



## **DUNEDIN CANMORE HOUSING LIMITED**

### **MEETING OF BOARD OF DIRECTORS**

**Via Videoconference**

**on 25 March 2021**

**Present:** Mary Mulligan, Ruth Kynoch, Anne McGovern and Bryan Pitbladdo

**In Attendance:** Steven Henderson (Group Director of Finance), Hazel Young (Managing Director, Dunedin Canmore), Morgan Kingston (Finance Manager), Alex Lamb (Head of Housing) and Stephen Wright (Deputy Group Company Secretary) and in part Nicola McQuiston (Letting and Homelessness Lead), Jennifer Anderson (Group Protection Liaison Manager), Emma Thomson (Head of Care – East (Wheatley Care)) and Helen Berry (Head of Assurance)

#### **1. Apologies of absence**

Apologies for absence were received from Jill Cronin. It was noted that we are continuing to operate with a dual approach to Board meetings due to the ongoing Coronavirus pandemic, with non-attending Board members having attended a non-minuted meeting earlier in the day.

#### **2. Declarations of Interest**

The Board noted the standing declarations of interest. There were no new declarations of interest.

#### **3. Minute of Meeting held on 11 February 2021 and Matters Arising**

**Decided: The Board approved the minute of 11 February 2021.**

#### **4. Business update**

The Board received an update on our response to the impact of the Coronavirus pandemic on our services, customers and communities. The Board considered the update and the plans to re-mobilise our services when restrictions allow. The Board considered the impact of the pandemic on staff and customers and considered the ways in which we are supporting both including our approaches to: health and safety, flexible working, and repairs.

The Board was provided with an update on our pre-1919 strategy and the acquisition of 5 properties from the City of Edinburgh Council at Lower Granton Road.

**Decided: The Board noted the update.**

**5. 2021/22 UK and Scottish Government Budget update**

The Board received an update on the 2021/22 UK and Scottish Government Budget announcements and the implications for Dunedin Canmore. The Board considered the contents of the report including: extension of the Coronavirus job retention scheme, Universal Credit and Working Tax Credit, taxation, UK-wide Levelling Up Fund.

**Decided: The Board noted the contents of this paper.**

**6. Housing First update (presentation only)**

The Board received a presentation covering: our overall commitment to Housing First; the national and local picture; our contribution to date; tenancy sustainment levels; and our planned next steps. The Board welcomed the presentation and the Housing First approach which aims to provide people experiencing homelessness with a safe home and network of support to help sustain their tenancy.

**Decided: The Board noted the contents of the presentation.**

**7. Shared accommodation re-provisioning model (presentation only)**

The Board received a presentation on the reconfiguration plans for shared living services. The Board noted the background to the re-provisioning exercise, which sought to reconfigure the care model from group living to individual tenancies following feedback from: customers, Care Inspectorate, commissioners. The Board considered the impact of the re-provisioning on customers including the new opportunities and onward destinations that were being provided.

**Decided: The Board noted the contents of the presentation.**

**8. 2021 Customer Satisfaction Surveys**

The Board received a report on the proposed approach to undertaking our customer survey in mid/late Summer 2021. It was noted in particular that there had been a number of recent developments as a consequence of the coronavirus pandemic such as the increase in restrictions from January 2021 which had impacted on our services; vaccinations programme; roadmap towards significant easing of restrictions by the summer. The Board noted that conducting the survey in mid/late Summer would mean that customers would be benefitting from eased restrictions and there would be greater clarity and certainty over how we either already have or plan to remobilise services.

**Decided: The Board agreed the proposed approach to our customer survey for 2021/22.**

## **9. Approach to complaints handling**

The Board received a report on the new model complaint handling procedures published by the Scottish Public Sector Ombudsman. The Board was informed about the plans we had to implement the key changes, including the roll out of mandatory training for staff, changes required to performance indicators and IT system.

The Board considered the proposed approach and discussed the importance of offering customers a quick and satisfactory resolution. The Board also welcomed the shift in emphasis towards customer insight which would help us to further enhance customer experience.

**Decided: The Board**

- 1) Noted the new SPSO guidance is mandatory from April 2021 and the plans in place to implement the guidance in GHA; and**
- 2) Noted we plan to adopt all 6 of the SPSO performance measures.**

## **10. Group protection update (presentation only)**

The Board received a presentation with an update on each of the streams in our group protection framework. The Board welcomed the report and the unique support provided by the Group Protection Team. The Board also considered the importance of ensuring we have support in place for staff working in the Team.

**Decided: The Board noted the contents of the presentation.**

## **11. a) 2021/22 Budget**

The Board received a detailed report on the 2021/22 budget which had been developed following the approval of the five-year financial projections in February. The Board reviewed the budget including: operating surplus, net rental income, running costs and investment expenditure.

**Decided: The Board approved the draft 2021/22 budget.**

### **b) Finance report for the period to 28 February 2021**

The Board received the management accounts for the period to 28 February 2021. The Board scrutinised the management accounts noting the statutory surplus of £7,656k to the end of period 11 and the variances against the budget.

The Board was provided with an update on the re-structuring of our loan portfolio through which we would replace higher fixed rate borrowing with lower variable rate borrowing. The Board welcomed the funding re-structure and the benefit that this would have for our tenants.

**Decided: The Board**

- 1) Noted the management accounts for the period to 28 February 2021; and
- 2) Approved the Amendment letter, Officers Certificate and minute relating to the dissolution of Cube Housing Association provided in Appendix 2.

**12. a) Assurance update**

The Board received a report with an update on the 2020/21 internal audit plan. The Board considered the report and the findings of the internal audit reviews that had been carried out in relation to: gas safety; PPE Health and Safety; Fire Safety; Arrears Management, NETs PPE; Wheatley Foundation.

**Decided: The Board noted the contents of the report.**

**b) Internal Audit Approach and Plan 2020/21**

This Board received the report which provided an update on the Internal Audit approach within the Group's new operating model, and the approved internal audit plan for period to May 2021. The Board discussed the report and noted that this took account of guidance and improvement documents from across the internal audit sector.

**Decided: The Board noted the contents of the report.**

**13. Wheatley Solutions Services Agreement**

The Board received a report on a new services agreement to be entered into with Wheatley Solutions, through which we could draw on a range of business and support services. The Board considered the revised Services Agreement and Business Excellence Framework noting that these would provide a platform for refining and strengthening our relationship with Wheatley Solutions as well as our regulatory compliance position. The Board also welcomed the new form of reporting template.

**Decided: The Board**

- 1) provided feedback on and agreed to enter into the Services Agreement and Business Excellence Framework with Wheatley Solutions; and
- 2) Designated the Managing Director as an Authorised Signatory to execute the Services Agreement.

**14. AOCB**

There was no other competent business.

**I certify that the above minute has been approved as a true and accurate reflection of the proceedings.**

**Signed:** \_\_\_\_\_

**Chair**