

**Minute of meeting of River Clyde Homes' Board  
held in the Beacon Arts Centre, Greenock on Tuesday 28<sup>th</sup> May 2019 at  
6.00pm**

	<b>Name</b>	<b>Designation</b>
<b>Present</b>	Jillian Moffat (JM) Marilyn Beveridge (MB) Graeme Brooks (GB) Chris Curley (CC) Tom Ferrier (TF) Antony Smith (AS)	Board Member (Chair) Board Member Board Member Board Member Board Member Board Member
<b>Apologies</b>	Jenny Speck (JS) Craig McGinn (CMcG)	Board Member Board Member
<b>Others in Attendance</b>	Christopher Morgan (CM) Kevin Scarlett (KS) Sandra McLeod (SMcL)  Richard Turnock (RT)  Mark Robson (MR)  Ian McArthur (IMcA) (item 4 only) Marion Wilson (MW) (Item 4 only) Madge MacLeod (MM) (item 4 only) John Clenaghan (JC) (Item 4 only) Siobhan O'Kane (SO)	Observer (Subsidiary Chair) Chief Executive Group Director: Customer Experience Group Director: Resources and Transformation Managing Director (Home Fix Scotland (HFS)) Customer Senator Customer Senator Customer Senator Customer Senator Customer Senator Minute Taker
<b>1. Sederunt, welcome introduction and apologies</b>		
JM welcomed all and sederunt as outlined above.		
<b>2. Declarations of Interest</b>		
JM declared that she is a Director on the HFS Board.		
CM noted that he is an observer, however, declared his position on the HFS Board.		
<b>3. Board Member Recruitment and Committee Membership Update</b>		
3.1 SO advised that a recruitment exercise has now commenced and that it is proposed that the current Committee membership will remain in place until the meeting following the AGM in September.		
<b>4. Customer Senate Report – Rent Arrears Recovery</b>		
4.1 IMcA and MW provided the Board with a presentation highlighting key points from the investigation and outlining the process followed.		

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4.2 KS confirmed that the SFHA (Scottish Federation of Housing Associations) along with CIH (Chartered Institute of Housing) have been lobbying in respect of universal credit for some time and he understands they are continuing to put pressure on both the Scottish and UK governments.

4.3 The Customer Senators commended the good practice and proactive stance taken by RCH.

4.4 The Chair requested that Board members are presented with information in respect of Universal Credit and SMcL advised that she would ensure a briefing session was organised.

4.6 SMcL reminded the Board that RCH publish a 'Money Matters' newsletter and advised she would ensure this is circulated to the Board and the Customer Senate.

4.7 MW then thanked the organisation for their contribution, openness and transparency. She thanked Anne Ross for her support and professionalism.

#### **The Board:**

- **Approved the recommendations made by the Customer Senate.**

#### **5.1 Minute and Confidential Minute of meeting held on 23<sup>rd</sup> April 2019**

#### **The Board:**

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

#### **5.2 Action Tracker**

##### Board

Action 1 – RT advised that this matter will be reported at the next Audit and Risk Committee as part of the 'Procurement Matters' standing agenda item.

##### Audit & Risk Committee

Action 1 – RT advised that this items will be discussed at the Committee meeting in July.

Action 2 – RT confirmed that this action has been completed and he will request that this be removed from the tracker at the next Committee meeting in July.

Action 3 – RT confirmed that this action has since been completed and he will request that this be removed from the tracker at the next Committee meeting in July.

Action 4 – RT advised that this items will be discussed at the Committee meeting in July.

##### Social Landlord Operations Committee

Action 1 – SMcL confirmed that this action is scheduled for completion in June.  
Action 2 – SO advised that Board members have now been contacted with the date for the stock tour.

Action 3 – SMcL confirmed that this will be presented to the Committee in July.

Action 4 – SMcL confirmed that a briefing session will have been organised by August 2019.

## **6.1 ARC Submission and other Regulatory Returns 2018/19**

6.1.1 RT gave the Board a presentation in respect of this and noted that the submission reflects performance information previously provided to the Board and Committees.

6.1.5 MR commented that a number of efficiencies can be made in respect of the repairs service without affecting the time taken to complete the repairs and without reducing the offer, therefore, having little impact on the customer.

6.1.6 The Board discussed adaptations to properties and noted that it is important for RCH to provide additional context if performance is determined by receiving funding from other sources which, due to budget cuts in other organisations, has resulted in budget cuts to this service within RCH. The Board are of the view that this may come through in general customer satisfaction results. KS agreed that this perhaps requires to be taken into consideration when communicating results to the customers.

6.1.7 KS noted that the organisation has improved across all areas in the last five years moving from one of the worst performing RSL's in Scotland to upper quartile performance across the board.

6.1.8 The Board commended the organisation on works undertaken to address the impact of Universal Credit and sought confirmation that this is being shared amongst our peers and other Inverclyde residents. SMcL outlined the work being done in this area to share good practice.

6.1.9 A discussion then took place in respect of the fact that 25% of our waiting list comprises of people requiring adapted homes and KS confirmed that the EMT will provide a report to the Board in respect of RCH provision for adapted homes which will incorporate analysis of our waiting list and our new supply homes.

### **The Board:**

- **Approved the 2019/20 RCH Group Corporate Plan**

## **6.2 RCH Group Corporate Plan 2019/20**

6.2.1 KS presented this report to the Board and confirmed that all actions lead back to the Business Plan and reflect previous discussions with the Board.

6.2.2 The Board enquired as to how the organisation ensures the 'Golden Thread' is applied during the appraisal process and KS advised that this is more

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achievable in some roles than in others particularly in relation to corporate services. The Chair noted, however, that achievement of this is demonstrable from the fact that the organisation was awarded IIP Gold.

6.2.3 KS noted that information contained within this report pertaining to the new office should still be regarded as confidential and RT provided an update in respect of progress.

**The Board:**

- **Noted the Financial Year 2018/19 ARC performance**
- **Approved the submission of the following Regulatory Returns**
  - **ARC return (due by 31 May 2019)**
  - **Loan Portfolio (due by 30 June 2019)**
  - **Five year financial projections (due by 30 June 2019)**
- **Approved that the submission of the above returns be delegated to the Executive Director, Group Services to take place in advance of the required deadlines.**

**7.1 General Membership Applications (Confidential Item)**

Contained in the Confidential Minute.

**8.1 Minute and Confidential Minute of Performance & Services Committee meeting on 23<sup>rd</sup> April 2019**

**The Board:**

- **Noted the content of the minutes (subject to approval at the forthcoming Committee meeting).**

**8.2 Minute and Confidential Minute of Audit & Finance Committee meeting on 23<sup>rd</sup> April 2019**

**The Board:**

- **Noted the content of the minutes (subject to approval at the forthcoming Committee meeting).**

**8.3 CEO Update (Confidential Item)**

Contained in the Confidential Minute.