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| AGENDA ITEM: | 4A | APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING |
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CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 23RD AUGUST 2021 AT 6.00PM VIA ZOOM

THE SECTIONS HIGHLIGHTED IN YELLOW HAVE BEEN REDACTED DUE TO THE CONTENT BEING PRIVATE AND CONFIDENTIAL

PRESENT:

| | |
|---------------------|------------------|
| John Kilpatrick | Chairperson |
| Morag Cameron | Vice Chairperson |
| Des Phee | Secretary |
| Helen Bayne | Treasurer |
| Christine McCormack | Board Member |
| Claire Taylor | Board Member |
| Hilary Tennant | Board Member |
| Catherine Jones | Observer |
| Evelyn Foster | Observer |
| Gemma Woodrow | Observer |
| Louise Bacon | Observer |

IN ATTENDANCE:

| | | |
|--------------------|--|--------------------|
| David MacKenzie | Chief Executive Officer (CEO) | |
| Frances Cunningham | Senior Corporate Services Officer (SCSO) | (Minute Secretary) |
| Sam Morton | Senior Housing Services Officer (SHSO) | |
| Eamonn Connolly | EVH | (In Part) |
| Graham Harper | Graham Harper Consulting | (In Part) |
| Fettes McDonald | FMD Financial Services | (In Part) |

1. Apologies for Absence

Apologies were tendered on behalf of David Logan (Observer).

Leave of Absence:

None

Absent:

None

2. Chairperson's Remarks

The Chair welcomed everyone to this evening's meeting and highlighted that it was the final meeting prior to the Annual General Meeting.

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The Chair welcomed all of our new potential Board Members who would be observing the meeting this evening. The Chair asked the Board and Staff to introduce themselves for the benefit of the Observers.

The Chair highlighted that Agenda Item 22a: EVH Board Appraisals, Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report, Agenda Item 7: Finance, SHR Loan Portfolio Return would be brought forward so Eamonn Connolly, Graham Harper & Fettes McDonald could present their reports and leave the meeting.

3. Declaration of Interests

D Phee declared an interest in relation to Agenda Item 5, CEO Report regarding Southside Housing Association.

4. Minutes of Previous Meetings:**4.a Approval of Minutes of Board Meeting held on Monday 28th June 2021.**

The Board approved the minute as a correct record of the meeting held on Monday 28th June 2021 as proposed by Claire Taylor and seconded by Christine McCormack. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 28th June 2021.

The Chair asked if anyone had any matters arising from the previous minutes of Monday 28th June 2021.

B39, 21.09.20, 5-CEO Report & Governance Report: The SCSO advised that we have completed and have submitted claim in relation to additional cost of tender and legal costs.

B82, 24.05.21, 4.f-Matters Arising from the Operational Services Committee Meeting (17.05.21) Notice of Proceedings: The SCSO advised that this will be updated through future rent reports and will be removed from the report.

B86, 24.05.21, 5-CEO Report & Governance Report, 2.2.6 Community Activity Budget: The SCSO advised that the 2nd reminder was sent out on 17th August.

B95, 28.06.21, 19-Board Training Plan: The SCSO advised that the Housing Management Training has been moved to Monday 18th October 2021 due to CEO shortlisting.

The Chair asked in relation to the CEO's recruitment the Board were to decide if they wished to carryout Psychometric testing. M Cameron mentioned that we carried it out during the

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previous recruitment. The CEO highlighted that the person who done it previously has left, however EVH would have to possibly procure this service.

The Board approved that Psychometric testing would be carried out as part of the interview process.

4.c Approval of Minutes of Board Meeting held on Monday 26th July 2021.

The Board approved the minute as a correct record of the meeting held on Monday 26th July 2021 as proposed by Morag Cameron and seconded by Claire Taylor. The minute was signed and sealed by the Chair.

4.d Matters Arising from the Board Meeting held on Monday 26th July 2021.

The Chair asked if anyone had any matters arising from the previous minutes of Monday 26th July 2021. No questions or points of clarification were asked.

4.e Draft: Minutes of the Audit & Assurance Committee Meeting (09.08.21)

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 9th August 2021 and the Chair asked if anyone had any questions.

The Chair asked for an amendment to the draft minute, that he had been omitted from the attendance list. The SCSO advised that she will amend the minute.

4.f Matters Arising from the Audit & Assurance Committee Meeting (09.08.21) for Approval

The Chair asked if anyone had any matters arising from the minutes of the Audit & Assurance Committee meeting held on Monday 9th August 2021 and asked for the following recommendations to be approved.

Agenda Item 9a, Corporate & HR Report: SCSO highlighted that she had been in contact with Defibshop to price a defibrillator and explained that they range from £1,300 to £1,800 that included lockable box. M Cameron asked how the public gain access to the box. The SCSO advised that you phone 999 and they give you the code to unlock the box.

The SCSO mentioned that she would need further information in relation to new pads and batteries and staff would require training on how to use the defibrillator.

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The Board agreed to purchase a defibrillator to be installed outside the office for public use.

Recommendations

The Board noted and approved the recommendations made by the Audit & Assurance Committee held on Monday 9th August 2021.

- Approved the Strategic Risk Management Action Plan (MAP), Appendix 1 – Operational Strategic Risk MAP and Appendix 2 – Phase 10 Strategic Risk MAP
- Approved the Financial Statement to 31st March 2021
- Approved the Audit Findings Letter to 31st March 2021
- Approved the Response to the Audit Findings Letter to 31st March 2021
- Approved the Letter of Representation
- Approved the Management Accounts for period to 30th June 2021
- EVH Terms and Conditions Update – June 2021
- Approved the Unacceptable Actions Policy

4.g Draft: Minutes of the Operational Services Committee Meeting (16.08.21)

The Board noted the draft minute of the Operational Services Committee Meeting held on Monday 16th August 2021 and the Chair asked if anyone had any questions. No questions or points of clarification were asked.

4.h Matters Arising from the Operational Services Committee Meeting (16.08.21 for Approval)

The Chair asked if anyone had any matters arising from the minutes of the Operational Services Committee meeting held on Monday 16th August 2021 and asked for the following recommendations to be approved.

Recommendations

The Board noted and approved the recommendations made by the Operational Services Committee held on Monday 16th August 2021.

- Approved the recommendation to Write Off the Former Tenant Arrears Cases 104, £556.79 as location of former tenant is unknown
- Approved the recommendation to Write Off the Former Tenant Arrears Cases 92,

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£4,274.21 as Debt Collection Agency were unwilling to take this on as a single case.

- Approved the adjustment to all Factoring Accounts in relation to Management Fee refund of six months to all owners and the write off of Environmental Maintenance Charges for Case 13 and Case 14 this would also include two additional Owners within Phase 3 development.
- Approved the application of a charge card in the name of Frances Cunningham with a limit of £3k to replace the office credit card.

5. Chief Executive Officer Report & Governance Report

The CEO presented the Chief Executive Officer Report & Governance Report to the Board and gave a brief update on the following:

2.1.1 Staffing/Service Provider Update – Staff: The CEO advised that Jaclyn McMahon had passed a further assignment. Leaving Jaclyn with 2 more to complete.

2.1.1 Staffing/Service Provider Update – Flexitime: The CEO mentioned that flexitime was working well however asked if the Board would consider allowing flexitime to be a little more flexible i.e. to allow staff when required to attend appointments or take their children to appointments during the day/core hours. As we have a number of staff who are unable to build up regular toil for such appointments.

The Board agreed to allow the flexitime to be a little more flexible to accommodate appointments during the day/core hours.

2.2.1 Skills for Growth Audit: The CEO highlighted that we had received a comprehensive report following the audit. The report has highlighted areas for individual and organisation development.

We have been in touch with Glasgow Chamber of Commerce to enquire about Kickstart placement within our office. This is a fully funded option and could offer a young person an opportunity to gain skills and experience for a 6-month period with training sourced via the Chamber of Commerce.

The Board agreed to participate in the Glasgow Chamber of Commerce Kickstart programme.

2.2.2 Lens Programme: The CEO mentioned that we had invited the two tenants John Masson and Pat Main into our office to announce that the Board had approved funding for their Lens initiatives. A news article has been placed in the Scottish Housing News.

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M Cameron asked about insurance liability. The CEO advised that we are only at the implementation stage at present and will deal with the insurance thereafter.

The Chair asked if this could be added to the Risk MAP. The CEO highlighted that we would update the MAP at our next sessions.

2.2.3 Community Activities 2021/22: The CEO advised that with Covid-19 restrictions being lifted we are now considering how we can re-launch our community activities during the remaining part of the years. SCSO will email all Board and Staff Members to see who would be interested in participating the Group.

2.2.4 Bin Store Replacement: The CEO highlighted that we carried out a postal consultation with a limited response. Those tenants who did respond were in favour of our proposal. We have 10 owners within the development however we have been unable to source any grants for owners, there is a likelihood that owners may not consent to the works taking place. Our next stage is to procure a contractor.

2.2.5 Business Planning Session: The CEO advised that Hampden is unavailable until after 15th November 2021 due to the COP26 summit and asked the Board to consider a date after 15th November.

The Chair advised that he is happy to wait until the new CEO is in place for the away day to take place.

The CEO mentioned that we may wish to appoint someone to facilitate the session Indigo House would be a good shout as they have facilitated other BP away days in the past and they have also completed our Governance review this year and have a good insight into where the organisation is sitting.

The Board agreed to hold the Business Planning Session once the new CEO is in place.

2.2.6 Procurement: The CEO mentioned that we are due to procure the following services:

Finance Services
Internal Audit
Tenant Satisfaction Surveys

H Tennant agreed it would be good to carryout the survey this year so that we have fresh figures for the ARC. The CEO highlighted that once we have procured, we will agree the timeline.

The Board agreed to procure all services.

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2.2.7 Disability Confident: The CEO highlighted that we are keen to become Disability Confident which is a scheme to encourage employers to recruit and retain disable people and those with health conditions.

The Board agreed to participate in Disability Confident.

2.2.8 Chartered Institute of Housing Awards 2021: The CEO advised that he was preparing an entry in relation to the Lens and possibly one other award.

The Board noted and approved the recommendation from the Chief Executive Officer Report & Governance Report.

Graham Harper joined the meeting at 6.00pm

6. Development Opportunities: Castlemilk West Church Site Update Report

G Harper presented the Development Opportunities, Castlemilk West Church Site Report and asked the Board to note the following points:

- The Church building has been demolished and the construction works have started in earnest with earthworks and site huts etc delivered this week. The piling works will commence the following week.
- A Clerk of Works will require to be appointed. A proposal from Ross Quality Ltd is attached as Appendix 1. Originally the Clerk of Works was to be appointed as a subcontractor to the Development Consultant for procurement purposes. However, it is possible to directly appoint Ross Quality through the Wheatley Framework and it is recommended that CHA do so, avoiding the need for a collateral warranty. The cost has been included within the budget.
- A publicity event is to be arranged.

The Board noted and approved the Development Opportunities: Castlemilk West Church Site Update Report and agreed to appoint Ross Quality Ltd for Clerk of Works services.

Graham Harper left the meeting at 6.33pm

Fettes McDonald joined the meeting at 6.00pm

7. Finance: SHR Loan Portfolio Return

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F McDonald explained that the Loan Portfolio outlines our private lending profile. As a Registered Social Landlord, we are required to provide certain standard information to Scottish Housing Regulator (SHR) on an annual basis about the loans we have taken out over the years to build or renovate properties. F McDonald confirmed the following:

- Approximately 60% of all housing stock is not granted as security for loan debt.
- The Association has loan facilities with BOS, RBS and Nationwide.
- Total loan debt at 31 March 21 is £1.45m.
- All debt is on a variable rate basis.
- RBS existing debt will be cleared in 21/22.
- The other loans are due to be fully repaid between 2032 and 2036.
- There are no issues in terms of covenant compliance.

