

**MINUTE OF MEETING OF KEY BOARD  
HELD ON WEDNESDAY, 19 JUNE 2024**

**At 6.00 p.m. at The Square, 70 Renton Street, Glasgow**

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PRESENT

Sheenagh Simpson (Chair)  
John Paterson  
David Meechan (online)  
Gillian Anderson  
Dave Le Sage (online, 1.8 onwards)  
Rebecca O'Donnell  
Dee Fraser  
Brian Kemsley

IN ATTENDANCE

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

	<u>ACTION</u>
<p>1.1 <u>APOLOGIES</u></p> <p>Apologies were received from Ann McGuigan, Musab Hems, Paul Hush and Jack Crombie. Karen Jamieson and Angus Turner have been granted leave of absence.</p>	
<p>1.2 <u>DECLARATIONS OF INTEREST</u></p> <p>There were no declarations of interest.</p>	
<p>1.3 <u>MINUTE OF PREVIOUS MEETING (15.5.24)</u></p> <p>With amendment to Item 1.2, correcting the stated nature of the relationship between Iriss and Falkirk HSCP, the minute of the meeting of 15 May 2024 was approved.</p>	
<p>1.4 <u>MATTERS ARISING</u></p> <p>1.4.1 <u>Board Appraisals (old item 1.4.1)</u></p> <p>The Chief Executive updated the Board that her appraisal, to be carried out by the Chairperson, has been rescheduled for 25 June 2024.</p>	<u>CEO/Chair</u>
<p>1.4.2 <u>Comparability Review (old item 1.5.2)</u></p> <p>The Chief Executive informed the Board that the the proposal they had agreed to had been accepted by the JNC and will be implemented in October.</p>	<u>DF</u>
<p>1.5 <u>STAFFING ISSUES</u></p> <p>The Chief Executive spoke to the report, informing the Board that the pay proposal agreed by the Board at its May meeting has now been put to ballot with the union membership.</p> <p>The Union agreed a joint statement with Key explaining the pay offer, and this was circulated to all staff by the Chief Executive along with a video.</p>	

ACTION

The ballot closes on 5 July 2024.

1.6 REVIEW GROUPS

1.6.1 Finance (7.5.24)

The Board noted the report.

1.6.2 Housing & Development (15.5.24)

The Board noted the report, including the detailed work that had been undertaken to conclude that our rent levels are affordable for our tenants and specifically the range of indicators used to inform that review.

It was noted that the Annual Return on the Charter (ARC) was approved by the Review Group, acting under delegated authority from the Board, and that a copy of the ARC was circulated by email to the full Board on 24 May for comment and questions, before it was submitted to the Scottish Housing Regulator.

1.6.3 Support (28.5.24)

The Chief Executive spoke to the report. The Board noted that 11 of our 13 branches have now been inspected by the Care Inspectorate in the last two years, and all of those have now produced assessments of “good” and “very good”.

The Board also noted that the service level agreement between Key and TAG had been approved by the Support Review Group through delegated authority, and that our performance report on complaints for the SPSO will also be published in our newsletter online.

1.6.4 Workforce (11.6.24)

The Board noted the report, including that the Workforce Review Group had examined the latest gender pay gap report on behalf of the organisation. The Board welcomed the fact that the pay gap had decreased.

1.7 RSL STAFF CODES OF CONDUCT

The Governance Manager spoke to describe a revised process to ensure new/existing staff affirm their commitment to the Codes of Conduct at induction and thereafter on an annual basis. The Board had previously noted the updated Codes for RSL Staff during the Governance Session 2021 and were reminded of the minor changes that had been made.

ACTION

The Board approved the updated version of the RSL Staff Codes of Conduct, noting that these formed an important part of the induction for new members of staff.

1.8 REVIEW OF STRATEGIC PLAN

The Chief Executive spoke to the report. The Board noted that Key Group's Strategic Plan was first approved in 2020 for a five-year period and that regular reviews had taken place throughout the pandemic years, with changes being made according to immediate priorities. A comprehensive collection of relevant documentation was provided to support the final annual review of the plan before the a new (three-year) strategic plan is launched in April 2025. This included information on the mission and vision of the organisation, background to the strategic plan, the control environment, risk management and commentary on the context for both our housing and support services.

It was acknowledged that the review materials included some elements – progress against objectives and risk registers – which had already been considered in detail and approved by Key's and Community Lifestyle's Boards and the Housing & Development Review Group (HDRG) as appropriate earlier this year.

The Board approved the overall business plan for 2024/25 , which will now be submitted to the Scottish Housing Regulator, along with the rent affordability reports considered at the latest HRDG meeting, as required by our Regulatory Engagement Plan.

CEO

1.9 DRAFT FINANCIAL OUT-TURN 2023/24

The Director of Finance spoke to the report on Key's financial performance for the year to 31 March 2024, including income and expenditure details across all areas of activity, and a draft summary of the Management Accounts for Key.

The Board observed that, whilst there was variation in positions across different local authorities, the overall out-turn is looking positive and that there had been improvement across our support activities. There has been an overall improved position from budget and from last year.

The Board noted that the figures presented would be used by Key's external auditor towards preparation of the final accounts for the year, and that these will be considered in full at the Finance Review Group meeting in August.

DF

1.10 REPORTABLE FINANCIAL MATTER

The Director of Finance talked to the report, notifying the Board of an incident of fraud enacted against Key by a third party. The police are investigating and the Board noted that, to mitigate the risk of this happening again, our procedures have been updated.

A full report is being submitted to the Audit Committee and the SHR has been notified.

DF

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1.11 NOTE OF BUSINESS CONTINUITY TEAM MEETING (1.5.24)

The minute of the latest Business Continuity Team meeting was noted.

1.12 PENSION UPDATE

The Director of Finance presented the report, which was noted by the Board. The accompanying letter from the SHAPS Employer Committee was also noted, which states that whilst deficit contributions are on hold for the moment it is likely they will re-start from April 2026.

2. QUARTERLY REPORTS

The Chief Executive spoke to the report which was noted by the Board.

3. MINUTE OF COMMUNITY LIFESTYLES DIRECTORS (21.5.24)

The minute of the Directors' meeting of 21 May 2024 was noted.

The Board noted that the meeting on 21 May had been Joanna Pearson's final meeting as a Community Lifestyles Director, and they expressed their thanks for her 21 years supporting both Key and Community Lifestyles.

4. HOUSING, DEVELOPMENT AND ADMINISTRATION ISSUES

2.1 Bank Mandates

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

2.2 Lease Agreement

The Board noted the renewal of a lease agreement for offices for our Inverclyde East and West Services.

5. AOB

No other business was considered.

4. DATE OF NEXT MEETING

The Board will next meet on Wednesday, 21 August 2024.