

THE RIVERSIDE GROUP LIMITED

IRVINE HOUSING ASSOCIATION

Two Hundred and Tenth Meeting of the Board held at 5.30p.m. on
Tuesday 29 March 2016 at 44-46 Bank Street, Irvine

Minutes

Present: Mr A. West (In the Chair), Mr N. Alexander, Mr C. Bell, Mr G. Darroch, Miss F. Dunlop, Mrs F. Garven, Mrs W. Johnstone, Mr D. McEachran, Mrs J. Murray, Mr B. Sturgeon and Mr J. Wood

In attendance were Mrs N. Thom, Mrs D. Boyle, Mrs M. Hutchinson, Mr D. Thompson and Mr P. McGregor (Tenant Scrutiny Panel Observer)

Apologies for Absence

Apologies for absence were received from Miss K. Osborne.

Declarations of Interests

Mr G. Darroch declared an interest in the papers relating to his Membership Application and his potential Board Membership.

1. **Preliminaries**

The Chairman welcomed Mr G. Darroch and Mr P. McGregor to the meeting. Mr McGregor was attending the meeting as an observer for the Tenant Scrutiny Panel.

2. **Membership of the Association**

Mr G. Darroch and Mr P. McGregor left the room for the discussion of the next 2 items.

Mrs D. Boyle advised that Mr Darroch's membership application satisfied the criteria as set out in the Membership Policy and recommended that Board approve Mr Darroch's application.

After consideration, the Board:

- a) approved the Membership Application from Mr G. Darroch.
- b) authorised the Interim Managing Director / Secretary to issue a share certificate and a copy of the Rules of the Association to Mr Darroch and enter his details on the Membership Register.

3. **Board Membership**

Mrs D. Boyle advised that, if approved, Mr G. Darroch and Mrs A. Robertson would join the Board filling casual vacancies until the Annual General Meeting in August 2016 where they would stand for formal election to the Board by the membership.

Following consideration of the applications, the Board thereafter agreed, in accordance with Rule 41, to appoint Mr G. Darroch and Mrs A. Robertson to fill casual vacancies on the Board until the next Annual General Meeting.

4. **Minutes of the Last Meeting held on 28 January 2016**

Mr G. Darroch and Mr P. McGregor re-joined the Meeting.

The minutes of the meeting held on 28 January 2016 were approved and signed. It was agreed that a brief paragraph summarising the Board's discussion on the budget and the financial plan be produced for the copy of minutes which would be made available on the website.

The Board also agreed to redact part of paragraphs 1 and 2 of Min.3.b)).

5. **Matters Arising from the Previous Minutes**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

b) Committee Minutes & Policies (Min.3.b))

Mrs Thom advised that the 2 owners who were defending the Association's recovery action against them for outstanding factoring charges were due to appear in court on 29 April 2016.

Mrs Thom was also due to attend a hearing of the Homeowners Panel the next day in order for the Panel to decide on the Association's right to charge owners for this service.

The Board advised that a meeting of the owners had taken place in Pennyburn on Sunday 27 March 2016 and enquired if an Association representative had been invited to this meeting. Mrs Thom confirmed that an invitation had not been received.

c) 2016/17 Budget and Long Term Financial Plan (Min.6)

Mrs M. Hutchinson referred to the FRS 102 and advised that interest charges were yet to be finalised. Once these charges were known, Board would be made aware of any significant changes to the 2016/17 Budget and Long Term Financial Plan.

d) Managing Director Secondment (Min.7)

In response to a query from Board, Mrs Thom advised that the Scottish Housing Regulator had been advised of the Board's decision via the SHR Portal.

e) Performance Management (Min.8)

The Board requested that the wording of future minutes reflect how many of the KPI's were on target and what actions were being taken to address the KPI's which were not. This would provide more meaningful information to persons reading the minutes who were not in attendance at Board Meetings were these matters were discussed in detail. Mrs Thom undertook to ensure future minutes were more reflective of discussions.

f) Scotland Growth Strategy (Min.9.a))

[REDACTED]

g) Eyedent Group (Min.10.c)

[REDACTED]

The Board discussed the matter in detail and agreed that further participation in the Group no longer met with the Association's objectives and therefore Officials should seek to withdraw from the Group. The Board also agreed that the Association should continue to support the Annual Housing Conference which the Eyedent Group arranged or any sharing of services initiatives, if invited to participate.

