

Minute of meeting of River Clyde Homes' Board
held in a hybrid meeting format via Microsoft Teams on Tuesday 23rd
May 2023 at 5.30pm

	Name	Designation
Present	John Quinn (JQ) Chris Curley (CC) Gillian McLees (GMcL)* Tom Ferrier (TF) Charles Thompson (CT)* Robert Speir (RS) Graeme Brooks (GB) Stephen Black (SB) Heike Noack (HN)* Liz Taylor	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member Board Member Co-optee
Apologies	Jillian Moffat (JM) Ellis Barilli (EB)	Board Member Board Member
Others in Attendance	Richard Turnock (RT) John Wright (JW) Stevie McLachlan (SMcL) Kevin Smith (KS) Derek Ferguson (DF) Heather Mitchell (HM)* (item 6.2 only) Duncan Smith (DS)* (item 7.2 only) Stephen Lalley (SL) (observer) Joseph Quinn (JosQ) (observer) Sylvia Ward (SW) (observer) Lorna Shaw (LS)* (item 6.2 only) Dale Walmsley (DW)* (item 6.1 only) Jennifer Hodgson (JH)* (item 6.1 only) Siobhan O'Kane (SO) (* represents online attendance)	CEO Director of Group Services Director of Housing Services Director of Property Services Managing Director of HFS Senior Customer Services Manager Senior Energy and Sustainability Manager Scottish Housing Regulator Scottish Housing Regulator Scottish Housing Regulator Research Resource First Actuarial First Actuarial Minute Taker

1. Sederunt, welcome introduction and apologies

JQ welcomed all and sederunt as outlined above. The Board was advised that item 6.1 will be considered at a later point on the agenda to accommodate external consultants.

JQ noted that questions were raised and responded to in advance of the meeting and matters arising from the responses provided can be addressed during the associated agenda item.

[CC arrived]

2. Declarations of Interest (Confidential Item)

Contained in the Confidential Minute.

3.1 Minute and Confidential Minute of meeting held on 28th March 2023

The Board:

- **Approved the minutes as a true record.**

3.2 Confidential Minute of meeting held on 18th April 2023

The Board:

- **Approved the minutes as a true record.**

3.2 Action Tracker

The Board:

Action 1 – the Board was advised that an email will be circulated to provide confirmation of the key projects where Board member involvement would be beneficial and also details of those who have indicated a willingness to take part.

Action 2 – this action has been completed and can be removed from the tracker.

Audit & Risk Committee:

Confirmation was given that actions 1 and 2 have been completed and actions 3 and 4 will be completed by the next Committee meeting which will take place on 12th June.

SLOC:

The Board was advised that the first action will be completed by the next meeting of the SLOC and all other outstanding actions should be completed within identified timescales.

4. RCH Committees and HFS Minutes for Noting

The Board was advised that there are no approved minutes for consideration.

4.1 Ratification of Board and Committee Approvals

The Board:

- **Ratified the approval.**

6.2 Customer Satisfaction Survey

6.2.1 A presentation focussing on how the survey was undertaken and an overview of the results for key ARC measures was given to the Board to supplement the

report provided.

6.2.2 The Board noted that the results are positive, however, a discussion took place in relation to the face-to-face methodology used. It was suggested that going forward, consideration should be given to also using alternative engagement methods with a view to reducing our carbon footprint and taking cognisance of the preference for telephone correspondence noted by a majority of the customers.

6.2.3 The Board enquired as to whether more detail is available on the areas where customers were indifferent in their responses and confirmation was given that a follow up question was asked in those circumstances to provide insight into the reason behind those responses. The Board also enquired as to whether any of the geographical areas are less positive than others. Confirmation was given that whilst this is an entirely confidential exercise, geographical analysis has been carried out and we are in the process of reviewing this alongside all the other data the survey has provided us with to inform our plans going forward.

6.2.4 A discussion then took place in relation to Factoring satisfaction result and it was noted that whilst this has improved, a focus in this area is required. The Board was reminded of the prominence the Factoring Review has on our Corporate Plan and that Arneil Johnston have been engaged to undertake a root and branch review of the service. The review will provide insight into a number of key areas from a governance, operational and resource perspective.

The Board:

- **Noted the contents of the results of the STAR survey.**
- **Approved the contents of the STAR survey for inclusion in the ARC Return contained within agenda item 6.3.**

6.3 Regulatory Returns: Annual Return on the Charter and Loan Portfolio

6.3.1 This report was presented to the Board and was supplemented with a presentation focussing on key aspects of the Return.

6.3.2 The Board noted the complexity and detail of the Annual Return documents and confirmed that performance discussions take place at the SLOC meetings throughout the course of the year.

6.3.3 With regards to the SHQS statistics, clarity was sought in relation to the 20% of stock that have not yet been surveyed and confirmation was given that the surveys form part of a rolling programme.

6.3.4 The Board noted that the report asks for Board to note the 2021/22 submission, and this should be 2022/23.

The Board:

- **Noted the Financial Year 2022/23 ARC performance.**
- **Approved the submission of the following Regulatory Returns:**

a. Annual Return on the Charter (ARC) return at appendix

2 – submission date 31st May 2023

b. Loan Portfolio at appendix 3 – submission date 31st May 2023

- **Approved that the submission of the above return, delegated to the Chief Executive / Director of Group Services of the RCH Group, to take place in advance of the required deadline.**

6.4 Property Services Management Structure (Confidential Item)

Contained in the Confidential Minute.

6.5 Health and Safety Policy

6.5.1 This report was presented and the Board was advised that amendments to the Policy are detailed within the report.

6.5.2 The Board requested minor amendments to wording to ensure greater clarity of the role of the Board members with regards to this policy.

The Board:

- **Approved the revised RCH Health and Safety Policy subject to the following amendments:**
 1. amendment of the word 'utilising' in paragraph 5.1
 2. amendment of reference to 'Directors' in paragraph 1.2 so as to avoid confusion with reference to Board members as Directors.
- **Approved the RCH Health and Safety Policy Statement that the Chair and the Chief Executive sign on behalf of RCH Group, attached as Appendix 1 to the Policy.**
- **Approved the revised HFS Health and Safety Policy, as approved by the HFS Board approval at its meeting on the 16th May 2023.**

7.1 Energy Initiatives Update (Confidential Item)

Contained in the Confidential Minute.

6.1 Staff Rewards (Confidential Item)

Contained in the Confidential Minute.

7.2 CEO Update (Confidential Item)

Contained in the Confidential Minute.

8. AOB

There was no other business.

Date of next meetings