

**Minute of meeting of River Clyde Homes' Board
held in hybrid format in River Clyde Homes' office and via Microsoft
Teams on Tuesday 24th September 2024 upon conclusion of the AGM at
6.30pm**

	Name	Designation
Present	John Quinn (JQ) Gillian McLees (GMcL) Charles Thompson (CT) Elizabeth Taylor (ET) Graeme Brooks (GB) Vera Karaba (VK) Chris Curley (CC) Graham Wallace (GW)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member Board Member Board Member
Apologies	Heike Noack (HN) Ellis Barilli (EB) Stephen Black (SB)	Board Member Board Member Board Member
Others in Attendance	Richard Turnock (RT) Tom Greenan (TG) Stevie McLachlan (SMcL) Derek Ferguson (DF) Gemma Rickman (GR) (observer) Suchitra Dutt (SD) (observer)* Aileen Metcalfe (AM) (item 7.1 only) Ian McArthur (IMcA) (item 8.1 only) Duncan Smith (DS) (item 9.1 only)* Siobhan O'Kane (SO) (* represents online attendance)	CEO Director of Group Services Director of Housing Services and Interim Director of Property Services Managing Director of HFS SHR Regulation Manager SHR Regulation Analyst Head of Business Change and Compliance Customer Senate – Co- opted Community Representative Senior Energy and Sustainability Manager Minute Taker

1. Sederunt, welcome introduction and apologies

- 1.1 In advance of appointment of the Chair, RT assumed the role and welcomed all and sederunt as outlined above. RT noted that there were no planned fire drills and outlined the process to be followed in the event of a fire alarm.
- 1.2 He welcomed GW to his first Board meeting and noted that he would be observing the meeting this evening pending full induction. RT also welcomed GR and SD from the SHR and noted that in line with SHR Engagement Plan requirements, the SHR is required to observe one meeting per year and we have invited them to join for this meeting.

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. GB also noted a declaration of interest with regards to item 3.7 having worked with the individual previously.

3.1 Appointment of Chair of the Board

The Board:

- **Approved the appointment of John Quinn as the Chair of the Board.**

[JQ assumed the role of Chair for the remainder of the meeting].

3.2 Appointment of Vice Chair of the Board

The Board:

- **Approved the appointment of Gillian McLees as the Vice-Chair of the Board.**

3.3 Appointment to Committees

The Board:

- **Approved the following Committee appointments:**

Audit and Risk Committee

Graeme Brooks
John Quinn
Elizabeth Taylor
Vera Karaba
Graham Wallace
Lili Peters (Co-optee)

Social Landlord Operations Committee

Gillian McLees
Chris Curley
Charles Thompson
Heike Noack
Ellis Barilli
Stephen Black

Remuneration and Nominations Committee

Gillian McLees
Graeme Brooks (on an interim basis as interim Chair of Audit & Risk Committee)
John Quinn

3.4 Appointment of Chair of Committees

The Board:

- **Approved Graeme Brooks as interim Chair of the Group Audit and Risk Committee.**
- **Approved Gillian McLees as Chair of the Social Landlord Operations Committee.**
- **Approved Gillian McLees as the Chair of the Group Remuneration and Nominations Committee.**

3.5 Appointment of Company Secretary

The Board:

- **Appointed Siobhan O’Kane as the Company Secretary.**

3.6 Appointment of HFS Chair

The Board:

- **Appointed Elizabeth Taylor as the Chair of HFS.**

3.7 Appointment of Co-optee

3.7.1 The Board was reminded of previous discussions in relation to the requirement to recruit a finance professional to the RCH Board. Whilst it was acknowledged that efforts are being made to fill this skills gap, the Board noted the importance of this role and that Lili Peters (HFS Board member) has the skills required to support this requirement until a candidate can be found.

The Board:

- **Appointed Lili Peters (HFS Board Member) as a co-optee.**

4.1 Draft Minute and Confidential Minutes of meeting held on 20th August 2024

The Board:

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

4.2 Action Tracker

Board

Action 1 – The Board acknowledged that this action has been completed following approval of the co-optee appointment at agenda item 3.7.

Audit & Risk Committee

Confirmation was given that all actions are on track for completion in line with the anticipated completion dates set.

Social Landlord Operations Committee

Confirmation was given that all actions are on track for completion in line with the anticipated completion dates set. The Board noted that action 1 on the SLOC action tracker should be amended to include assurance that appropriate reference to the 'Right to Repair' is included within relevant documentation for customers.

HFS

Confirmation was given that the first 4 items have been actioned and completed. With regards to the 5th action, confirmation was given that this is currently ongoing.

5.1 Minutes of HFS Board Meeting on 18th March 2024

5.1.1 The Board was advised that the minutes from this meeting should have been included with the RCH Board papers for the meeting on 20th August 2024, however, they were not included in error.

5.1.2 Assurance was given that a number of actions have been completed since then including completion of H&S Training for Board members and also appointment of a Quantity Surveyor.

The Board:

- **Noted the minutes.**

5.2 Minutes from R&N Committee meeting on 4th April 2024

[Additional detail contained in the Confidential Minute]

The Board:

- **Noted the minutes.**

6.1 Ratification of Board Approvals

6.1.1 A report was issued to Board via email on 30th August 2024 seeking approval with regards to Treasure Management Activities.

The Board:

- **Ratified the approval with regards to Treasury Management activities**

7.1 Health and Safety Update

7.1.1 This report was presented and focused on accidents, incidents and near miss reporting; confirmation that there are now Board champions in place for H&S for both RCH and HFS; an update on health and safety matters; confirmation that a tender has been issued for the new H&S reporting system; an update on training; changes to procedures in relation for unlettable properties; and an update on HFS related H&S initiatives including the roll out of a formal site safety engagement programme.

