

4072 APPROVAL OF PREVIOUS MINUTES

Confidential Minutes 16 February 2016

The confidential minutes of the meeting held on 16 February 2017 were approved:

Proposed: Bob Hartness
Seconded: Bob McDougall

4073 APPROVAL OF PREVIOUS MINUTES

Confidential Minutes 20 April 2016

The confidential minutes of the meeting held on 20 April 2017 were approved:

Proposed: Jill Pritchard
Seconded: Bob McDougall

Minute 20 April 2017

The minutes of the meeting held on 20 April 2017 were approved:

Proposed: Bob Hartness
Seconded: Bob McDougall

4074 MATTERS ARISING

The previously circulated information and updates were noted and verbal updates were provided on two items:

4074.1 Board Recruitment

Eight applications packs had been requested and one application returned. The closing date had been extended and further applications were expected. It was agreed that interviews should proceed for any applicants who meet the required criteria,

4074.2 Link Strategy Group Update

Frances Wood reported that the Link Group Board has asked Craig Sanderson to draft a brief to commission an external, independent consultant to advise and assist in appraising the current Link group structure. The Board had stressed that the subsidiaries should be involved in the development of the brief.

It was agreed that the draft brief be posted on Horizon's Board extranet for review and comment prior to Horizon's Board meeting on 13 July, providing the opportunity to feed back to the Link Group Board meeting on 18 July.

4074.3 Asset Management: bathrooms adapted for individual needs during planned maintenance

Sharon Brady Wardrope reported on the numbers of adaptations provided as part of the bathroom replacement programme: Five full adapted bathrooms of 46 replacements over 2015/16 – 16/17, with several minor adaptations.

The practice of claiming Stage 3 grant for full adaptations costs was discussed, rather than requesting funding for the price difference incurred when an adaptation is carried out as part of planned maintenance work (average price difference being £1000-1500). It was appreciated that there are wider funding issues that would need to be taken into consideration during the discussions and review of the Policy.

ITEMS FOR DEBATE / DECISION / ACTION

4075 Horizon's Residents Improvement Group (RIG): Scrutiny of Repairs Communications

The Board welcomed Lynda Johnstone (TIS), Gina Healy (RIG) and Mary Dickson (RIG), who joined the meeting for this item. With support from Lynda Johnstone, RIG members were attending the meeting to discuss the previously circulated Horizon's Residents Improvement Group (RIG) report on Scrutiny of Repairs Communications.

RIG members provided the Board with insight into why they and other members of RIG have engaged with the group, what they have gained from their experience of the partnership working between the staff and the tenants, and the level of assistance provided to help them attend meetings.

The Board thanked the RIG for their time and efforts in compiling a detailed report. They welcomed their acknowledgement of areas of success and good practice as well as the practical recommendations for improvement. Board members noted that staff would now produce an Action Plan in response to the report and this would be presented to the Board for information in August.

4076 Draft Minute of the Audit Sub Committee

The Board noted the previously circulated Draft Minute of the Audit Sub Committee meeting held on 24 May 2017.

4077 Annual Return on the Charter

The Board noted the previously circulated Annual Return on the Charter, approved by the Audit Sub-Committee, and that this had been submitted to the Scottish Housing Regulator.

4078 SHAPS Governance Options

The Board considered the previously circulated report and Notice of Employer Consultation. The Board felt that Option 2, which would establish a two Committee structure, would be more independent and accountable, providing the benefit of additional scrutiny. It was further agreed that membership of the proposed Scheme Committee should include one trustee who is independent of The Pensions Trust.

Decision: The Board response should indicate that Option 2 is preferable, and make the recommendation that one trustee should be independent of The Pension Trust.

4079 SHR Portfolio Return

The Board considered the previously circulated report and Loan Portfolio Return, which had previously been reviewed and recommended by the Audit Committee for submission to the Scottish Housing Regulator (SHR).

Decision: The Board approved the Loan Portfolio Return for submission to the SHR.

4080 SHR Five Year Financial Projections

The Board considered the previously circulated paper, which provided the Five Year Financial Projection Return, which had been previously reviewed and recommended by the Audit Committee.

Decision: The Board approved the Five Year Financial Projection Return for submission to the SHR.

4081 Interim Management Accounts to March 2017

The Board considered the previously circulated report.

Lorraine Utterson provided a verbal update on bad debt provisions, advising that the HEEPS Grant Award has now been received, enabling the release of this provision and resulting in a positive impact on the 2016/17 accounts.

It was noted that there had been no unexpected change in the trends in expenditure and income over the course of the year, and the report presented an acceptable year end result.

Discussion also extended to the change in treatment of the pensions scheme, and the full detail of this discussion is covered under agenda item 8.8 – Pensions Liability (4083)

Decision: The Board approved the interim management accounts for the year end to March 2017.

