



DUNEDIN CANMORE HOUSING LIMITED

MEETING OF BOARD OF DIRECTORS

New Mart Road, Edinburgh

At 17.00 on 19 August 2021

Present: Mary Mulligan, Mark Keane, Helen Howden, Bryan Pitbladdo and Jill Cronin.

In Attendance: Hazel Young (Managing Director, Dunedin Canmore), Stephen Wright (Deputy Group Company Secretary), Alex Lamb (Head of Housing) and Morgan Kingston (Finance Manager).

1. Apologies of absence

Apologies for absence were received from Anne McGovern and Ruth Kynoch. 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 had the opportunity to meet with the Chair in advance to provide feedback.

2. Declarations of Interest

The Board noted the standing declarations of interest. No new declarations of interest were made.

3. Minute of Meeting held on 27 May 2021 and Matters Arising

Decided: The Board approved the minute of 27 May 2021.

4. Business and remobilisation update

The Board received an update on the current business and remobilisation position, and considered proposed consultation with our customers on changes to our new operating model.

The Board welcomed the update and in particular the proposed new Customer First Centre. It was explained that we anticipate resolving up to 95% of customer queries at the point of contact by basing housing experts in the centre, which will also free up housing officers to spend more time in their patches dealing with complex cases and supporting the most vulnerable customers.

The Board discussed the impact of the pandemic and the past 18 months on our employees' health and wellbeing. The Board also considered the importance of continuing to support staff, even as restrictions being to ease.

Decided: The Board

- 1) **Noted the progress made towards fully remobilising services across the business; and**
- 2) **Approved consultation with our customers for the new blended operating model.**

5. Stronger Voices, Stronger Communities

The Board received an update on the implementation of the engagement framework, which supports the ambition in our strategy to transform our engagement approach and shift the balance of power towards customers.

The Board welcomed the report and in particular the neighbourhood walkabouts with customers which would allow them to identify any issues and improvements which can either be resolved or taken forward in an improvement programme.

The Board also discussed the proposed repairs focus groups and the proposed development of the MyCommunity app, noting that this would sit well alongside a repairs app.

Decided: The Board noted the programme of planned and completed engagement activity to date in 2021/22.

6. Anti-Social Behaviour Framework 2021-2026

The Board received a report our new Group Anti-Social Behaviour Framework which supports the ambition in ***YourHome, Your Community, Your Future*** to create calm and peaceful communities where people are proud to live. The Board considered the framework, the role of the Community Improvement Partnership Team and how we were able to support our tenants and communities.

Decided: The Board adopted the Group Anti-Social Behaviour Framework.

7. a) 2020/21 Financial Statements

The Board received the 2020/21 financial statements which had been reviewed by the Wheatley Group Audit Committee and recommended for approval at its meeting on 4 August 2021.

The Board scrutinised the financial statements and noted the unqualified opinion from our external auditors, KPMG. In approving the financial statements, the Board agreed that these would be reviewed for consistency of terminology, to capture all intra-group directorships and reflect the business planning approval process.

Decided: The Board

- 1) Approved the 2020/21 financial statements;**
- 2) Confirmed the preparation of the financial statements using the going concern basis;**
- 3) Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4) Approved the letter of representation from the auditors, and noted the related letter of comfort from the Chief Executive.**

b) Internal Audit Report and Opinion 2020/21

The Board received a report on the Internal Audit Report and Opinion for 2020/21; results of the assurance work completed in quarter 4 of 2020/21; and the rolling 3-month Internal Audit Plan for 2021/22.

The Board considered the report and noted the internal audit opinion and that, based on the Group-wide work undertaken in 2020/21 a substantial level of assurance could be given that there was a sound system of internal control, designed to support achievement of relevant organisational objectives. The Board noted that some weaknesses in the design and or consistent application of controls existed but that management had agreed to improvements which would be monitored through the Group Audit Committee.

Decided: The Board noted the contents of the report.

8. Finance report

The Board was provided with an overview of the management accounts for the period to 30 June 2021 including the latest forecast for 2021/22; and an update on the SHAPS pension valuation at 30 September 2020.

The Board discussed financial performance in relation to new build development and noted that a new build update would be presented at the November meeting.

Decided: The Board

- 1) Noted the management accounts for the year period to 30 June 2021 at Appendix 1; and**
- 2) Noted the SHAPS pension update.**

9. Delivery Plan 2021-22 Quarter 1

The Board received an update on our performance measures and projects in the performance framework and strategy for the first quarter. The Board scrutinised performance and the results for the period.

Decided: The Board noted the report.

10. Governance update

The Board received a report on the: Annual General Meeting arrangement; the Secretary's Report under the Rules; succession planning and board appraisals; and meeting calendar for 2022.

Decided: The Board

- 1) Instructed the Secretary to call the Annual General Meeting for 23 September 2021;**
- 2) Agreed to reschedule the November meeting to Thursday 11th November;**
- 3) Noted the Secretary's report under Rule 68;**
- 4) Noted the Board's appraisal feedback;**
- 5) Approved the updated Board 3-year succession plan;**
- 6) Noted the appointment of Mary Mulligan as Chair and Wheatley Appointee;**
- 7) Recommended Mark Keane, Ruth Kynoch and Jane Menzies for re-appointment;**
- 8) Noted the schedule of meetings for 2022; and**
- 9) Approved the new membership application.**

11. 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

Actions		
Item	Action	Status
8	New Build update to be provided at November meeting	Planned for November