

MINUTES OF MEETING NO. 672
QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT
HELD ON TUESDAY 29 NOVEMBER 2022 AT 6.00 P.M. via ZOOM

Andrew Burns, Ian Elrick, Margaret Glass, Sadie Gordon, David Horner, John McIntyre, Matthew Millar, Anne Ramsey.

Shona Stephen (Chief Executive), Neil Manley (Director of Finance & Corporate Support), Rona Anderson (Director of Property, Enterprise & Regeneration), Donalda Hogg (Head of Business Services), Elizabeth Hood (Depute Director of Neighbourhood Services), Louise Smith (Director of Neighbourhood Services), Fiona Smith (Executive Office Manager), Adele Drennan (Governance Officer - Minutes), Niall McKinnon (Head of Development – item 4.4 only).

ACTION

1.0 Welcome and Apologies

1.1 The Chair welcomed everyone to the meeting.

Apologies from Bronwyn Wyper.

2.0 Virtual Housekeeping

2.1 Noted.

3.0 Declarations of Interest

3.1 There were no new declarations.

4.0 Q2 Performance Reports

4.1 The purpose of this report is to provide the Board of Management with performance information for the second quarter of the financial year 2022-23. This report covers key areas of performance, including the introduction of the new Hamiltonhill Progress Report, for Q2 and were applicable as of 30 September 2022:

- KPIs (Appendix 4.1)
- Resident Scrutiny Update
- Strategic Risk Register (Appendix 4.2)
- Management Accounts (Appendix 4.3)
- Hamiltonhill Progress Report (Appendix 4.4)

4.2 KPIs (Appendix 4.1)

4.2.1 Appendix 4.1 showed our current performance against KPIs for 2022-23 for Q2 and for the full year's data. There are eighteen quarterly KPIs reported and one annual indicator, making 19 KPIs in total for the reporting year. The Board noted areas where performance could be improved.

- CS 1: Staff sickness absence
- FIN 3: Expenditure (budget to variance)
- HSG 1: Average property re-let time
- MT 5: Tenant satisfaction with the repairs service
- INV 2: Actual spend as % of budget profile

4.3 Strategic Risk Register (Appendix 4.2)

4.3.1 The Executive Team continue to review the strategic risk register (Appendix 4.2) on a quarterly basis. Neil confirmed that a number of new risks had been added since the last meeting in relation to rent controls, increases in utility and energy costs, and

association membership following removal of the operational boundary, and highlighted the controls in place to mitigate each of the risks.

4.4 Management Accounts (Appendix 4.3)

4.4.1 The purpose of this report was to update the board on the quarterly financial information for the Association up to the end of Q2, the period to 30 September 2022.

4.4.2 Appendix 1 showed a £1,278,744 surplus against year-to-date budgeted forecast of £829,909 (a £444,835 favourable variance to the budget target). The board noted that the income variance was £408,304 or 3.16% below the set budget target but within the KPI tolerance at this point of the year. This was driven in part by a non-cash grant write variance of £250k and an adverse void position (£100k) which was detailed at section 3.1 of the report.

4.5 Hamiltonhill Progress Report

4.5.1 The purpose of this report was for the board to note the progress in relation to the Hamiltonhill regeneration projects, in particular the Green Infrastructure and the Phase 1 housing, as at 30 September 2022. Niall McKinnon, Head of Development, was in attendance to speak to the report. He provided a brief verbal summary and shared his screen to present images of the phase 1 development and the community park sites. As this was the first HH progress report, he welcomed feedback from members as to how the new template could be improved for future reporting.

4.5.2 The board thanked Niall for his report and, in response to feedback, it was agreed to change the word “actual” in the cost table, to “anticipated” as this was to show projected figures.

Niall

Niall left the meeting at 6.40pm.

5.0 ARC Peer Review 2021/22

5.1 The purpose of this presentation was to report some of the key information reported to the SHR in the Annual Return on the Charter. It outlined our performance against a selected group of housing associations which were similar to Queens Cross in terms of size, stock type, and location.

5.2 The CEO delivered a presentation which set out the main areas for comparison which were: staff absence, lettings, rental income, repairs and customer service and satisfaction. The board reviewed each slide.

6.0 Tenant Participation Strategy 2022-25 Year 1 Progress Report

6.1 The purpose of this report was to update the board on progress made during year 1 of the TP Action plan, and to note the priorities for the year ahead.

6.2 A Progress Report on the Tenant Participation Action Plan was attached as Appendix 1. The Depute Director advised that, as Covid restrictions remained in place up until Spring 2022, this continued to have a substantial impact on our engagement activities. The Tenant Participation Working Group (TPWG) continues to meet on a monthly basis and has a strategic overview on all customer engagement activities across the Association. A brief summary of year 1 activity was set out at sections 3 of the report and included updates in relation to the Customer Engagement Officer, the Engage, Influence & Change Programme, CIGs, RTFs, the Young People’s Panel, the Nurture our Neighbourhoods campaign, Opportunities to get Involved events, Café Conversations, Rent Consultation and developing technology.

6.3 The table at section 4.2 of the report set out the priorities which had been identified for year 2, together with timescales for completion. It is hoped that our ongoing efforts to increase tenant participation will be reflected in the 2023 ARC return.

6.4 There were no questions or comments, and the board noted the report.

7.0 2023/24 Meeting Schedule

7.1 The purpose of this report was to present the schedule of meetings for the period January 2023 until March 2024 (Appendix 1) to the board for approval.

7.2 The meeting schedule is put in place to ensure that all members are given the opportunity to plan and attend meetings. Members of the ET and subsidiary boards had been consulted to ensure that deadlines for all meetings were realistic and achievable.

7.3 The Board:

- a) Approved the meeting schedule (Appendix 1) that covers the period 1 April 2023 until 31 March 2024.
- b) Confirmed its preferred date for the winter business planning event was 1st December 2023.
- c) Noted that the subsidiary boards had approved their meeting dates for 2023/24 and that any changes to the schedule will require the approval of the HA (Parent) Board.

8.0 Health and Safety

8.1 This is an opportunity to report on safety performance, funding requirements, safety failures and any other H&S related issues, to allow the board to give all such issues due consideration.

8.2 There were no matters to report.

9.0 New Membership Applications

9.1 There were no new membership applications to be considered.

10. Update from Chair of Audit Committee

10.1 The Chair of the audit committee provided a verbal update following the meeting that had taken place on 14 November.

11.0 Minute of Previous Meeting

11.1 The minute of meeting no. 671 held on 25 October 2022 was reviewed for accuracy and matters arising.

11.2 The minute was agreed as an accurate account, proposed by Anne Ramsey, and seconded by John McIntyre.

12.0 Action Tracker

12.1 There was one item on the tracker in relation to MMR. The Chair was keen that this action was not delayed any longer and suggested that it be brought to the board for discussion in early 2023. It was agreed that this would be placed on the agenda for 28 March for discussion by the board.

13.0 AOB

Shona

13.1 The CEO advised that the Governance Officer would be leaving the association in January 2023 to take up an external promoted post. The board thanked Adele for her support over the years and wished her well for the future.

14.0 Date and Time of Next Meeting

The meeting concluded at 8.05pm.

The next meeting is scheduled to take place on 31 January 2023 at the earlier time of 5pm.

I certify that the above minute has been approved as a true and accurate record of proceedings:

Chair: Date: