



## DUNEDIN CANMORE HOUSING LIMITED

### MEETING OF BOARD OF DIRECTORS

Via Videoconference

on Thursday 28 May 2020 at 14.00

Present: Mary Mulligan, Jill Cronin, Anne McGovern, Bryan Pitbladdo and Ruth Kynoch.

In Attendance: Anthony Alison (Director of Governance) , Elaine Melrose (Group Director of Resources), Hazel Young ( Managing Director, Dunedin Canmore), Morgan Kingston (Finance Manager)

#### 1. Apologies of absence

There were no apologies for absence. It was noted that non-attending members had all received the papers and given the opportunity to provide feedback on the papers.

#### 2. Declarations of Interest

The Board noted the standing declarations of interest.

#### 3. Minute of Meeting held on 6<sup>th</sup> February 2020 and Matters Arising

**Decided: The Board approved the minute of 6<sup>th</sup> February 2020.**

#### 4. Business update

The Board received an update on our response to the impact of the current Coronavirus crisis on the business, our customers and communities. It was explained that Eatwell has been a particular focus of our response and that a key impact to date has been on our income.

The Board discussed the support we are offering in relation to homelessness and the next steps for those properties provided. It was explained that the focus will be on what achieves the best outcome for the tenant, which may be conversion to a permanent tenancy.

The Board discussed the impact on gas safety visits. It was explained that gas safety remains a key priority and the Board were provided an update on the number of expired certificates. It was confirmed our approach will evolve in line with the government guidance, including potentially forced access if necessary.

The Board discussed the impact on Dunedin Harbour and an update was provided on how the service is being managed.

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

## 5. Framework for start-up and renewal of activity

The Board received an update on the framework for the start up and renewal of activity in a managed, phased way across our key business areas.

The Board discussed the movement through the phases of the renewal and how they could revert back in the event of lockdown being restored.

The Board discussed how we are engaging and supporting staff as they have had to rapidly adapt to the new operating models. It was confirmed that we are engaging through a combination of line managers as well as developing a structured survey to formally seek staff's feedback. It was explained that the survey will also cover staff currently on furlough.

The Board discussed the potential structural changes to the way we operate and embed the positive elements of the home working as well as respond to the challenges.

**Decided: The Board noted the proposals set out in this paper in principle, subject to the timing of their implementation and any adjustments necessary to ensure ongoing compliance with Scottish Government legislation and guidance.**

## 6. Annual Return on the Charter and year end results 2019/20

The Board strongly welcomed the performance for the year and in particular the increase in tenant satisfaction.

The Board discussed how we maintain our strong performance, particularly within the context of the impact Covid 19 will have on the current year. It was explained that a key challenge will be in relation to engagement, where face to face engagement has played a strong role in our stronger performance.

The Board recognised the significant efforts from staff over the year in delivering the strong performance.

**Decided: The Board:**

- 1) Approved the draft 2019/20 Charter results;**
- 2) Delegated authority to the Group Director of Housing and Care to sign off any non-material changes to the results which may be required prior to submission; and**
- 3) Delegated authority to the Group Director of Housing and Care to sign off the Charter and ESSH submissions on behalf of DCH.**

## **7. Finance report**

The Board received a summary of financial performance for the year to date, yearend performance for 2019/20 and the 2020/21 budget. The Board were updated on the variances arising from the Covid 19 impact on repairs and investment work.

The Board discussed performance and the impact in future, in particular for the rent setting process for 2021/22. It was confirmed an updated business plan would be presented to the next meeting.

The Board discussed the financial implications of the delay to our development activity and the associated loss of rental income relative to our assumptions. It was explained the updated business plan will set this out in greater detail.

The Board sought confirmation there were no material risks to covenant compliance at this stage. It was confirmed we expected to meet all covenants.

### **Decided: The Board**

- 1) noted the management accounts for the period to 30 April 2020 and the full year to 31 March 2020; and**
- 2) approved the proposed 2020/21 Budget.**

## **8. Alertacall**

The details of the pilot of Alertacall was set out, including the feedback of the system to date within the Group and how this could inform a future Livingwell model.

The Board recognised the potential for Alertacall to alleviate social isolation and vulnerability.

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

## **9. Governance update**

The Board received an update on a range of governance matters. In particular, the proposed changes to the constitution were set out in detail.

The Board discussed the proposed changes to the classes of membership and emphasised the need to communicate the changes in an appropriate way.

The Board considered the programme, our development footprint and our appraisal criteria. It was noted the programme was a rolling 5 year programme.

**Decided: The Board:**

- 1) Approved the proposed changes to our Rules and delegate authority to the Secretary to call a Special General Meeting**
- 2) Noted the use of the urgent actions provisions in the Group Standing Orders on 20 March 2020 and 23 March 2020**
- 3) Noted the amendments to the Group Standing Orders;**
- 4) Approved our application for a consumer credit licence;**
- 5) Agreed an additional meeting on Thursday 9th July; and**
- 6) Noted the progress with the Barony Transfer of Engagement.**

**10. AOCB**

There was no other competent business.