There are no concerns regarding any aspect of the loan portfolio return for the Association.

The Board approved the Loan Portfolio for the period 31st March 2021 and gave delegated authority to staff to make the submission to Scottish Housing Regulator.

Fettes McDonald left the meeting at 6.43pm

8. Business Plan 2021-24: Strategic Objectives Delivery Plans (Q1)

The CEO presented the Business Plan 2021-24: Strategic Objectives Delivery Plan Report and asked the Board if they had any questions. No questions were asked.

The CEO mentioned that we are looking to priorities work on the website, tenant's app and equalities work.

The Board noted and approved the updated Business Plan 2021-24 Strategic Objectives Delivery Plan Report (Quarter 1).

9. Business Plan 2021-24: Operational Delivery Plan (Q1)

The SCSO presented the Business Plan 2021-24: Operational Delivery Plan Report and gave an update on the following items:

SO1:3-Phase 8 & 9 Kitchen Contract: SCSO asked the Board for approval to amend target date to 31.10.21. **The Board approved amendment.**

SO1:4-Bin Sheds Contract: SCSO asked the Board for approval to amend target date to

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31.10.21. **The Board approved amendment.**

SO2:7-Annual Waiting List Review: SCSO confirmed that the waiting list review has been completed.

The SCSO asked the Board if they had any questions. No questions were asked.

The Board noted and approved the updated Business Plan 2021-24 Operational Delivery Plan Report (Quarter 1).

10. Governance Review

The CEO presented the Governance Review Report which contains an update on progress to date against the external Governance Review completed in 2021. The action plan was approved by the Board on 28 June 2021, with updates to be provided monthly to the Board.

The SCSO gave an update on the following actions:

Short Term Actions

RS 1: 2-Whistleblowing Policy: SCSO advised that this training will take place on 04.10.21.

RS5: 4-Equality Impact Assessments: D Phee mentioned that we might be able to start completing these as part of the policy Review. H Bayne mentioned that they had just completed EIA training which was very good and that we could possibly use the Business Plan for the first template. H Bayne will forward details of trainer onto SCSO.

Medium Term Actions

RS 1: 1-Treasurer Profile/Job Description: M Cameron highlighted that there is a remit within the Standing Orders. SCSO confirmed that the remit was within Standing Orders however there was no actual job description. SCSO explained that she has managed to obtain a job description which will be presented to the Board next month.

RS1: 1-Anti-Fraud & Corruption Training: SCSO advised that this training will take place on 01.11.21.

RS2: 3-Notifiable Events Training: SCSO advised that this training will take place on 04.10.21.

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RS5: 1-Code of Conduct Training: SCSO advised that this training will take place on 04.10.21.

The Board noted and approved the Governance Review and Recommendations. The Board agreed that Staff would priorities the recommendations for completion.

11. Tenant Satisfaction Survey Result (Q1 & Q2)

The CEO highlighted that the purpose of this report is to provide the Board with a summary of the most recent quarterly tenant satisfaction pulse survey results. That the report will outline the results of the survey and areas of improvement plan.

The CEO mentioned that survey results are better than those recorded in March 2021. We had 3/70 tenants who were not satisfied with our overall service and 2 out of 3 tenants gave repairs or maintenance reasons. These issues have now been followed up and outstanding issues have now been addressed.

D Phee mentioned that we would need to think about when we wished the full survey to be carried out due to the increase in covid rates.

The Chair highlighted that the results are excellent.

H Tennant mentioned that it is great to see figures increase. That the Kickstart person could focus on repairs.

