



Please note compliance with Scottish Housing Regulator's Standards and Freedom of Information requirements at end of these minutes

Minutes of the Committee of Management/Board of Blue Triangle (Glasgow) Housing Association Ltd, in person and via MS Teams, Glasgow on 26th May 2022.

- | | <u>Action</u>
<u>By</u> |
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| <p>1. <u>Present</u>
In Person: Ms A Davis (AD) (Chair), Ms E Campanaro (EC) (Vice Chair), Mr S McIvor (SM), Mr M Trant (MT)
Via MS Teams: Ms H Ward, Mr J Brown (JB), Ms MC Gair (MCG), Ms K Phillips (KP), Ms R Harper (RH)</p> | |
| <p>2. <u>In Attendance</u>
In Person: Mr I Macfarlane (IM), Ms G Longmire (GL), Mr I Elrick (IE),
Via MS Teams: Ms L Keegan (LK), Ms L Munro (LM), Ms K Irvine (KI)
(Minutes)</p> | |
| <p>3. <u>Apologies</u>
Mr J Edwards (JE), Ms C Clark (CC), Mr D Stewart (DS)</p> | |
| <p>4. <u>Conflicts Of Interest</u>
None</p> | |
| <p>5. <u>Minutes of the previous Committee of Management Meeting</u>
The minutes of the meeting held on 31 March 2022 were approved and actions confirmed.</p> | |
| <p>6. <u>Matters Arising</u>
None</p> | |
| <p>7. <u>For Discussion</u>
AD thanked the team for the paper and the group collectively agreed it would be beneficial to discuss point 7.3 first due to the nature of the discussions.</p> | |
| <p>7.3 <u>Five Year Financial Projections & Loan Portfolio Return</u>
IE presented the 5-year financial projections noting that these are required by Scottish Housing Regulator (SHR) and will be returned via the portal by 31 May 2022 once approved by Board/COM.</p> <p>Key points to note include our deficit slightly higher than expected. IE has used accounts awaiting auditor approval that will be presented at July FIA where our auditors will present.</p> <p>Specific highlights of cash value in bank, deficit position, balance sheet, cashflows, housing stock capital all noted in report. For year ending 2022 expectation that reserves will decrease to £3.7m. Forecast for years beyond this are based on assumption of which there is uncertainty. Assumptions at present that by year 24/25 back we will be in surplus and cash position £3.5M.</p> | |

Discussion followed on the appropriate timing of forecasting throughout the year and other income factors that impact this. Agreed that a reforecast would be preferable mid-year with projections every quarter thereafter to FIA. The FIA committee will provide the relevant level of scrutiny over the figures to enable COM/Board to make resulting decisions. Any variations should be specifically noted within the budget sheets. Agreed that the format of the budget sheets should be in way that is meaningful to the business and COM/Board and then this can be imported to the SHR portal for the returns as we will require information and a format that differs from SHR.

Conversation also continued on ensuring we are reporting income based on restricted or unrestricted bases to ensure members are clear what is ringfences and/or recurring.

Further discussion on creation of a dashboard to make view and management of the papers more efficient for the COM/ Board Members.

- ***Approved to submit the Projection to SHR***

Actions:

- *import information to SHR portal for return but 31 May 2022*
- *Implement process for reforecast mid-year with projections every quarter thereafter to FIA*

IE

7.1 **Revenue Budget FY 2022/23**

AD confirmed the budget had been discussed, scrutinised and agreed with the FIA committee prior to submission to this COM/Board. RH noting that the committee have also benefitted from more time for information to crystallise and for Yr 22/23 funding to be confirmed. RH also confident with what had been captured in the report and at FIA on the direction of travel for the organisation, cognisant of the many moving parts, and clarification of the additional spend for 1 year only (i.e. non recurring for specific roles) and as such recommending for approval.

IM followed by advising COM/Board that this budget further articulates the 1 year spend with the main update at FIA enabling the team to highlight ongoing spent for specific strategic roles (i.e. Development Partners). Also final comment that at this point in time discussion with Accies is in relation to lease and not upfront development payment.

Further discussion on simplifying future reports that comment on costs of job evaluation and/or reductions in commissioned contracts (where contracts may be at risk).

Final comments on ensuring experiences across the COM/Board members offer blend; MCG query on update of board recruitment. AD confirmed interviews had been scheduled for the 30th May 2022.

- **Board approved budget for 22/23**

7.2 **Annual Return on the Charter (ARC)**

AD wanted to formally recognise that Lizzy has now left her post of ESO. “Huge thank you to Lizzy from the Board, she will be missed! She had such fantastic housing knowledge, regulatory knowledge and kept the Board on track; thank you”

The ARC return has been completed with input from a variety of people in support services and service delivery. Discussion regarding or performance and how we are continuing to engage with the people we support. IM noted that he had met with the regulator through covid and it is evident that we aren't the same as the traditional RSL's they are responsible for and some of the 'engagement' that other RSL's would need to undertake would not be beneficial to the people we support, particularly with view of being a trauma informed provider. Where we could capture data we have and also use our better futures system to track service user reviews.

LM provided update to the group of the new system that we will be implementing, SHARP, which will replace Better Futures. With the new system we will also be looking at establishing corporate and operational KPI's.

AD advised there are a few minor queries regarding specific responses that she will pick up offline before ARC is submitted.

