

Board Minutes

Name of Meeting	Board of Management	Date of Meeting	14 March 2011
Venue of Meeting	Scott Street, Motherwell	Time of Meeting	5.15 pm

1. Sederunt

B Dickie, G Dobbie, J Bowie, Cllr McInnes, J McBride, T Campbell, C Boyd, Cllr Lunny, J Dunlop, H Layden, J Gormley

The Chairman welcomed Val Shields as an observer with a view to becoming a co-optee board member.

In Attendance

T Barclay, N Owens, S MacKenzie, F MacKenzie, S MacDonald, C Sanderson (minutes)

2. Apologies

2.1 T Cameron, C Cumming

3. Declaration of Interest

3.1 None

4. Minutes of Previous Meeting

4.1 The Board approved the minutes of the meeting held on 31 January 2011, on a proposal by T Campbell, seconded by T Lunny.

5. Matters Arising

5.1 None

6. Committee Reports

6.1 Operations Committee

6.1.1 The Board noted the minutes of the Operations Committee meeting of 13 December 2010.

6.2 Finance Committee

6.2.1 The Board noted the minutes of the Finance Committee meeting of 4 November 2010 and the Management Accounts to 31 December 2010.

6.3 CVPS Board

6.3.1 The Board noted the minutes of the Clyde Valley Property Services Board Meeting of 18 November 2010.

7. **Corporate Plan 2011-2016**

7.1 Following approval of the draft Corporate Plan by the Board in November 2010, the group has been working on the compilation and finalisation of Service and Individual Activity Plans. This document was then presented to the Clyde Valley Residents Network (represented by Clyde Valley tenants and owners) where it received very positive feedback and further comment.

7.3 The next step for this document will be for the Group to work through service and individual plans and to report quarterly to the sub-committees relevant to that function.

7.4 The Board approved the Group Corporate Plan for 2011-2016 (which now includes the new CSR strategy) and agreed to delegate authority to sub committees to review progress and to receive an annual update on the Group Activity Plan for 2011/12. Approved on a proposal by C Boyd, seconded by J Dunlop.

8. **Budget 2011/12**

8.1 Each year CVG undertakes an exercise to assess what resources will be required to deliver all services within the group for the coming year and what income streams will support these activities.

8.2 The process and timescales are contained in a number of papers that are circulated to the Finance Committee and the Board throughout the exercise culminating in final approval.

8.3 The Finance Committee discussed the CVG Budget for 2011/12 at its meeting on 17 February and agreed for final approval by the Board. A copy of the Finance Paper was included for review.

8.4 G Dobbie requested the details of the IT spend which was confirmed as handheld PDA machines for the Technical Inspectors, laptops for Board Members and an upgrade of our servers to accommodate a new version of SharePoint for the Intranet.

8.5 The Board approved the Budget for 2011/12 on a proposal by C Boyd, seconded by J Dunlop.

9. **Changes to Accounting Policy on Designated Reserves**

9.1 S MacDonald presented this paper and explained that as recommended by Baker Tilly, an amendment has been made to the Accounting Policy on Designated Reserves.

9.2 The paper was discussed at the Finance Committee meeting of 17 February and agreed for final approval by the Board.

9.3 This amendment was approved on a proposal by T Campbell, seconded by H Layden.

10. Corporate Social Responsibility Strategy

10.1 Corporate Social Responsibility covers all aspects of corporate governance. It is about how we conduct our business in an ethical way, taking account of our impact economically, socially, environmentally and in terms of human rights.

10.2 N Owens presented this new paper which detailed the Clyde Valley Group's CSR Strategy. It was advised that the vision is to make a difference to our communities through a shared understanding and sense of social responsibility which will deliver a positive impact on community, environment and people.

10.3 The strategy report for 2011-2016 was included and after much discussion between the Board with some very positive feedback and encouragement, the paper was approved on a proposal by B Dickie, seconded by G Dobbie.

11. Customer Care Monitoring – Quarter 3 Results

11.1 N Owens introduced this report to detail the results from the Quarter 3 survey carried out by Research Resource. The report detailed the cumulative results up to the end of December 2010.

11.2 Overall satisfaction has remained at 96%. High levels of satisfaction were related to staff's professionalism and helpfulness; however dissatisfaction was around time taken to deal with an enquiry and having a direct contact.

