

MINUTE OF MEETING OF KEY BOARD
HELD ON WEDNESDAY, 17 MARCH 2021

AT 6 PM - *The meeting was hosted virtually*

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<u>PRESENT</u>	<u>IN ATTENDANCE</u>	<u>ACTION</u>
John Paterson	Andrea Wood (CEO)	
Sheenagh Simpson	Alison Wood (Head of Finance)	
Jack Crombie	Gordon Anderson (Head of Housing, Development and Corporate Services)	
Ann McGuigan		
David Meechan (from item 1.8)	Grace Semple (Head of HR)	
Bob Parry	Jean Ramsay (Head of Support)	
Angus Turner	Leam MacKeown (Inclusion Manager - supporting TAG rep)	
Gillian Anderson (from item 1.8)	Jim Kearns (Head of Administration)	
Dave Le Sage		
Jo Pearson		
Rebecca O'Donnell		

1.1 APOLOGIES

Apologies were received from Bill Mooney (leave of absence) and Karen Jamieson.

1.2 MINUTE OF PREVIOUS MEETING (27.1.21)

The minute of the meeting of 27 January 2021 was approved.

1.3 MATTERS ARISING

1.3.1 TUPE Arrangements (old item 1.3)

Chief Executive spoke to inform members that a quote for life cover had now been received and arrangements for this to be secured for two TUPE'd workers are being progressed.

1.3.2 COVID-19 Recognition Payment (old item 1.7)

Chief Executive spoke to inform the Board that, following Office Bearer approval, Key's Relief Register workers had also now been paid the recognition payment already awarded to contracted employees.

1.4 STAFFING MATTERS

Head of HR spoke to report. Noted by the Board.

1.5 REVIEW GROUPS

1.5.1 Housing (27.1.21)

Noted by the Board.

1.5.2 Training (2.2.21)

Chief Executive spoke to report that a new member had joined the Group, Ms Mary Parker, who worked in Human Resources before becoming a freelance coach some 20 years ago. Mary is currently one of a number of coaches supporting the wellbeing of health and social care workers in Scotland and brings a wealth of experience to Key.

ACTION

1.5.3 Support (2.2.21)

Chairperson spoke to report, drawing particular attention to a presentation detailing the imaginative ways in which TAG has been adapting to the strictures imposed by the pandemic.

1.5.4 Finance (2.3.21)

Noted by the Board.

1.6 AUDIT COMMITTEE – MINUTE OF MEETING (2.3.21)

The minute of the Committee's meeting of 2 March was noted.

Chief Executive and Head of Support spoke to report on Key's ongoing response to the Covid-19 pandemic. The Board noted with sadness the death of a member of staff and a person Key supports, and extended its deep condolences to their families and friends.

Chief Executive described how, in line with the national picture, Key had started to see a steady reduction in the number of people testing positive for Covid-19, with 3 people we support and 14 staff currently self-isolating following positive diagnoses. 73% of staff had received their first vaccination, and the rollout of asymptomatic testing is adding another layer of protection, helping to ensure a markedly improving picture.

The Board further noted the successful application to the Social Care Support Fund, which further assists staff who are shielding and unable to work.

1.8 KEY BUDGET 2021/22

Head of Finance spoke to report on the main elements of the budget for 2021/22.

The Board noted the main assumptions contained in the budget. As in previous years at this stage, it was noted that the draft budget was based on known support funding changes, but assumed no further increase or decrease in income, and was neutral in relation to cost increases.

The Board noted and approved the budget as a working draft, pending agreement of funding levels with a number of local authorities and with it particularly in mind that there was an assumption that, for all services, funding and staffing will return to 'near normal' following adjustments linked to Covid.

1.9 BOARD APPRAISALS

Chairperson spoke to notify members that the Board Appraisal Process for 2021 would be initiated over the next few weeks, with individual and collective appraisal forms being issued to members shortly, to enable returns to be analysed ahead of the

CEO

Board Governance Session in June.

ACTION

It was also noted that the appraisal for the Chairperson would be taken forward at a joint meeting of the Chairperson and members of the Office Bearers' Committee.

