

MINUTE OF MEETING OF KEY BOARD  
HELD ON WEDNESDAY, 2 OCTOBER 2024

At 6.00 p.m. – in the Square, 70 Renton Street, Glasgow

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PRESENT

John Paterson (Chair)  
Jack Crombie  
Ann McGuigan  
David Meechan  
Gillian Anderson (online)  
Rebecca O'Donnell  
Karen Jamieson (online)  
Dee Fraser  
Paul Hush

IN ATTENDANCE

Andrea Wood (CEO)  
Alison Wood (Director of Finance)  
Gordon Anderson (Director of Housing, Development  
and Corporate Services)  
Jean Ramsay (Director of Support)  
Asa Brooks (Governance, Regulation and Compliance Manager)  
Leam MacKeown (Inclusion Manager – Supporting TAG)

1.1 APOLOGIES

Apologies were received from Sheenagh Simpson, Dave Le Sage and Brian Kemsley.

1.2 DECLARATIONS OF INTEREST

There were no declarations of interest.

1.3 MINUTES OF PREVIOUS MEETING

1.3.1 21.08.24

The minute of the meeting of 21 August 2024 was approved.

1.3.2 11.09.24

The minute of the meeting of 11 September 2024 was approved.

1.4 MATTERS ARISING

1.4.1 AGM Arrangements - Update (old item 1.8)

The Chief Executive informed Board members of the progress that had been made in relation to recruiting someone with digital experience onto the Board. Through an online service that matches third sector organisations with “digital trustees”, we have been introduced to Daniel McCafferty.

The Chief Executive has had an informal discussion with him. On 10 October he will meet with the Chairperson and observe a meeting of our ICT Review Group. A further update about his potential recruitment to the Board will be given at the December Board meeting.

ACTION

CEO/  
Chair

ACTION

Board members agreed that they would speak with the Chief Executive or Chairperson if they had any suggestions for bringing a second new person to the Board, in light of the two retirements at the recent AGM.

1.4.2 Timetable for Strategic Plan Review (old item 1.12)

The Chief Executive outlined the progress that had been made implementing the timetable for the preparation of the new Strategic Plan. The Board noted an opportunity to join Team Managers at the conference in November where objectives related to quality and the workforce would be discussed.

1.4.3 Staffing Changes (old item 1.5.2)

The Board welcomed the news from the Director of Support that there had been a positive interview process held and two new area managers for the North of Scotland have been appointed.

1.5 STAFFING ISSUES

The Board noted the report.

1.6 REVIEW GROUPS

1.6.1 Support (24.9.24)

The Board noted the report. They also noted that Angus Turner will be remaining as a member of the Support Review Group after his retirement from the Board at the AGM.

1.6.2 Housing & Development (2.10.24)

The Director of Housing advised that the Review Group had considered the plans of the My Home Group for the coming period, and had agreed the timescales for developing the housing section of the Strategic Plan, as well as the methods we will use to engage with tenants on this.

1.7 REPORT FROM AGM (11.9.24)

The Board noted that the business of the AGM had been concluded successfully.

1.8 EQUALITIES ANNUAL REPORT

The Board noted the report, requesting that “sex” be added to the list of protected characteristics at the start. This has been omitted in error.

GM

ACTION

The Governance Manager advised the Board that the report contains the results of the equalities surveys we have been undertaking with our employees, supported people, tenants and Board members. The Board noted that by completing and utilising these surveys we are meeting the equalities data collection requirements of the SHR's Regulatory Framework.

1.9 SUCCESSION & RECRUITMENT POLICY

The Board approved a new Succession & Recruitment Policy, requesting that it should be made clear in the title that it relates to Board membership rather than the employment of staff. The Chief Executive explained that the policy had been drafted to record the processes we have used successfully for many years, as well as to make some improvements where possible.

GM

The Board noted that the new policy will lead to a slight amendment in what is covered in the Board's annual Governance Sessions and will enhance how the Board assess collective and individual Board member appraisals.

1.10 ANNUAL ASSURANCE STATEMENT

The Chief Executive spoke to the report on this year's Annual Assurance Statement from Key to the Scottish Housing Regulator (SHR).

The Board noted the commentary accompanying the Statement, as well as the supporting information, detailing and confirming Key's compliance with the requisite regulatory standards, outcomes and legislation. They also noted the improvements that have been made since the Governance Session and that tenant safety had been a specific theme of this year's annual assurance statement for the SHR. The Director of Housing informed the Board that the Housing Review Group had confirmed compliance in all relevant tenant safety areas in its meeting immediately prior to this Board meeting.

It was noted that the online evidence bank, which the Board will use to help maintain their assurance throughout the year, is very nearly complete. The Chief Executive confirmed we will aim to give the Board a link to access the evidence bank by the December meeting.

GM

The Board approved the Chairperson's signing of the Statement and its submission to the Regulator.

GM

1.11 UPDATE ON GOVERNANCE REVIEW

The Board noted the report.

ACTION

1.12 STRATEGIC PLAN DEVELOPMENT – THE EXTERNAL WORLD

The Chief Executive provided a presentation on the latest developments in social care and housing policy that shape Key's working environment. This was provided to inform and support the Board during the ongoing development of the new Strategic Plan.

The presentation addressed the complex and unprecedented pressures and challenges facing social care, including: financial pressures from inflation, pay uplifts, funding reductions and Scottish Government spending controls; uncertainty around the development of the National Care Service; the limited application of the SDS and the Coming Home agenda; and difficulties recruiting and retaining a skilled workforce. The Board heard of the impacts these issues were having on those we support and employ.

The Board noted the content of the presentation. They expressed that they understood the nature of the challenges described, but felt that at a national level improved political leadership and decision-making was going to be required to guide the sector through these difficult times.

The Board requested that the presentation slides be circulated to Board members and that future updates on these issues are provided every few months.

GM/CEO

COMMUNITY LIFESTYLES

2.1 Minute of 29<sup>th</sup> AGM (3.9.24)

The minute of the Community Lifestyles' AGM held on 3 September 2024 was noted. Board members who were in attendance congratulated the supported people and TAG staff members for the helpful and interesting presentations given at the meeting.

2.2 Minute of Director's Meeting (3.9.24)

The minute of the Directors' meeting held on 03.09.24, including the re-election of David Meechan as the Chair, was noted.

3. HOUSING, DEVELOPMENT AND ADMINISTRATION ISSUES

3.1 Bank Mandates

The Board approved the signatories on the new bank mandates for the account presented, and noted the amended bank mandates that were also presented.

3.2 Lease Agreement

The Board approved the signing of a new a lease agreement for offices in Dunoon and noted the renewal of another also in Dunoon.

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ACTION

4. AOB

There was no other business.

5. DATE OF NEXT MEETING

The Board will next meet on Wednesday, 4<sup>th</sup> December 2024.