



**Minutes of the Meeting of the Board
held on 24 November 2022 at 10.00am
at the Hilton Edinburgh Carlton, Edinburgh**

PRESENT:	Lesley Holdsworth Derek Breingan Pat Dawson Robert Fernie Carole Lamond Isabel McGarvie Graeme Russell Willie Smalley	Chair
IN ATTENDANCE:	Lynne Douglas Tracey Howatt Jack Marshall Andrea Paterson Christina Greig Clare Beesley	Chief Executive Director of Customer Experience Interim Director of Finance & Technology Interim Director of Strategic Assets Head of Strategic Projects and Improvement (Minutes 3681(iii), (iv) and (v) only) Governance Manager

The Board welcomed Derek Breingan to his first Board meeting.

3676. Apologies for Absence

Apologies for absence were received from David Fisher, Carole Lamond and Margaret Moore.

3677. Declarations of Interest

There were no declarations of interest.

3678. Minutes

- (i) Draft Minutes – 20 October 2022
The Minutes of the Meeting held on 20 October 2022, having been previously circulated, were approved and signed by the Chair.

- (ii) Draft Confidential Minutes – 20 October 2022
The Confidential Minutes of the Meeting held on 20 October 2022, having been previously circulated, were approved and signed by the Chair.

3679. Business Arising

- (i) Action List
It was noted that the Action List required to be updated as there were some actions which had been completed and others for which the Due Date had passed but had not been completed.

In respect of the CX taster sessions, it was noted that these were offered to Board members at the staff conference in September. For those who had not had an opportunity to attend, it was agreed to look at this at the next Board meeting.

In respect of Minute 3669(i) – Confidential: Chief Executive Report, it was noted that the due date should read February 2023.

A request was made to add an action to the 20 October 2022 meeting in respect of expediting work in relation to Allocations Policy review.

Thereafter, the Board noted the Action List.

3680. Priority Items

- (i) Confidential Item: Redacted
- (ii) Confidential Item: Redacted
- (iii) Confidential Item: Redacted
- (iv) Confidential Item: Redacted
- (v) Confidential Item: Redacted
- (vi) Confidential Item: Redacted
- (vii) Confidential Item: Redacted
- (viii) Property Management Spend 2023-24 – Advance Authorisation
The Board received Report B/5(viii)/NOV/22 from the Property Operations Manager.

The Interim Director of Strategic Assets advised that the report set out a request for advance authorisation of £1.4m to enable staff to place orders for work and components on long lead times to ensure the works programme set for 2023 started on time.

The Board approved the initial Property Management commitment for 2023-24 of £1,459,216, to allow staff to progress design and tender work in the remaining months of this financial year.

3681. Items for Noting

- (i) Health & Safety Update (Bi-annual report: April to September 2022)
The Board received Report B/6(i)/NOV/22 from the Health & Safety Advisor.

The Director of People & OD advised that the report set out progress made in respect of fire risk assessments and reports received in relation to fire alarm calls, incidents and Environmental Health issues. It was noted that work was underway to look at health and safety and improving the e-learning programme, Academy10.

A query was raised in relation to the insurance claims being made and what these referred to. The Director of People & OD advised that the majority referred to water leakages, with two relating to internal fire damage. It was noted that there were also some larger legacy claims.

In respect of the Health & Safety Policy Statement, the Director of People & OD advised that this had been delayed but was being worked on.

A query was raised in relation to access to premises and whether those refusing access would be caught up at some point. The Director of People & OD advised that if no access was gained, this was followed up other means, e.g. letters to tenants. It was noted that there had not been any cases where forced entry had been required. A request was made for information on those tenants who refused access for compliance checks to be undertaken and whether these were habitual refusals.

In respect of mandatory training, a query was raised as to whether there was any concern in respect of the low numbers of staff having undertaken this. The Director of People & OD advised that there was an issue with Academy10 which were being looked at but confirmed that any training which was a requirement for individual roles, or a legal requirement, had been undertaken by staff.

The Board noted and commented on the content of the paper.

(ii) Confidential Item: Redacted

(iii) Tenant Annual Performance Report

The Board received Report B/6(iii)/NOV/22 from the Head of Strategic Projects & Improvement.

It was noted that the report had already been reviewed by the Board but the attached Annual Report provided a look at the final published version.