- ***ARC was approved for submission.***

Action:

- *Create new survey's as CI visits may be impending so need consistency*

8. **For Discussion**

8.1 **Landing Our Strategy Through Our Area Plans**

AD was excited to hear that we are nearly through with the Area Planning session and was happy to see the example. IM put into context that they sessions had been successful as it was important to obtain the local context and “how to land strategy locally” as these can vary significantly across our Local Authority and services. The aim of these sessions are to provide local teams with ownership of their plans and ensure they have been listened to as part of the wider strategic plan development.

LK noted that the appendix is merely a snapshot of south Ayrshire and they are moving live document highlighting these need to be agile documents. That encompass the complete profile of the area - drug deaths, addictions, funding sources, competitors, commissioner plans, service profiles and current performance and properties.

IM highlighted that through these sessions and following on meetings with commissioners we are being seen as a strategic partner and repositioning who we are.

Query regarding cathedrals of the people and if there is willingness over our 9 LA. IM is having conversations with Aberdeen and Dundee, hearts, Falkirk Livingston and QOTS, but wanted to keep 4/5 burning at any one time. This is all forming part of our breakthrough strategy into new areas.
Final comment from MT to amend terminology of competitors to providers.

9. For Information

9.1 Tenders, Contracts & Live Opportunities

LK advised she is still working on the format of how this is presented to the board as we do not have CRM or dashboards in place so is a lot of information to present on a spreadsheet

Highlights included

- *Contracts – waiting on two - bank street due in August, WDC due again but likely this is just confirmation of the 8 months extension to 31 Mar 23.*
- *Tender, opportunity tracking - waiting on outcome of Renfrewshire tender, positive vibes about it, 65% confident on win on that one. No bid East Lothian as this was for emergency response and not support*
- *Grants and trusts – active talks with National Lottery, Garfield Foundation, drug improvement parentship, joint bid with Celtic.*

Query regarding annual value contract from MT and LK clarified this is the estimated or known annual rental income (as can vary) with the commissioned care/support element.

9.2 Corporate Risk Register

AD highlighted the risk register to FIA and IM advised SLT now meeting and discussing weekly will highlight top 5 going forward a

Action:

- *SLT will make sure risk register is LIVE doc & revisit post mitigation risk levels*

SLT

9.3 Corporate Action Tracker

Committee noted actions

AD, Margaret will be joining board for July meeting

10. Updates

10.1 CEO Update

Noted contents

Specific mention of need to recognise the challenges at the frontline with Housing Support staffing having to administer naloxone and response to overdoses



Message from board support and thanks to amazing staff, under difficult circumstances.

10.2 **Service Delivery Update**

LM highlighted significant incident a couple days ago, Sauchiehall street, and recognition of staff response and support required for the staff team.

Recruitment has been fairly positive over past month or so with some successful recruitment fair and applications for perm and relief which helps services greatly.

Development meetings and activities are starting again. Oban had a boat trip SU outing.

Teams keen to have opportunity to be involved Examples include linked in local ADP's and training from local ADPs and invites onto their steering groups.

Corra planning sessions also went well.

Invite for JB and MCG to visit Viewpark service. LM happy to arrange visits.

Further confirmation that SHARP case management system, to replace better futures in underway and this will be integrated allows everyone to access same data, based on better futures system. Aim to pilot at 2 different services.

10.3 **Service Development Update**

LK highlighting numerous partnership meetings taking place and this will take forward what we can do in empower side. Potential to work with NG homes to redefine an activity programme (Pitstops) .

Unsuccessful for development partner, revisited role and readvertised.

10.4 **People Update**

GL provided overview of new recruits.

Challenges include our SVQ provider as they are unable to provide us with assessor and verifier, need to find another provider, going through procurement process.

Platforms and IT, Thrive important to role out, early August to role out.

Sage, as of end of this week, rolling out all holidays requested and approved through new system, and sickness, the next week, recruitment module done though sage.

Involv, staff portal, intranet. Launch, 2/3 months, agreed with union space on portal.

FD recruitment, LHH (B+C) owe us a hire, currently doing a quiet search, COO role description, confident of some good candidates through that route rather than open market.

Gift for GH on behalf of the board and BTHA.

- 10.5 **Finance Update**
Audit just about completed; auditor will be at Next FIA with audited accounts.
- 10.6 **Property Management Update**
DS on annual leave
Having to look at what office space, group workspace,
Oban taking back Carr Gomm, office in open. In NLC revisiting options from portacabin.
11. **Subcommittee Reports**
- 11.1 **Service Delivery and Change (12 May 2022)**
Conversation regarding the appointing relief bank coordinator and if in budget then no need to reapprove.
Query re attendance confirmed that MT should have been listed on attendance .
- 11.2 **Service Development (28 April 2022)**
JB had to drop off call – any notes to be circulated.
- 11.3 **Finance, Investment and Audit (19 May 2022)**
Approved
12. **Policies for Approval**
Need to look at policies
- Action:*
- *Review of policies required to be taken forward by the SLT*
13. **AOCB**
None.
14. **Date of Next Meeting**
11th August 2022
- Next Sub-Committee Meetings:**
Service Delivery & Change – 7 July 2022
Service Development – 23 June 2022
Remuneration – 8 September 2022
Finance, Investment & Audit – 14 July 2022

Signed: Anna Davis, Chair

Dated: 11th August 2022



The COM minutes may be required to be posted on our external website to comply with Scottish Housing Regulator guidance and Freedom of Information legislation. Should we be asked for information in relation to this meeting. Text will be redacted and the reason for redaction noted below.

Page	Section	Reason