



BOARD MEETING

06 June 2024

via Microsoft Teams at 3 pm

MINUTES

Attendance

Board Members:	Paul Edie (Chairperson) Frances Wood (Vice-Chairperson) Robert Fernie (Item 1 – 7) Angus MacRae Isabel McGarvie Brian McLaren Graeme Russell William Smalley Derek Breingan (Item 4.2 – 10) Dougie Peters
Officers:	Debbie Collins, Acting Chief Executive & Company Secretary Tracey Howatt, Director of Customer Experience Nicola Ritchie, Director of People & Organisational Development Drew Moore, Director of Assets Jim Aird, Interim Director of Finance Rikki Young, Head of Assurance & Business Planning Michelle Breen, Executive Assistant
Admin:	Jonathan Fairgrieve, Governance & Assurance Manager (Minutes)

ITEM	NOTE	ACTION
1	Apologies for Absence	
	Board Members: Margaret Moore David Leaf Officers: Lynne Douglas, Chief Executive Officer The Chair welcomed Freya Lees, North Star Consultancy, who was observing the Board meeting as part of the Governance review. The Chair welcomed Jonathan Fairgrieve, Governance & Assurance Manager, and Jim Aird, Interim Director of Finance, as this was their first meeting of the Board.	

2.	Declarations of Interest	
	There were no declarations of interest made.	
3	Minutes	
3.1	Confidential - Redacted	
3.2	Action List	
DECISION	The Board noted the Action list.	
3.3	Committee Minutes	
3.3.1	Audit Performance & Risk Committee Minute 22 February 2024	
DECISION	The Board noted the minute of the Audit Performance & Risk Committee held on 22 February 2024.	
3.3.2	Business Development Committee Minute 23 January 2024	
DECISION	The Board noted the minute of the Business Development Committee held on 23 January 2024.	
4.	Strategy & Business Plan	
4.1	Confidential – Redacted	
4.2	Confidential – Redacted	
	Derek Breingan joined the meeting.	
4.3	Strategic and Business Health KPIs 2024/25	
REPORT SUMMARY	<p>The report presented the updated Strategic and Business Health KPIs for 2024/25 which form Level 1 within Bield’s Performance Management Framework, as approved in March 2023.</p> <p>Performance baselines reflected the final 2023/24 position within the Annual Return on the Charter and internal performance reporting to Board and Audit Performance & Risk Committee.</p>	
DISCUSSION	<p>Queries were raised regarding the baseline performance for satisfaction with BR24 services, EPC completions and satisfaction with support services. It was agreed EMT would review the baseline figures.</p> <p>Board agreed a clear definition of who is classed as a ‘partner’ be included in the next report.</p>	
DECISION	The Board approved the Strategic & Business Health Key Performance Indicators, baselines, and targets for 2024/25.	
5.	Audit, Performance & Risk Committee	
5.1	Update from Committee Chair	
	In the absence of the Committee Chair, the Acting Chief Executive provided an update on the discussion from the Audit Performance & Risk (APR) Committee meeting held on 23 May 2024.	

