

**Minute of meeting of River Clyde Homes' Board
held in hybrid format in River Clyde Homes' office and via Microsoft
Teams on Tuesday 21st May 2024 at 5.30pm**

	Name	Designation
Present	John Quinn (JQ) Charles Thompson (CT) Elizabeth Taylor (ET) Graeme Brooks Stephen Black (SB)* Vera Karaba (VK)*	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member
Apologies	Tom Ferrier (TF) Chris Curley (CC) Heike Noack (HN) Ellis Barilli (EB) Gillian McLees (GMcL)	Board Member Board Member Board Member Board Member Board Member
Others in Attendance	Richard Turnock (RT) Tom Greenan (TG) Stevie McLachlan (SMcL) Derek Ferguson (DF) Patrick Monaghan (PM)* (Active H Demonstration only) Siobhan O'Kane (SO) (* represents online attendance)	CEO Director of Group Services Director of Housing Services Managing Director of HFS Repair and Investment Manager Minute Taker

1. Sederunt, welcome introduction and apologies

The Chair welcomed all and the sederunt was as outlined above. The Chair advised the Board that there would be a change to the order of agenda items with item 5.2 being presented before item 5.1.

The Board was advised that there is no planned fire evacuation and if the fire alarm sounds, Board members should make their way to the fire exit and assemble at the muster point in the car park.

Active H Demonstration

A live demonstration of the system was provided to the Board focussing on asset attributes, compliance, EESSH (Save / Intelligent Energy), SHQS, Surveys and the PPM Module.

A discussion then took place in relation to the outstanding asset data and assurance was given that in the region of 90% of our stock has been surveyed externally in the last 12 months and we are now starting to progress with our internal surveys. The Board was further advised that the data transfer exercise has been completed with all data now stored in our housing management system – Active H, and that data cleansing is an ongoing exercise.

The Board noted that the process seems to be quite manual, however, confirmation

was given that there is a plan to ensure a more automated process is in place within the next 6 months.

The Board then discussed the internal survey programme and whether consideration has been given to introducing a cursory appraisal of stock on a rolling basis to supplement our data. Assurance was given that we intend to use every tool available to us to better understand our asset.

2. Declarations of Interest

2.1 The Board noted the declarations of interest made by ET and JQ regarding their positions on the subsidiary company Board.

3.1 Draft Minute and Confidential Minutes of meeting held on 26th March 2024

The Board:

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

3.2 Action Tracker

Board Action Tracker:

Action 1 – this action has been completed and the Board confirmed that it could be removed from the tracker.

Action 2 – this action has been completed and the Board confirmed that it could be removed from the tracker.

A&R Committee Action Tracker:

Confirmation was given that all actions have now been completed.

SLOC Action Tracker:

Confirmation was given that three of the actions have been completed and the others are scheduled for completion in line with the date identified.

3.4 Minutes of SLOC meeting on 29th January 2024

[Presented by SMcL in GMcL absence]

The Board noted the minutes.

3.5 Minutes of R&N Committee meeting on 22nd February 2024

[Presented by TG in GMcL absence]

The Board noted the minutes.

3.6 Minutes of A&R Committee meeting on 5th March 2024

[Presented by TG in TF absence]

The Board noted the minutes.

3.7 Minutes of HFS Board meeting on 13th February 2024

The Board noted the minutes.

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

4.1.1 This report was presented and the Board was reminded of the associated slides that were issued separately in advance of the meeting.

4.1.2 The Board was directed to key measures in relation to repairs, annual gas safety checks, and the percentage of rent due lost through properties being empty. The Board sought clarity on the average length of time to complete non-emergency repairs and confirmation was given that this has been impacted by our efforts to address the backlog of repairs. The Board then considered the performance target of 20 hours that has been set for this measure for 2024/25 and assurance was given that the expectation is for performance to exceed the target.

4.1.3 The Board then discussed performance in relation to adaptations and it was advised that funding is received for these works only once a year and that process contributes to the increased waiting list. Some of the adaptations required are significant and therefore we are unable to front fund adaptations as there is no guarantee of the funding being received. However, the Board noted the minimal risk in front funding the works and assurance was given that we will review this process to minimise the waiting times as much as possible.

4.1.4 The Board then considered the 2 gas safety checks that were unable to be completed on time. The Board noted the extraordinary circumstances surrounding these matters and confirmation was given that both annual gas safety checks have now been completed.

4.1.5 With regards to the Loan Portfolio return, the Board was advised that this was already approved by the Board as part of our 2024/25 Budget report and this return is the formal submission that will be made to the SHR.

The Board:

- **Noted the Financial Year 2023/24 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 2024**
 - b. **Loan Portfolio at appendix 3 – submission date 31st May 2024**
- **Approved delegated authority to the RCH Group Services Director to make minor non- material adjustments to the return in advance of**

submission where required, and for this to be communicated to the Board via email.

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

4.2 Health and Safety Policy

4.2.1 This policy was presented, and the Board was directed to the track changes contained in appendix 2. The Board was reminded that this policy is reviewed and presented for approval on an annual basis. The Board was also advised of the Health and Safety focus across the business which includes risk assessment training; Board responsibility training; the health and safety focus element of the recent Board Annual Assurance Compliance Checklist session; the upcoming Property Compliance focus session for the Board in June; and the enhanced reporting of Health and Safety to Board.

4.2.2 A discussion then took place regarding the reporting to Board and confirmation was given that management will liaise with the Health and Safety Manager to ensure the information provided is relevant for the Board. Appointment of a Board champion was also discussed and it was noted that this will form part of the future consideration for Health and Safety monitoring going forward.

4.2.3 The Board discussed the policy and whether the language used in the policy requires to be more proactive to drive a culture of ownership across the business. The Board suggested that the Health and Safety Manager should review both the RCH and HFS policies to address this. The Board also noted that the reference within the policy to 'periodically' monitored and reviewed should be amended to 'quarterly'.

The Board:

- **Approved the revised RCH Health and Safety Policy attached as Appendix 3 subject to removal of the reference to 'periodically' monitored and reviewed and replacement with 'quarterly'. Approval was also subject to further review in relation to use of more proactive language.**
- **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 above Policy.**
- **Approved the revised HFS Health and Safety Policy, as approved by the HFS Board approval at its meeting on the 14th May 2024 Appendix 4.**
- **Noted the next steps on how the Board will be kept informed of health & safety performance.**

4.3 Notifiable Events Policy

4.3.1 The policy was presented to the Board and confirmation given that it has been reviewed to align with the recently updated Scottish Housing Regulator Notifiable Events Guidance. The Board was directed to the track changes contained within appendix 2.

The Board:

- **Approved the revised Notifiable Events Policy.**

4.4 Governance Matters (Confidential Item)

4.4.1 This report sought Board consideration of a new application for General Membership; approval of the latest mandated officer certificate following the execution of amendments to the lending agreement; and execution of the Powers of Attorney that have been created to formalise delegated authority to authorised signatories.

5.2 CEO Update (Confidential Item)

5.2.1 This report was presented to the board and focussed on recent CEO Q&A Sessions; the IIP Gold award retained by RCH; the annual staff engagement survey; Board recruitment; and personnel matters.

5.1 Factoring Review (Confidential Item)

5.1.1 The Board was provided with an update after the completion of the Factoring Review by Arneil Johnston. Next steps including development of an action plan with key milestones were also discussed.

6. AOB

There was no other business.

Date of next meetings

Date of next RCH Group Board meeting: 20th August 2024

Date of next HFS Board meeting: 30th July 2024

Date of next Committee meetings:

A&R meeting – 23rd July 2024

SLOC meeting – 6th August 2024