4082 Risk Register

The Board considered the previously circulated report and updated Risk Register, including proposed additions, deletions and amendments recommended by the Audit Committee at its meeting on 24 May 2017.

Decision: The Board approved the updated Risk Register for 2017-18, including the recommended changes made by the Audit Committee, and remitted the Risk Register to the Audit Sub-Committee for further and regular scrutiny.

4083 SHAPS Pension Liability: Accounting Treatment

The Board considered the previously circulated report which advised members on the background and rationale behind proposals to change group accounting practice regarding the accounting treatment of the SHAPS Pension Scheme.

The report had previously been considered by the Audit Committee on 24 May 2017, and the Committee recommended the proposal to adopt full disclosure methodology for accounting for the SHAPS pension liability.

The likelihood of a future move to full reporting was noted, and the Board agreed that there were certain advantages in this form of accounting calculation for long term planning. One benefit from the change in methodology would be the provision of a more stable projection over the year, and there would be no detrimental effect to the Association's accounts.

Decision: The Board approved the proposal to adopt full disclosure methodology for accounting for the SHAPS pension liability.

4084 Notice of intention to review the Standing Orders

The Board considered the previously circulated report and draft revised Standing Orders.

It was agreed to review and amend the Standing Orders at the Board meeting in August. It was further agreed that consideration of the Financial Regulations, usually reserved for the meeting of the Board in November, would also be brought forward to the meeting in August to be considered in tandem with the review of the Standing Orders.

Decision: The Board gives notice of its intention to replace the current Standing Orders with the amended Standing Orders, incorporating proposed changes, at its meeting on 17 August 2017. Consideration of the Financial Regulations will also be brought forward to the agenda for the 17 August meeting of the Board.

ITEMS FOR PERFORMANCE AND RISK MANAGEMENT

4085 **Gas Safety Certification: Administration and Reporting**

The Board considered a previously circulated report which provided background to a failure to ensure that the Gas Safety Certificate for Wallace Court was renewed by its due anniversary.

The report provided assurance to the Board that this failure did not place any resident at risk, and provided detail of the consequent investigation into the weakness in administration and reporting; and advised on the process and system improvements already implemented and further measures recommended to ensure monitoring compliance.

During discussion Sharon Brady Wardrope answered questions and provided members with further detail and clarifications regarding the process and systems failings, including a more detailed explanation on the use and functions of the systems used by both Horizon and by the gas contractor to log certification.

Decision: The Board approved the implementation of further improvements to ensure compliance, including the proposals for future targeted internal audit and reporting to the Audit Committee to provide further and ongoing assurance.

4086 **Performance reporting: quality assurance**

The previously circulated report, which provided the Board with information on the new procedures being devised to implement policy on performance reporting, designed to improve quality assurance in relation to data accuracy, was considered.

The Board noted the contents of the report, and recognised the ongoing work around performance reporting.

Decision: The Board supported moving forward with the review process set out in the paper, including internal audit of the procedures for performance monitoring and data assurance.

4087 **Quarter 4 KPI Report – 2016-2017**

The previously circulated report providing performance information against KPI targets approved in the Business Plan for 2016-17, was noted.

The Board acknowledged the actions taken and improvements achieved around tenant satisfaction with repairs.

In addition to the information contained within the report relating to the average number of days to re-let, it was noted that in future all wheelchair user standard properties will be advertised for a three week period as opposed to the current one week period. The Housing Services team is conscious of the potential

impact on average letting times, and a separate report regarding this will be produced in due course.

The Board noted the report and the additional information provided on re-letting procedures.

4088 Allocations Annual Outcomes Report

The previously circulated report was noted.

A request for future reporting to include further detail relating to individuals who vacate their properties to move into care, and on opportunities for enabling people to remain living in their own homes. It was confirmed that reporting systems for 2017/18 had been adjusted to allow this level of reporting.

Members commended the overall quality of the information and explanation contained within the report.

4089 Annual Complaints and Customer Feedback

The Board noted the contents of the report, and improvements made in light of learning gained during the resolution of complaints.

The Board were pleased to note the compliments received and which gave a glimpse into the areas where Horizon is making a positive impact on people's lives.

ITEMS FOR NOTE

4090 Loan Covenant Compliance Quarter 4

The Board noted the previously circulated report.

4091 Consolidated Declarations of Interest

The previously circulated report on the annual return of declarations of interest from Board and Senior Staff members of the Association was noted.

4092 2017 AGM Arrangements

The Board noted the report and made suggestions regarding venue and format.

4093 Any Other Business:

Governance appraisal and development

The previously circulated report was noted, and a Governance Learning & Development Schedule 2017-18 was tabled.