The Board:

- **Noted the current H&S performance statistics.**
- **Noted the recent H&S activities.**

8.1 Customer Senate Exercise

8.1.1 The Customer Senate report was presented to the Board and an outline of the methods used by the Customer Senate were provided along with a summary of the recommendations being made.

8.1.2 A discussion then took place in relation to the recommendation to undertake a feasibility study to determine whether consideration should be given to introducing appointments for compliance checks out with standard office hours and the issues leading to forced entries. The Board noted that communication to customers is very important and noted that this may be supported by the launch of the new customer portal.

8.1.3 The Board thanked the customers and the community representatives involved in this scrutiny exercise and noted the value this brings to the Board. The Board sought assurance that progress with the actions will be reported to the Customer Senate and confirmation was given that an action plan will be developed with management and reported to the Customer Senate.

The Board:

- **Considered the Customer Senate Investigation and approved the recommendations contained within the report attached at appendix 2**

8.2 Fire Safety - Policy and additional compliance role

8.2.1 The reviewed Fire Safety Policy was presented for approval. The Board was advised that this policy requires to be reviewed annually and that the amendments are highlighted in the document.

8.2.2 With regards to the compliance role, the Board was advised that management are seeking approval of this role to further enhance our approach to fire safety and reduction. The Board enquired as to whether a budget had been identified for this role and confirmation was given that this is an important role from a H&S perspective therefore budget will be identified. The Board sought confirmation that the role is a full-time requirement and was advised that due to the fact our stock portfolio includes sheltered complexes and multi storeys, this is a full-time post. It was further noted that this role would also support other compliance posts within the organisation.

8.2.3 The Board sought clarity on situations where tenants develop mobility issues and was advised that it is the tenant's responsibility to advise of changes such as this. The Board was further advised that as well as working closely with HSCP colleagues, there are community caretakers in all of our multi storey blocks and wardens in our sheltered housing complexes who are close to all of their customers and will keep us informed of changes to circumstances.

8.2.4 The Board further enquired as to the approach taken to impress upon owners in these blocks their responsibilities with regards to fire safety and confirmation was given that we work closely with Inverclyde Council and the Scottish Fire Service who undertake regular audits of our blocks. Confirmation that a piece of work was completed in our multi storey blocks a few years ago in relation to this and that we continue to monitor the situation.

The Board:

- **Approved the Fire Safety Policy.**
- **Noted that River Clyde Homes Group (RCHG) treats the health and safety of its customers, staff, contractors and other users of its buildings of paramount importance.**
- **Approved a new Compliance Officer post.**

8.3 Annual Assurance Statement

8.3.1 A presentation was given to the Board to supplement the report and appendices provided. The presentation focussed on additional requirements of the Annual Assurance Statement for 2024; an overview of the SHR's compliance statuses; a summary of RCH's compliance status across all sections of the compliance checklist; information in relation to the approach taken by RCH to Annual Assurance; and a summary of the clauses contained within the draft Annual Assurance Statement.

8.3.2 The Board was also advised that there is a possibility that reference to the recent RAAC findings in our properties may require to be included in the final statement, however, it was acknowledged that this is a very fluid situation and that a statement regarding this for inclusion will be circulated to Board separately for approval.

8.3.3 The Board noted that the approach taken has provided assurance and that the Annual Assurance Focus plan of issuing smaller amounts of material more often is helpful. The Board was advised that RCH has sought to enhance this process since the annual assurance requirements were implemented with a view to providing more information to the Board in an accessible format.

The Board:

- **Noted the Compliance Checklist and supporting detail within the paper and appendices.**
- **Approved the Annual Assurance Statement attached at Appendix 2 subject to inclusion of appropriate reference to RAAC.**

[Post meeting note:

The Board approved the final version of the Annual Assurance Statement prior to submission to the SHR which included reference to recent findings of RAAC.]

9.1 Asset Management Strategy Update (Confidential Item)

9.1.1 The Board was provided with an update on the progress made in reviewing our

Asset Management Strategy. The update included progress with the Stock Condition Surveys; national and local context, the areas that will be assessed, the data that will be analysed and ultimately the outcomes of this.

9.2 Staff Survey (Confidential Item)

9.2.1 The Board was presented with a brief overview of the 2024 Staff Survey results.

9.2.2 Confirmation was given that communication regarding the survey results has been shared on the RCH Group intranet and that resulting actions from the survey are captured in an action plan which is monitored across a number of forums.

The Board:

- **Reviewed and provided feedback on the 2024 Staff Survey results.**

9.3 Governance Matters (Confidential Item)

9.3.1 The Board was presented with this report which provides an update on open Notifiable Events, progress with our SHR Engagement Plan actions and progress with the Board Training and Development Plan.

9.3.2 With regards to the Training and Development Pan, the Board was advised that a number of actions have been completed however, was reminded that this plan can be reviewed and amended at any time by the Board. The Board was also reminded that with regards to actions associated with 'Understanding the Business' and 'Understanding the Sector' sessions with individuals or teams can be facilitated upon request from any Board member.

The Board:

- **Noted the open Notifiable Events as outlined at appendix 2.**
- **Noted the progress made in relation to the summary of our SHR Engagement Plan requirements at appendix 3.**
- **Noted progress with the Board Training and Development Plan at appendix 4.**

9.4 CEO Update (Confidential Item)

9.4.1 This report was presented and provided information on staff matters, governance matters and key stakeholder activity. This included confirmation of conclusion of the Property Services Director recruitment process and also an update on Board recruitment activity.

10. AOB

10.1 The Board requested that management make efforts to avoid repetition in the reports to Board and Committee going forward.

10.2 The Board also thanked GR and SD for joining them for this Board meeting.