	It was the final meeting for TIAA, as internal auditor. Henderson Loggie, the new internal auditor, will work with EMT and APR Committee over the course of their appointment. The management accounts were presented at the meeting as was the Annual Treasury Management Report. The Annual return on the Charter and Loan Portfolio were approved for submission to SHR.	
5.2	Confidential – Redacted	
5.3	Business Health KPI's	
REPORT SUMMARY	<p>The report provided an update on performance to the end of Quarter 4 against Business Health Key Performance Indicators (KPIs). Seven indicators were assessed as being 'monitored' or 'require improvement'.</p> <p>Monitoring</p> <ul style="list-style-type: none"> • % of absence that are Long-Term (i.e., greater than 4 weeks); • Attendance Levels; • Mental Health & Stress absence (% of total houses lost); and • Properties currently meeting SHQS. <p>Require Improvement</p> <ul style="list-style-type: none"> • Stage 1 which were responded to in full within timescales; • Average re-let time (days), excluding 100 days of low demand properties; and • Current Tenant Arrears as a percentage of gross rent. <p>The report was considered by the Audit Performance and Risk Committee on 23 May 2024.</p>	
DISCUSSION	<p>The Head of Assurance and Business Planning advised a review was underway on the complaints process to identify areas that were impacting performance.</p> <p>Following a query regarding long-term voids, the Director of Customer Experience advised the Board there were challenges in re-letting studio apartments, and the Strategic Asset Management Strategy would be used to address these challenges. It was agreed performance excluding difficult to let properties be included in future reports to show the impact these had on overall performance.</p>	
DECISION	The Board noted the Quarter 4 business health performance for the 2023/24 reporting year.	
5.4	Annual Return on the Charter and ESSH Return	
REPORT SUMMARY	The report set out the Annual Return on the Charter (ARC) for 2023/24, which was reviewed and approved for	

	submission to the Scottish Housing Regulator by the Audit Performance and Risk Committee on 23 May 2024.	
DISCUSSION	The Director of Customer Experience advised an audit on the ARC had been carried out by Christine Dugan Consultancy and recommendations implemented prior to submission to the Audit Performance and Risk Committee for approval.	
DECISION	The Board noted the Annual Return on the Charter.	
6	Business Development Committee	
6.1	Update from Committee Chair	
	<p>The Committee Chair provided an update on the discussion from the Business Development (BD) Committee meeting held on 23 May 2024.</p> <p>Bield had withdrawn from the National Alarm Response Centre to develop a Bield specific system. The missives from the Charleston development had completed on 23 May 2024.</p>	
6.2	Six Monthly Health & Safety Report	
REPORT SUMMARY	<p>The report highlighted performance and key areas of delivery over the period October 2023 – March 2024.</p> <p>The report was to assure the Board of the internal management and governance arrangements and was considered by the Business Development Committee on 23 May 2024.</p>	
DISCUSSION	<p>The Director of People and Organisational Development advised the Board the start of moving health and safety processes to CX system had improved reporting and this work will continue to be strengthened as more processes are moved onto CX 2024/25. .</p> <p>Following a query, it was noted that work is underway to improve online system and the staff training data reporting to improve future reports.</p>	
DECISION	The Board noted the report.	
7	Governance	
7.1	Confidential – Redacted	
7.2	Declaration of Interest Annual Report 2023/24	
REPORT SUMMARY	The report detailed the annual Declarations of Interest relating to Board and Committee Members, and Senior Staff.	
DISCUSSION	The Governance & Assurance Manager detailed the declarations if interest for the year ended 31 March 2024.	
DECISION	The Board noted the Annual Report on Declarations of Interest.	

7.3	Annual Assurance Statement Approach	
REPORT SUMMARY	The report updated the Board on this year's Annual Assurance Statement process and sought agreement on the proposed method of scrutiny.	
DISCUSSION	The proposed method of scrutiny for the 2024 Annual Assurance Statement was for the Executive Management Team to review and update the Evidence Bank and circulate to all Board Members for questions and assurance. The Governance & Assurance Manager advised it was proposed the final statement be presented to the Board in October 2024 prior to submission to SHR.	
DECISION	The Board: <ul style="list-style-type: none"> • noted the contents of the report; and • agreed the method of scrutiny for the 2024 Annual Assurance Statement. 	
8	Independent Living Model	
	Robert Fernie left the meeting prior to this discussion. The Director of Customer Experience gave a presentation about Bield's Independent Living Model, emphasising that it was a mindset. The presentation covered the research and engagement efforts that informed the model's creation, discussed challenges related to older independent living, and highlighted the benefits of independent living.	
9	DATE OF NEXT MEETING	
	The date of the next meeting, will be on 29 August 2024 in the Edinburgh office.	
10	ANY OTHER BUSINESS	
	None	