1.10 DIGITAL COMMITMENT

Head of Housing, Development and Corporate Services, and the Chief Executive, spoke to a report setting out Key's development and promotion of a digital approach across the whole organisation.

The Board welcomed the description of Key's digital activities, including specific approaches outlined in a suite of complementary documents, particularly those covering Key's Information and Communication Technology Strategy, its Communication and Engagement Strategy, and Digital Learning Strategy.

HoH

The Digital Commitment was approved for adoption.

1.11 EQUAL OPPORTUNITIES REPORT 19/20

The Equal Opportunities Annual Report was presented, for which the Head of HR spoke to the section on employment. The Board noted the continuing lack of ethnic diversity across all areas covered by the report and discussed a variety of avenues that could be explored towards redressing this imbalance, including consideration of additional resources that may be required for same. The Chief Executive will look for opportunities to address this matter in the months ahead.

CEO

1.12 INDEPENDENT REVIEW OF ADULT SOCIAL CARE

Chief Executive spoke to report on the Scottish Government's recently published Independent Review of Adult Social Care in Scotland, highlighting the Review's main recommendations described under the 3 main themes of Shifting the Paradigm, Strengthening the Foundations, and Redesigning the System.

The Board particularly noted the Scottish Government's positive response to the Review, including some of the immediate actions it had already announced, and its proposal that the incoming (post-election) parliament should implement the Reviews recommendations as quickly as practicable.

CEO

The Board noted the report, further updates on which will be provided during the course of the year.

1.13 SPSO MODEL COMPLAINTS HANDLING PROCEDURES

Head of Housing spoke to report on the impact of the Scottish Public Services Ombudsman's (SPSO) 2020 review of public sector complaints handling (as introduced by the SPSO in 2012).

The main changes resulting from this review were described in detail, with the Board noting that work is close to completion on an update to Key's Complaints Procedure, making it fully compliant with the SPSO's revised Model ahead of the 1 April implementation date. It was also noted that TAG would be invited to review the new procedure, to enable production of a complaints leaflet that will be consistent with Key's organisational approach and be as accessible as possible to the people Key supports, tenants and staff.

ACTION

It was further noted that, as part of this work, Key will aim to raise awareness about how complaints can be made, with the revised Complaints Leaflet and Complaints Handling Procedure made available through a variety of accessible routes. Likewise, it was noted that plans were in place for delivery of relevant training for complaints handlers within the organisation.

Finally, it was noted that Key will develop a complaints reporting and publication framework, including a revised notification and recording system for all complaints.

HofH

2. COMMUNITY LIFESTYLES

2.1 Meeting of Directors (23.2.21)

The minute of the Directors' meeting of 23 February 2021 was noted.

The Board's attention was particularly drawn to the meeting's consideration of possible means of encouraging participation of people supported by Lifestyles in the governance of the organisation.

2.2 Budget 2021/22

Head of Finance spoke to a report and presentation on the Budget for Community Lifestyles for 2021/22, which was noted and approved.

3. QUARTERLY REPORTS

The Chief Executive and Head of Finance spoke to the quarterly reports, along with a presentation of the items of main interest and a summary of the overall financial position, all of which were noted by the Board.

4. HOUSING, DEVELOPMENT AND ADMINISTRATIVE ISSUES

4.1 Former Tenant Rent Arrears: Proposed Write-Offs

Head of Housing spoke to report. The Board approved the annual write-off against former tenants' rent accounts for sums no longer recoverable or payable, with the provisional figure for the current financial year being a net credit of £15,336.55.

The Board noted and approved this write-off.

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4.2 Lease Agreement

The Board noted the signing of a lease agreement

5. AOB

5.1 Sleepover Payments

Chief Executive spoke to highlight the Supreme Court's recent judgement on payment of staff deployed on sleepover shifts. It was noted that full details of the judgement were still awaited, consideration of which would inform any recommendation for further action.

6. DATE OF NEXT MEETING

The Board will next meet on Wednesday, 12 May 2021.

ACTION