/2022; and**
- (ii) noted the key areas that require focus to improve complaint performance and the improvement plan from the Head of Policy & Customer Standards.**

(ii) Tenant Engagement Annual Report

The Board received Report B/6(ii)/JUL/22 from the Head of Policy & Customer Standards.

The Director of Customer Experience advised that a Customer Engagement Strategy, 'Engage', had been developed. Re-engagement with tenants and customers had begun both in person and online. It was noted that a Compliments & Complaints Group had been established, together with an Equality Network which included the launch of Bield's Rainbow Network.

The Director of Customer Experience advised that an Action Plan and Planned Activities had been set out in the report and Annual meetings would recommence.

A query was raised in respect of volunteers and whether there were plans to undertake similar work with them. The Director of Customer Experience acknowledged the need to engage more with volunteers and the Director of People & OD advised that the Volunteer Strategy required to be refreshed.

The Board thanked the Director of Customer Experience and her team for their work in this area.

The Board noted the update on the Tenant Engagement Report 2021/22 and progress made in relation to the Engage Strategy.

(iii) Data Protection Annual Report

The Board received Report B/6(iii)/JUL/22 from the Director Customer Experience.

It was noted that there had been 9 instances of data protection disclosures and 1 data breach entry for the period 2021/22.

The Board noted the data disclosure and breaches relating to 1 April 2021-31 March 2022.

(iv) Q4 2021-22 Performance Report

The Board received Report B/6(iv)/JUL/22 from the Operational Directors and Head of Strategic Programmes.

A query was raised in respect of the rent collected figure and why this had reduced. The Director of Finance & Technology advised that this related to technical arrears and how these were shown at the end of the calendar year when the ARC reporting was carried out. It was noted that the introduction of CX should help with this.

In respect of adaptations, it was noted that the time taken to complete these had improved. The Director of Business Development advised that the team were passionate about this area and therefore had been working hard to improve this. There had also been new procedures put in place.

In respect of staff turnover, the team were congratulated on these KPIs, but a query was raised in relation to progressing PDPs. The Director of People & OD advised that the SMT had been discussing this and would be taking forward initiatives to work with teams.

The Board reviewed the Q4 performance report.

(v) Confidential Item: Redacted

3648. Update Reports for Committees, Sub-Committees and SLWG

(i) Audit & Risk Committee Meeting Minutes – 30 June 2022

The Board noted the Minutes of the Audit & Risk Committee meeting held on 30 June 2022.

(ii) Audit & Risk Committee Meeting Confidential Minutes – 30 June 2022

The Board noted the Confidential Minutes of Audit & Risk Committee meeting held on 30 June 2022.

3649. Policy Review

(i) Treasury Management Policy

The Board received Report B/8(i)/JUL/22 from the Director of Finance & Technology.

It was noted that the Policy was based on the SFHA model. The Policy had previously been presented to the Audit & Risk Committee with some minor amendments suggested. The Director of Finance & Technology advised that it had been agreed to appoint financial advisors to look at the cash position and investment portfolio. She confirmed that the CAF application had been submitted and that cash would be moved to the new platform.

The Board approved the Treasury Management Policy.

3650. Governance

- (i) Confidential: Company Secretary Report
The Board received Report B/9(i)/JUL/22 from the Governance Manager.

The Board noted the use of SO10.

- (ii) Confidential Item: Redacted
- (iii) Confidential Item: Redacted

3651. Date of Next Meeting – Thursday 22 September 2022

The next Board meeting was due to take place on Thursday 22 September 2022.

3652. Any Other Business

- (i) Chief Executive Appraisal
The Chair confirmed that the appraisal of the Chief Executive had taken place and signed off. She confirmed that the process had been highly satisfactory.

All staff left the meeting at this point in order for the Board to meet in private.