CEO advised that we have one additional pulse survey to be carried out. However we need to tender for the full survey

The Board noted and approved the Tenant Satisfaction Survey Results for Quarter 1 and Quarter 2.

12. Annual Assurance Statement

The CEO highlighted that the purpose of this report is for the Board to approve the process to ensure the submission of the Annual Assurance Statement (AAS) is made by 31 October 2021.

The CEO mentioned that we carried out a Governance Review this year which will place us in good stead for submitting the AAS and with updating the document library.

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The Chair agreed that he was happy with the CEO's thoughts and highlighted that he was happy with the AAS outline and would be happy to sign the statement at the Board meeting in September.

The Board noted the Annual Assurance Statement timeline and approved the process.

13. Policy Review: Retention of Records Policy & Schedule

The SCSO highlighted that this document is a current policy and has been amend by our DPO Claire Beckley. All amendments have been tracked in red for ease. The SCSO asked the Board if they had any questions, no questions were asked.

The Board noted and approved the Retention of Records Policy & Schedule with no further amendments.

14. Policy Review: Data Protection Impact Assessment Policy

The SCSO highlighted that this document is a new policy which has been drafted by our DPO Claire Beckley. The SCSO asked the Board if they had any questions, no questions were asked.

The Board noted and approved the Data Protection Impact Assessment Policy with no further amendments.

15. Policy Review: Information Security & Personal Data Breach Management Procedure

The SCSO highlighted that this document is a new policy which has been drafted by our DPO Claire Beckley. The SCSO asked the Board if they had any questions, no questions were asked.

The Board noted and approved the Information Security & Personal Data Breach Management Procedure with no further amendments.

16. Share Capital Report

The SCSO highlighted that there has been one change this month. We have received 4 new applications for membership from the following:

- Evelyn Foster, xx
- Gemma Woodrow, xx

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- David Logan, xx
- Louise Bacon, xx

This will increase our Membership to 77 Members.

The Board noted the and approved the Share Capital Report.

17. Notifiable Events Report

The SCSO advised that there were no notifiable events this month.

The Board noted the verbal update in relation to the Notifiable Event.

18. Rent Report: July 2021

The SHSO presented the Rent Report for July 2021 and advised the Board that our Housing Benefit Arrears are nil this month due to receiving 13th payment and that Actual Arrears have also decreased this month by £1,293.42.

The SHSO advised that the HSO has worked very hard to get the arrears down.

The Board noted and approved the contents of the Rent Report.

19. KPI's Operational Services Report (Q1: April-June 2021)

The SHSO advised that the purpose of this Report is to ensure that the Association is monitoring all of its Key Performance Indicators (KPI's).

The SHSO mentioned that historically these figures were reported to the Operational Services Committee quarterly. The recent Governance review suggested that the figures, with trend analysis and benchmarking are reported to the Board on a quarterly basis.

The SHSO highlighted that Quarter 1 figures reflect the impact Covid has had on the ability to provide services and highlighted the following areas to the Board:

- Repairs-No pre and post inspections taking place. SHSO advised that the new MSO started last week and is very positive that there will be an improvement with repairs service.
- Repairs-target for routing repairs was not met in the first month of the quarter – unable to

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carry out all but emergency repairs. The average for the quarter has met the target due to the strong performance of the repair's contractors.

- Right first time-the performance in this area has fell short of the expected standard. It is expected that, when the new maintenance officer is in post and the umber of pre and post inspections increases, along with closer monitoring of the issuing of job lines and completion dates improvement will be recorded.
- Repairs satisfaction-during the quarter, no paper satisfaction surveys were issued. Outbound telephone calls were made to tenants and 100% satisfaction was recorded. This is not a robust method of recording satisfaction. The most recent pulse survey carried out by research resource reports satisfaction show repairs satisfaction up to 86%. The paper repairs satisfaction surveys have been re-introduced and will be included in the appendix moving forward.
- Rent arrears-included in this appendix is the figure for the true rent arrears, as well as the percentage. This is arrears excluding the amounts owed by housing benefit and universal credit. The arrears figures are higher than the target and this is a constant area of focus.
- Complaints-most of the complaints received during the quarter were antisocial and responded to within the required timescales. The Board are asked to note that the number of complaints received during the first quarter of the year may not be a true reflection as tenants have been unable to report these in person due to office closure.