The Board noted the published information provided in the Tenant Performance Report.

(iv) Confidential Item: Redacted

(v) Operational Performance Report – Q2 2022-23

The Board received Report B/6(v)/NOV/22 from the Operational Directors and Head of Strategic Projects & Improvement.

It was noted that the report was discussed as part of the Strategy Away Day the previous day.

A query was raised in respect of Page 3 of the report and the colouring of the arrows, particularly in relation to the Void Loss KPI. It was felt that this should show as green rather than red given there had been improvement made. The Head of Strategic Projects & Improvement advised that, although complicated, it was correct within the report as the result was still above target. It was suggested, however, that this could be revisited to ensure clarity.

In respect of KP39 in relation to PDP compliance, it was noted that this was only sitting at 22%. The Director of People & OD explained that this was down to a number of reasons e.g. access to the system, the style of paperwork required to be completed and the time taken to do so. She did stress, however, that the figures in the report referred to the previous year and therefore she would be looking to progress this during the next year and would be looked at as part of the People Strategy.

A query was raised in respect of aids and adaptations and the time taken to complete the works together with the length of waiting lists. The Interim Director of Strategic Assets confirmed that funding had been fully allocated and works were scheduled. She did, however, advise that she would check with the team as to why waiting lists were so long and report back to the Board. It was suggested that this could be a timing issue between application, instruction and completion.

In respect of KP20, it was noted that good progress had been made and a query raised as to how many legacy voids were left. The Director of Customer Experience advised that there were 56 voids over

13 developments which included voids of 100 days or more. From the 56, 10 had already been allocated so progress was being made although perhaps not as quickly as would be liked.

The Board reviewed the Q2 performance and determined those aspects of Bield's performance which required further explanation or attention.

(vi) Confidential Item: Redacted

(vii) Confidential Item: Redacted

(viii) Board Feedback – Events/Conferences/Training

The Chair advised that she had attended an SFHA Sustainability Conference which had been interesting. She confirmed that she would circulate a presentation provided on the day by Safe House.

The Board noted the update.

3682. Update Reports for Committees, Sub-Committees and SLWG

Nil.

3683. Policy Review

Nil

3684. Governance

(i) Confidential Item: Company Secretary Report

The Board received Report B/9(i)/NOV/22 from the Governance Manager.

A query was raised in respect of the relaxation during the pandemic of staff being able to work together, and how long this would be kept in place. The Director of People & OD advised that this would require to be reviewed as part of the Entitlements, Payments & Benefits Policy.

The Board:

- (i) approved the application for membership;**
- (ii) noted the register of legal documents; and**
- (iii) noted the use of SO10.**

(ii) Board Learning & Development Plan

The Board received Report B/9(ii)/NOV/22 from the Governance Manager.

A suggestion was made that, as part of the finance update due to take place in February 2023, that this also covered investment options and subsidiaries.

A query was raised in respect of Board e-learning and the Director of People & OD advised that this would be looked at in Q3 as part of a rolling programme.

Following discussions the previous day, it was also suggested that an 'unconscious bias test' be included in the training programme. The Chair advised that she would look at this with the Office Bearers and bring together a plan in this respect.

The Board:

- (i) noted the learning and development approach taken to date; and**
- (ii) agreed the priority areas for L&D for the remainder of 2022/23, leading into 2023/24, subject to the addition of an 'unconscious bias test' and any additions emerging through the Board Conversations for 2023.**

3685. Date of Next Meeting – Thursday 26 January 2023 (Rent Setting)

The next Board meeting was due to take place on Thursday 26 January 2023. It was noted that the Chair would not be attending the meeting in person but hoped to attend virtually. Robert Fernie would Chair the meeting in her place.

3686. Any Other Business

- (i) New Board Member
Derek Breignan wished to thank the Board and senior staff for the warm welcome he had received over the Away Days.

The Board welcomed Derek to the Board.

- (ii) Outgoing Board Member
The Chair advised that Beth McNeil, who had joined the Board in November 2021, had stood down from the Board due to her not having capacity to commit to the role. It was noted that it was hoped to increase Board numbers over the coming months.

- (iii) Committee Membership
A request was made for the numbers of Committee members be reviewed in order to increase membership of, in particular, the People & Staff Governance Committee. It was acknowledged that this required to be looked at and would be picked up at a later stage.