



**LORETTO HOUSING ASSOCIATION
MINUTE OF BOARD MEETING**

Date: 24 May 2021
Time: 6.15pm
Venue: By video conference

Chairperson: Douglas Robin

Present: Jean Fyfe
Pauline Gilmore
Alex McKay
Archie Morrison
Alan McGinness
Alex Robertson

In Attendance: Olga Clayton, Group Director of Housing and Care
Laura Henderson, Managing Director
Stephen Wright, Deputy Group Company Secretary
Sarah Stocks, Finance Manager (GHA and Cube)
Chris Walker, Head of Housing
Alan Burns (Executive Director, City Building) (in part)

1. Apologies for Absence

Apologies for absence were received from Nesta Gililand and Jacqui Mallin. The Chair declared that a quorum was present.

2. Declarations of Interest

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

3. Minutes of Board Meeting held on 29 March 2021 and matters arising

Decided: The Board approved the minute of the meeting held on 29 March 2021.

4. Business and Remobilisation update

The Board were provided with a business update and an update on the current remobilisation position with indicative plans for bringing all services back to full capacity.

Decided: The Board

- 1) noted the plan for remobilising services; and**
- 2) agreed that in Glasgow we will continue to match homeless households to suitable available homes, in advance of a wider review of our allocations policies later this year.**

5. CBG Update (Presentation, Alan Burns, Executive Director)

The Board received an update on partnership working during the pandemic to deliver for our tenants and immediate priorities including the full remobilisation of investment works. The Board was also informed about the safe working practices adopted by City Building, including the use of PPE.

The Board welcomed the update provide and noted in particular feedback from tenant Board members about the standard of the repairs service provided.

Decided: The Board noted the contents of the presentation.

6. Loretto Five Year Asset Investment Plan 2021-2026

The Board received a report setting out the five-year investment plan, which underpins our strategic asset management in line with the 2021-26 strategy.

The Board considered the report and welcomed the enhanced level of customer engagement which would help to influence the type and timing of investment. The Board welcomed in particular the 'Customer Voice' budget which would help deliver £179k of customer driven investment work over the life of plan, in addition to £2.6m already allocated to deliver current customer priorities for windows, heating, kitchens and environmental improvements. It was noted that this sum was also in addition to the provision that had been made for capital investment programme and compliance activity.

The Board noted that we were fully compliant with the Scottish Housing Quality Standard and considered the impact of the Energy Efficiency Standards for Social Housing (EESH 2) on our homes and business plan.

Decided: The Board approved Loretto Housing's 5 Year Asset Investment Programme 2021-2026.

7. RSL Annual Charter Return and Delivery Plan Year-End Update

The Board reviewed the Annual Return on Charter and performance information to be submitted to the Scottish Housing Regulator. The Board scrutinised the report and welcomed the high level of performance and service delivery for the year, particularly taking into account the challenging circumstances of the pandemic. In considering performance, the Board asked officers to consider how reporting might be compared across a number of periods to help with analysis.

The Board discussed arrears performance during the pandemic and asked that we continued to reinforce the message that we can provide support and signposting to customers who may be experiencing difficulties.

Decided: The Board

- 1) approved the Annual Return on the Charter; and**
- 2) delegated authority to the Group Director of Housing and Care to agree any non-material or factual updates and the final submission to the Scottish Housing Regulator.**

8. Performance Framework and Strategic Projects 2021/22

The Board received a report on the proposed performance management framework for the 2021-26 strategy, key performance indicators for 2021/22 and draft strategic projects for 2021/22.

The Board considered the report and discussed the key targets which included percentage of relevant lets to homeless applicants; tenancy sustainment, gross arrears; average days to let; compliance and repairs. The Board also considered the planned strategic projects and requested regular updates on progress towards achieving these. The Board discussed the proposed reduction in emergency repairs and noted that this could be achieved through an improved approach to cyclical repairs.

Decided: The Board

- 1) noted the new Group-wide performance management framework;**
- 2) approved Loretto's proposed KPIs and targets for 2021/22; and**
- 3) noted the planned strategic projects across the Group for 2021/22.**

9. Governance update

The Board received a report on: Cube Transfer of Engagement; Board succession planning; and the planned Group wide strategic governance review.

The Board welcomed the governance updates and noted the intention to convene a meeting on 26 May 2021.

Decided: The Board

- 1) agreed to convene a Board on 26 May 2021 to agree to receive the Transfer of Engagement from Cube;**
- 2) noted the succession planning updates associated with the Transfer of Engagement, including Eric Gibson as the successor to the retiring Chair; and**
- 3) noted the Terms of Reference of the Group strategic governance review.**

10. Fire Prevention and Mitigation update

The Board considered an update on performance in relation to fire prevention and considered: the on-going approach to the prevention and mitigation of fire during the Covid-19 pandemic; performance in relation to accidental dwelling fires; progress with the continued development and implementation of the Fire Prevention and Mitigation Framework; progress with the LivingWell Fire Risk Assessment (FRA) programme; and the new reporting arrangements being introduced via the Group Audit Committee.

Decided: The Board noted:-

- 1) our on-going approach to the prevention and mitigation of fire during the Covid-19 pandemic;**
- 2) our end of year performance in relation to the reduction of accidental dwelling fires;**
- 3) progress with the continued development and implementation of our Fire Prevention and Mitigation Framework; and**
- 4) progress with our Living Well Fire Risk Assessment (FRA) programme.**

11. Finance report

The Board was provided with the management accounts for the period to full year to 31 March 2021 and for the month of 30 April 2021. The Board also received an update on the Five Year Financial Projection and Loan Portfolio returns which require to be submitted to the Scottish Housing Regulator.

The Board considered the report and noted the statutory deficit for the period which was £27k unfavourable to budget. The Board noted the main drivers for this, being lower operating expenditure during the pandemic offset by unbudgeted break costs on fixed rate loan arrangements. It was noted that breaking the fixed loan arrangements would support us in reducing our future business plan rent increase assumptions. The Board noted these items were one-off in nature and that underlying financial performance remained within the parameters of its business plan.

Decided: The Board

- 1) **noted the management accounts for the year ended 31 March 2021 and the month to 30 April 2021 at Appendix 1;**
- 2) **approved the loan portfolio submission in Appendix 2 and authorised this to be submitted to the Scottish Housing Regulator and delegated to the Group Director of Finance authority to approve any factual data updates required to the data in advance of the submission; and**
- 3) **approved the summary sheet and accompanying financial data and projections at Appendix 3 and authorised these to be submitted to the Scottish Housing Regulator and delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission.**

12. Cyber Security

The Board received an update report on: the key cyber security threats we face; a summary of how we seek to mitigate these threats; and the proposed next steps to strengthen our cyber security approach in the context of the new operating model and 2021-26 strategy. The Board welcomed the report and the assurance about the steps we take to manage security risks.

Decided: The Board noted the contents of the report.

13. Corporate Risk Register

The Board reviewed and considered the revised corporate risk register including a summary of the proposed changes.

Decided: The Board approved the revised Corporate Risk Register.

14. [redacted]

15. 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