6. **Committee Minutes & Policies**

Mr J. Wood referred to Group's Housing Services Committee Meeting Minutes and highlighted that Group had now received Trusted Partner Status which meant that the Association could request direct rent payments from the Department of Work and Pensions for vulnerable tenants who received Universal Credit if there was concern over them paying their rent.

[REDACTED]

The Chairman requested that the presentation given by Grayling at the recent Scotland Committee Meeting be circulated to Board Members for information.

The Board thereafter noted the draft minutes of the:

- a) Group Housing Services Committee Meeting held on 4 February 2016.
- b) Governance and Staffing Committee Meeting held on 17 February 2016.
- c) Group Scotland Committee Meeting held on 4 March 2016.

7. **Board Learning and Development Plan**

Mrs N. Thom advised that the proposed Board Learning and Development had been considered alongside Succession Planning, and the impact on Board's collective skills and knowledge following the Annual General Meeting when certain Board Members were due to retire, by the Governance and Staffing Committee at its recent Meeting.

The Board thereafter agreed the proposed Board Learning and Development Plan for 2016/17.

8. **Corporate Plan Monitor**

Mrs N. Thom advised that the Implementation Plan had been created in order to deliver the objectives of Riverside's Corporate Plan over the next 18 months pending creation of a new Corporate Plan. The monitoring report gave an update on progress made on actions identified in the Implementation Plan.

The Board reviewed and noted the content of the Implementation Plan Monitoring Report and the Corporate Risk Map.

9. **Performance Management**

Mr D. Thompson stated that he was reasonably confident that the Association would achieve all of its targets by year end. Achieving the rent arrears and the first time fix KPIs, however, required constant focus.

Mr Thompson reported that staff continued to work additional hours, including weekend working, in order to seek to achieve the 1.89% rent arrears target. The timing of when end of March housing benefit payments were posted also, could have an impact on this target.

The achievement of the first time fix target was dependent on the resolution of issues with the Association's contractor Mitie's, reporting interface. Mr Thompson advised that officials were working with Mitie to resolve this issue and was confident this could be done by year end.

The Board raised an individual concern regarding the gas servicing contractor appointments. Mrs N. Thom advised that, as this was an operational issue, a member of staff would make contact outwith the meeting in order to investigate this issue.

[REDACTED]

[REDACTED]

[REDACTED]

Mrs Hutchinson advised that savings overall were forecast which meant that the Association would achieve a surplus greater than anticipated by year end. The Board commented that achieving a surplus greater than what had been budgeted was to be commended, given the current difficult operating environment.

Mrs Thom stated that the Cash Collection Dashboards continued to be a useful tool for staff to use in order to drill down for further reporting information.

The Board thereafter:

- a) noted the Association's performance against the Group's Top Ten KPI's and Local Targets;
- b) noted the Association's performance against the current Monthly Performance Review Report and the Analyse by Division report;
- c) reviewed the Association's compliance with the funder's financial covenants.
- d) Noted the Group's and the Association's Cash Collection Dashboards.

9. **Information Items**

The Board noted the following items:

- a) Managing Director's Report

The Board noted the Managing Director's Report and Mrs Thom's TOM update.

A discussion followed on the need to support tenants to move towards the digitalisation of services. Mrs Thom advised of the provision of IT suites within the communities, however, also

recognised that vulnerable tenants would require assistance and training in order to utilise digital services. The Board noted that it was hoped that the implementation of TOM would free up staff resources which would allow them to support vulnerable customers through these transitions should they need it.

b) PR & Networking

The Board noted the PR & Networking Report

10. **Any Other Business**

a) Board Induction Pack

Mrs D. Boyle advised that as part of the Board Learning and Development Plan, the Board Induction pack's produced for new Board Members last year, was issued to all Board Members as a reference document.

11. **Date of Next Meeting**

Board Meeting – 5.30 p.m. on Tuesday 17 May 2016, 44-46 Bank Street, Irvine.

N. Thom
Interim Secretary
30 March 2016
NT/db

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This section of text will be subject to redaction prior to the publication of minutes on the website.