The SHSO advised that she would benchmark figures after the Millennium Group meeting next week. L Bacon asked what the Millennium Group was and who was included within the Group. SHSO advised that the Group comprises of Hillhead HA, Shire HA, Dalmuir Park HA and ourselves. All three Registered Social Landlords (RSL's) are larger than us however we hope to use Scottish Housing Network (SHN) to benchmark against similar sized HA's. SHSO advised that we hope to have SHN present benchmarking ARC figures to the Board in September or October.

The Board noted and approved the Board Training Plan.

20. Secretary's Report on Rules Compliance

The D Phee highlighted that this task is delegated to Staff to update register. The SCSO highlighted the purpose of this report is to provide the Board with an update confirming whether the Association is compliant with Rules 62 to 68.

The Association's Model Rules state (rule 68) that the Secretary must confirm in writing at the last meeting before the AGM that Rules 62 to 67 have been followed, and if not the reasons for this. The Secretary confirmed that the Association is complying with Rule 68.

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The Board noted and approved the Secretary's Report on Compliance with Rule 62 to 68.

21. Correspondence

The Secretary confirmed there was no correspondence this month.

- a) **Scottish Housing Regulator (SHR)-Annual Assurance Statement (AAS):** Letter gives us information to support us in the preparation of the AAS due to be submitted to SHR by 31st October 2021
- b) **SHR-National Panel of Tenants & Service Users 2020/21 Report:** This report provides an overview of findings from the 2020/21 programme of National Panel engagement commissioned by SHR.
- c) **Scottish Housing Day-Climate Emergency:** The Board agreed to sign up to event with a strong steer to sustainability, bulk disposal, Phase 6 & 7 window service instead of replacement.
- d) **GWSF-Resettlement of Afghan refugees in Glasgow:** The CEO asked the Board how they would feel about participating in the resettlement scheme.

D Phee mentioned that maybe we should speak to the Castlemilk Director's in the hope that we would may be able to rehouse refugees in the area.

C Taylor mentioned that East Dumbartonshire rehoused 5 Syrian families and they have integrated into the community. However, if we rehoused refugees they would require ongoing support.

M Cameron highlighted that we do not have a high turnover of stock.

CEO mentioned that we would only be to take possibly one or two families at most and it would be on a lease.

D Phee highlighted that we don't have much of property turnover however it is definitely one for us to consider.

C McCormack felt that the refugees would feel isolated.

CEO agreed that he would contact the Castlemilk Directors in the first instance to see if any of us would be able to rehouse refugees and then he would speak to with Duncan Campsie about support packages and will bring back to the Board in September.

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- e) EVH Monthly Report: The Board noted the EVH Monthly Report.

22. Any Other Competent Business

- a) EVH: Board Appraisals: E Connolly advised that EVH have been appointed to carryout this years Board Appraisals. The process will look at individual and group effective, also this year a 360 Evaluation of the Chair will be carried out.

E Connolly mentioned once the questionnaires have been completed and interviews taken place a report will be presented to the Board along with collective and individual training plan. The 360 Evaluation results will only be seen by the Chair.

E Connolly asked if Board Members were happy for SCSO to share personal contact details, he will organise dates and times with individual Board Members. The Board were happy for their contact details to be passed to Eamonn and the majority of Board Members were happy to complete the form online, however C Taylor and D Phee asked for a paper copy of the questionnaires.

Eamonn Connelly left the meeting at 6.21pm

23. Date of Next Board Meeting

- Monday 20th September 2021 at 6.00pm

The meeting concluded at 8.00pm