



LORETTO HOUSING ASSOCIATION MINUTE OF BOARD MEETING

Date: 17 August 2020
Time: 6.15pm
Venue: By video conference

Chairperson: Douglas Robin

Present: Jean Fyfe
Pauline Gilmore
Archie Morrison

In Attendance: Olga Clayton, Group Director of Housing and Care
Laura Henderson, Managing Director
Anthony Allison, Director of Governance
Margaret Ross, Financial Controller – RSLs
Mark Nicol (Group Protection and Strategic Partnership Lead) (in part)
Stuart Johnstone (Development Manager) (in part)

1. **Apologies for Absence**

Apologies were received from Alex McKay. The Chair declared that the meeting was quorate. It was noted that Board meeting was convened with a streamlined number of Board members due to the coronavirus pandemic. Board reports had been circulated to all serving Board members for comment in advance of the meeting.

2. **Declarations of Interest**

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

3. **Minutes of Board Meeting held on 6 July 2020 and matters arising**

Decided: The Board approved the minute of the meeting held on 6 July 2020.

4. **Re-mobilisation of services and business update**

The Board received an update on business activity since the previous meeting and an update on our staged approach to remobilise business operations in light of Covid-19 and Government restrictions easing. The Board considered in particular the progress updates to date including gross rent arrears performance where we are performing very well.

The Board discussed the success of our EatWell service during the pandemic and was informed about how this would transition back to its primary focus on our most vulnerable customers.

The Board considered the approach to emergency repairs during the pandemic and noted that we had begun to expand this to include certain non-emergency repairs, with a view to the service resuming in full in November (subject to any new government restrictions).

Decided: The Board noted contents of the report.

5. Anti-social behaviour (presentation)

The Board received a detailed update on our approach and model for Anti-Social Behaviour (“ASB”); our wider Community Improvement Partnership and Group Protection activity; delivery of our ASB service and incident data during the period of lockdown; and learning from the recent lockdown period.

The Board sought information about trends in anti-social behaviour and the instances of domestic abuse during the lockdown. It was agreed that a report would be prepared for a future meeting.

Decided: The Board noted the contents of the presentation.

6. Homelessness update (presentation)

The Board received a detailed update on: our response to homelessness across Group; the Scottish context; Homelessness and Rough Sleeping Action Group (HARSAG); homeless direction and policy; our own contribution; and the impact of Covid-19 for letting and services.

The Board discussed the complex nature of homelessness and different approaches taken by each Local Authority in setting letting targets for their area. It was explained that we remain engaged at a national and local level in relation to homelessness policy.

Decided: The Board noted the contents of the presentation.

7. Customer satisfaction survey 2020/21

The Board considered the report and the updated on the proposed approach to assessing customer satisfaction for the 2020/21 period, in light of the impact of Covid-19.

Decided: The Board

- 1) agreed the proposed approach to gathering customer feedback for 2020/21; and**
- 2) agreed that the 2019/20 formal ARC survey results will be reported in the 2020/21 returns to the Scottish Housing regulator, as is permitted within regulatory guidance.**

8. New build performance update

The Board received an overview of the new build programme performance to the end of June 2020 including the highlights and exceptions as detailed in the report. The discussed the report and the further updates in relation to:

- Hallrule Drive – pre-site start meeting now scheduled for 21 August 2020
- Dargavel Village – building warrant applications now submitted by the developer
- Cobblebrae Farm – approved by the Group Development Committee on 6 August 2020

The Board also considered the current impact of the pandemic on our development activity.

Decided: The Board noted the contents of the report.

9. 2020 SHR five year financial projections

The Board considered and discussed the revised financial projections for the next five years. It was noted that the financial projections had been updated since the last Board meeting in July 2020 to reflect the actual audited results for 2019/20. It was also noted that the projections had been reviewed against the outturn figures for the first quarter of the current year and forecast for the remainder of the year.

The Board welcomed the regular review of the financial projections and confirmation that we remain financially strong. The Board considered the impact that re-mobilisation might have on repairs costs and agreed that the financial projections should remain under review given the current uncertainty caused by the pandemic.

Decided: The Board

- 1) noted the update on the financial projections, including the impact of the actual results for 2019/20 as reported in the Statutory Accounts; and**
- 2) approved the summary sheet and accompanying financial data and projections at Appendix 1 and authorised these to be submitted to the Scottish Housing Regulator**

10. A) 2019/20 financial statements

The Board received a report together with a copy of the 2019/20 financial statements.

The Board scrutinised the 2019/20 financial statements, noting the operating surplus for the year of £2,466k and the strong balance sheet position. The Board noted that KPMG had provided an unqualified audit opinion for the year and that the accounts had also been subject to review by the Group Audit Committee.

Decided: The Board

- 1) approved the 2019/20 financial statements**
- 2) confirmed the preparation of the financial statements using the going concern basis;**
- 3) delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4) approved the letter of representation from the auditors, and noted the related letter of comfort from the Chief Executive.**

B) Annual internal audit report and assurance statement 2019/20

The Board received the annual internal audit report and assurance statement, following assurance work completed and reported during financial year 2019/20. The Board noted the three moderate recommendations.

Decided: The Board noted the contents of the report along with the overall Annual Internal Audit opinion.

11. Financial report to period end 30 June 2020

The Board carefully considered the management accounts for the period to 30 June 2020, including the latest forecast for 2020/21. The Board noted the statutory deficit of £315k for the period to date, which was £278k favourable to budget. It was also noted that when interest payable, depreciation and grants are removed to show our underlying operating position (“EBITDA”) the result is a reported surplus of £1,073k which is £271k favourable to budget.

The Board considered and discussed the balance sheet, noting that higher levels of cash were being maintained during the pandemic.

Decided: The Board noted the Finance report for the period to 30 June 2020.

12. Governance update

The Board received and considered the following matters:

- 2020 Annual General Meeting arrangements;
- Constitutional changes;
- Board arrangements and cycle for the remainder of 2020; and
- Scottish Housing Regulator consultation on the Regulatory Framework;
- Secretary’s annual report on the Rules

Decided: The Board

- 1) approved the track changed Rules;**
- 2) instructed the Secretary to call a Special General Meeting for 21 September 2020 at 6pm to be held virtually via Zoom to consider a special resolution to adopt new Rules;**
- 3) instructed the Secretary to call the Annual General Meeting for 21 September 2020 at 6.15pm to be held virtually via Zoom;**
- 4) approved for re-election Jacqui Mallin, Nesta Gilliland, Pauline Gilmore**
- 5) noted the Secretary’s report**

13. AOCB

There was no further business considered.