11.3 Satisfaction in relation to repairs has increased from 94% to 96%, a good improvement considering the severe weather experienced in December. Satisfaction with reporting repairs has also increased to 99%. Any dissatisfaction relating to contractors will be discussed separately at contractors meetings.

11.4 Work is still ongoing to develop a complete complaints monitoring system which will link in with our current IT systems but the Customer Care Monitoring report shows an increase from 50% to 100% in acknowledging customer complaints. 67% of these customers received a further explanation of what they could do should they be unhappy with the outcome of their complaint.

11.5 Other areas for reporting that have recently been added are New Homes, Re-Lets, Repairs by Appointment and Welfare Benefits Advice. These areas will be detailed in next quarter's results.

11.6 Following some discussion on the figures in the report, G Dobbie requested that N Owens reiterate thanks to the staff on behalf of the Board for all their efforts to maintain a high level of service over this difficult quarter.

11.7 The Board noted the contents of the report and agreed to fulfill any actions resulting from further data received in the coming months.

12. The Scottish Social Housing Charter – Discussion Paper

- 12.1 In 2012 the Scottish Government will implement the first Scottish Social Housing Charter which will set outcomes and standards that all social landlords should achieve for their customers and feedback is currently being sought on the content of the document which will be submitted to Scottish Parliament at the end of 2011.
- 12.2 Some suggestions of what might be included in the Charter include
- Customer Participation: *Demonstrate a broader range of customer consultation and communication methods and consider under-represented groups.*
 - Customer Service: *Have high standards of customer service.*
 - Housing Quality: *Well maintained properties which meet the Scottish Housing Quality Standard and beyond.*
 - Repairs and Maintenance: *Appointment systems and good workmanship.*
 - Estate Management: *Well maintained estates.*
 - Allocations: *Fair and easy to understand processes.*
 - Homelessness: *Advice on housing options and good quality information.*
 - Anti-Social Behaviour: *Swift and effective action.*
 - Transparency: *How rent money is being spent e.g. publishing spend of over £500.*
- 12.3 Clyde Valley are confident that it currently meets and exceeds all of the above suggestions, with the exception of publishing spend over £500. The Association would need to consider the merits of this versus any commercial sensitivity, as well as resource implications so consideration needs to be given as to whether this should or could be published.
- 12.4 As CVG are already fulfilling these suggestions, further discussion will be held with the Leadership and Management Teams to consider other areas that might be beneficial to include rather than focus on the examples given.
- 12.5 The Board noted the contents of the report at this time and agreed to submit a response based on the above.

13. SHR Report – Beyond the Crunch, January 2011

- 13.1 The Scottish Housing Regulator, the regulatory body for Registered Social Landlords receives information on financial and other performance through various returns (notably the APSR and the 5 Year Viability Return) on an annual basis.
- 13.2 In the past 2 years the SHR has issued a number of documents which include guidance in relation to business planning, financial risk and viability. Following the paper entitled “Number Crunching” which was published in January 2011, the SHR produced a follow up paper in March 2011 entitled “Beyond the Crunch”. This paper was attached for information.
- 13.3 S MacDonald gave a summary of the findings in this report highlighting a portion of the paper relating to the emerging issues of increasing uncertainty and risk in the RSL sector. The regulator advises that they will be assessing the risks of all RSLs to determine which they will need to engage with.

- 13.4 Section 3 of the report outlines various areas of concerns which CVG has previously identified and takes cognisance of in its Business Planning and other management processes. Whilst these are outlined in the regulator's report, a separate table was included summarising these areas of concerns with a brief outline of how CVG addresses each area
- 13.5 It was noted that CVG are aware of the risks highlighted by the regulator and have planned for or put actions in place to manage and monitor any risks. However, this is an ongoing activity as Senior Officers continue to horizon scan for any new risks which may impact on the business and plan how to deal with these on an ongoing basis.
- 13.4 The Board noted the contents of the report.

14 Standing Items

14.1 Membership Applications

14.1.1 No applications have been received.

14.2 Section 66 Consent and Disposals

14.2.1 There were no Consents or Disposals to be approved.

14.3 Write Off Reports

14.3.1 The Association's Bad Debts & Provision for Doubtful Debts Policy sets out the framework for writing off bad debts. The CVHA Write Off Reports were included and approval to write was granted on a proposal by J Dunlop, seconded by J Gormley.

14.3.2 The CVPS Write Off Reports were included and approval to write was granted on a proposal by J Dunlop, seconded by J Gormley.

With no further business the meeting closed and the Chair thanked Members for their contribution.