

MINUTES OF BOARD OF MANAGEMENT MEETING HELD ON TUESDAY 17 September 2019 IN GRIERSON HOUSE, DUMFRIES

Members present: Bill Robertson (Chairman), Maureen Dowden, John Henderson, Heather Macnaughton, John McCraw and George Thorley.

In attendance: Alex McGuire (Interim Chief Executive Officer), Martin Armstrong (CEO, Wheatley Group), Jayne Moore (Director of housing Services), Jim Preston (Interim Director of Investment & Regeneration) Andy Ashcroft (Interim Director of Repairs), Eilidh Mowat (Company Secretary), Christopher Watt (Head of Corporate Business), Andrea Paterson (Indigo House Group) and Lorna Shaw (Research Resource).

1. Appointment of Chair

Bill Robertson left the meeting

The Company Secretary gave a report. The Board **NOTED** that only one application has been received for the position of Chairman of DGHP's Board of Management; and **AGREED** to appoint the sole applicant, Bill Robertson as Chairman of DGHP's Board of Management to serve until the AGM in 2020.

Bill Robertson re-joined the meeting

2. Appointment of Vice Chair

John Henderson left the meeting

The Company Secretary gave a report. The Board **NOTED** that only one application has been received for the position of Vice-Chairman of DGHP's Board of Management; and **AGREED** to appoint the sole applicant, John Henderson as Vice-Chairman of DGHP's Board of Management to serve until the AGM in 2020.

John Henderson re-joined the meeting

3. Statement of Conflict of Interest

Bill Robertson in respect of Item 1 and John Henderson in respect of Item 2.

4. Apologies for absence

Irene Clark

5. Minutes of Board of Management of 21 August 2019

The Board **APPROVED** Minutes of Board of Management meeting of 21 August 2019 subject to insertion in Item 4, paragraph 2 an additional sentence to read as follows: 'The Board agreed to align with the Wheatley Group approach of annual surveys.'

6. Board Action Tracker & matters arising

The Board agreed any actions complete from the previous meeting can be removed from the tracker.

7. Tenant Satisfaction Survey

Lorna Shaw, Research Resource gave a presentation on the results of the Tenant Satisfaction Survey, outlining the aims, the process and the positive key findings. The Board acknowledged the generally positive results. However, the Board discussed the areas of satisfaction that were lower, eg the consistently poorer results in the Nithsdale area and discussed the need to ensure that we develop a sustainability model to enable us to understand geography, needs etc. The Board thought that the positive results may be reflective of DGHP's loyal tenant base. The Board acknowledged that as the partnership progresses and we raise tenant expectations, the satisfaction results may dip or level off. The Board agreed that they would like to see more detailed analysis of the leaving and satisfaction rates depending on demographics and any particular patterns relating to age and length of tenancy.

8. Chief Executive Report

The Interim CEO updated the Board on a number of matters as follows:

The Board were advised of a notifiable event in respect of land purchased by DGHP in March 2018 from Buccleuch Estates and a breach of the grant conditions. The land was purchased on the premise that we would build 112 units. It has become apparent that we did not obtain a proper valuation from the District Valuer, which is a breach of the grant conditions and a notifiable event to the Scottish Housing Regulator. There are various other difficulties with the site, including access roads which will have to be built and strips of land that we may have to negotiate with third parties to allow us the required access. The Board noted that the Executive team are looking into solutions and a further report will be brought back with detail.

The interim CEO had met with the CEO of Dumfries and Galloway Council and discussions had been positive around the proposed partnership. The interim CEO and the Vice-Chair had also attended the community planning partnership meeting.

John Henderson left the meeting

The Chair of the Audit Committee updated the Board on the outcome of the investigation into the grievance against the interim Chief Executive and the interim Director of Investment and Regeneration. The Board noted that advice had been obtained from Harper McLeod throughout the process. If an appeal is lodged, the advice is that the appeal should be heard by the Vice-Chairman. The Board agreed that approach.

John Henderson joined the meeting

The Board noted that the advert for DGHP's managing director had now been placed with Inside Housing through our recruitment agents, Dixon Walters. The Board noted the terms of the advert and had a discussion about reporting lines, noting that the Intra Group Agreement between DGHP and Wheatley Group will clearly set out and regulate the relationship between the two. The Intra group agreement will be brought to board for scrutiny and approval.

9. Proposed Wheatley Group Partnership Update including partnership business case and outline repairs business case

The Board noted that the partnership plans are progressing smoothly. Andrea Paterson (Indigo House) gave a presentation on the outline repairs business case. The Board noted that it is a work in progress and a further, more detailed business case will be brought back. The Board discussed the TUPE of staff, the IT solution and whether any pension implications of TUPE had been considered. The Board also requested contingency planning to be included in the business case, in the event that the partnership did not proceed. The Board requested that recharges for repairs be included in the full business case.

APPROVED the draft Partnership Business Case at Appendix 1 to this report, noting that this may be adjusted as necessary to reflect outputs from the Stock Condition Survey (SCS), lenders' discussions, repairs service business case and feedback from tenants during the formal partnership consultation process; and **NOTED** the outline business case for the new Repairs Service and that a full business case will be prepared for approval at the November Board meeting.

10. Tenant Engagement Structure

The Director of Housing Services gave a report. The Board agreed it was an excellent report and would enable the organisation to begin the work with the Tenant Voice and review as it evolves. The Board **AGREED** the draft terms of reference for the Tenant Voice; and **AGREED** to commence recruiting to the Tenant Voice in early 2020.

11. Policy Update Report

The Board discussed the Health and Safety Policy particularly, requesting a report to come back to the Board on Health and Safety responsibilities and advice on how the Health and Safety responsibilities should be managed. It was noted that a quarterly detailed report on Health and Safety will be brought which will report in from the Health and Safety committee.

The Board APPROVED the updated IT Disaster Recovery Policy; APPROVED the updated IT Security and Acceptable Use Policy; APPROVED the updated Land Disposal Policy; APPROVED the new CCTV Policy; APPROVED the updated Health and Safety Policy; and APPROVED the updated Attendance Support Policy.

12. Tenancy Debt Write off

The Board **AUTHORISED** the write off of tenancy related debt totalling £166,254.21.

13. Performance Report to end of July 2019

The Board **NOTED** the content of the Performance Information Pack.

14. Strategic Risk Map

The Board **APPROVED** the Strategic Risk Map and Heat Map. The Board agreed that a workshop should be arranged for Board training on risk and for the Board to consider the risk appetite.

15. Governance Improvement Plan

The Board agreed good progress had been made on this but agreed it must continue to be monitored. The Board **NOTED** the progress of the actions within the Governance Improvement Plan.

16. Draft Minutes of Audit committee of 21 August 2019

The Board **NOTED** the draft Minutes of Audit committee of 21 August 2019.

SIGNED:

DATE: