

# MINUTE OF MEETING OF KEY BOARD HELD ON WEDNESDAY, 5 OCTOBER 2022

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

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## PRESENT

John Paterson (Chair)  
Jack Crombie (via telephone)  
Gillian Anderson  
Dave Le Sage (online)  
Rebecca O'Donnell  
Musab Hemsli (online from 1.4)

## IN ATTENDANCE

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

## ACTION

### 1.1 APOLOGIES

Apologies were received from Ann McGuigan, David Meechan, Angus Turner, Sheenagh Simpson and Karen Jamieson.

### 1.2 DECLARATIONS OF INTEREST

There were no declarations of interest.

### 1.3 ELECTION OF OFFICE BEARERS

The Board noted that Key's Office Bearers comprise the Chairperson, 3 vice chairpersons, the Chair of the Audit Committee, the Chair of Community Lifestyles (both *ex officio*) and the facility for an additional Board member without portfolio.

The Board also noted that, in accordance with Key's Rules, the Chairperson can serve for no more than 5 consecutive Annual General Meetings, hence the current Chairperson, who was appointed in 2017, was not eligible to be re-appointed in that role.

The Office Bearers' structure was designed to facilitate transition while ensuring stability, with the expectation that, when a Chairperson's term is concluded, or the incumbent retires during a term, one of the vice chairs would be nominated as Chairperson. When a retiring Chairperson so wishes, he or she would then take up the vacant vice-chair post for at least a year, to provide continuity.

Accordingly, the Board approved Sheenagh Simpson as the new Chairperson, with John Paterson taking a vice chair role.

The full list of office bearers for the forthcoming year were unanimously approved as follows:

Chairperson	- Sheenagh Simpson
Vice Chair	- Ann McGuigan
Vice Chair	- John Paterson
Vice Chair (Appeals)	- Angus Turner
Chair of Audit Committee	- Dave Le Sage
Chair of Community Lifestyles	- David Meechan

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ACTION

1.4 MINUTE OF PREVIOUS MEETING (24.8.22)

The minute of the meeting of 24 August 2022 was approved.

1.5 MATTERS ARISING

Chief Executive provided a verbal update on the development of the National Care Service (NCS). In her role as Convener of the CCPS, the Chief Executive met with the Scottish Government Minister for Mental Wellbeing and Social Care and the President and Vice President of COSLA, where the issues highlighted included the need for sustainable funding for social care, a commitment to fair work principles and the need for parity of pay for the NHS and third sector workforces.

These are expected to be the first of ongoing talks with a range of stakeholders including the Cabinet Secretary for Health and Social Care, Senior Civil Servants and COSLA. The Scottish Government also held the first national forum on the development of the National Care Service, which Key attended. The Government is now looking for people to join a lived experience consultation group, giving the opportunity for TAG or individuals we support to have their say. There will also be a providers forum and Key/Community Lifestyles will likely take part.

CCPS has commissioned a report by Fraser Allandar addressing the funding of national social care policies, which can be circulated to Board members.

CEO

1.6 STAFFING ISSUES

The report was noted by the Board.

Staff Resources – Finance Team

Head of Finance spoke to the report. The Board gave approval for the recruitment of an additional part time finance assistant post, to take forward finance related work in Community Lifestyles.

Pay Award 2022/23

Chief Executive provided a confidential update to the Board on progress with the pay award for 2022/23.

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1.7 COVID-19 UPDATE

Head of Support provided a verbal report, stating that numbers of COVID-19 cases for supported people and staff remain stable and relatively low across the country.

Key has adopted amended practices in response to new national policies. Firstly, face masks are not required by support workers at all times, although there are still some situations where they remain compulsory in social care settings. In general though, these are now issues of personal choice for the staff member and supported individual. Secondly, twice weekly asymptomatic testing has stopped for support staff. However, symptomatic testing will continue.

Chief Executive confirmed that we will also continue to advise office-based staff to wear masks where they cannot keep 1m apart from colleagues.

In response to questions from the Board about managing COVID-related risks the Head of Support assured the Board that we are following national guidance closely, that our risk assessments are robust and we're taking a cautious approach to ensure everyone's wellbeing. The Board raised the prospect of a surge in cases, to which the Head of Support also confirmed that services are positioned well to respond quickly to any spikes or outbreaks that may occur during autumn/winter.

The Board also heard that Key has been keeping dated copies of each iteration of the national guidance, Key's own internal guidance and risk assessments from each phase of the pandemic. This means we can easily reference what national and internal guidance was being applied by Key at any given date.

The report was noted by the Board.

1.8 REVIEW GROUPS

1.8.1 Training (27.9.22)

Noted by the Board. CEO advised that discussion had focused on the future of the TRG, and that there is a plan to review membership, business and frequency of the TRG, SRG and other review groups.

CEO

1.8.2 Support (27.9.22)

Noted by the Board. John Paterson informed the Board that the Review Group had received feedback from two consultation events and from the workers survey, with the report of the latter to be circulated to all Board members.

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1.8.3 Housing & Development (5.10.22)

Head of Housing provided a verbal report. The main business of the Review Group had been the property investment programme and our development of an approach in response to the decarbonisation agenda. It was also reported that Key had successfully secured £10,000 funding to distribute to tenants who are experiencing fuel poverty.

1.9 PROGRAMME FOR GOVERNMENT 2022/23 – RENT & EVICTION MEASURES

Head of Housing spoke to the report.

In summary, it was noted that legislation had been passed at the Scottish Parliament earlier today which prevents landlords from increasing rent levels until 31 March 2023. The legislation gives Ministers the power to extend the freeze, or to introduce a cap on increases, beyond 31 March, but they have not yet confirmed they intend to.

The Board recognised that granting some stability for tenants in relation to their rent had been introduced in response to the cost of living crisis. However, it also acknowledged that if the freeze was extended, or if a rent cap was imposed, then these could cause challenges for Key in funding future operating costs and investment programmes. The Scottish Federation of Housing Associations, of which Key is a member, is making representations to the Government, expressing the sector's concerns at the risks this legislation may cause.

1.10 REPORT FROM AGM (14.9.22)

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

1.11 STANDING COMMITTEES & REVIEW GROUP MEMBERSHIPS

The composition of the various Committees and Review Groups was noted, including the vacancy on the Audit Committee.

Those present confirmed their ongoing memberships, as detailed in the report. When the schedule and content of the groups is reviewed for 2023, Board members will then have a further opportunity to reconsider which groups they take part in.

1.12 SERVICE LEVEL AGREEMENT BETWEEN KEY AND COMMUNITY LIFESTYLES

The Board approved the service level agreement for the year 2022/23. It also approved delegation of authority to the Finance Review Group, authorising it to approve future service level agreements between Key and Community Lifestyles, beginning with the agreement for 2023/24 when that is proposed next year. The Delegated Authorities policy will be amended accordingly.

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**1.13 ANNUAL ASSURANCE STATEMENT**

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

It was noted that 2019's Assurance Statement included a detailed self-assessment of the Regulatory Standards of Governance and Financial Management and that there had since been no changes to Key's compliance.

It was also noted that in the years after 2019 the Board had agreed to consider, in detail, a smaller number of standards to ensure continual improvement. For 2022, these had been agreed as (a) confirming that the Board leads and directs Key to achieve good outcomes for its tenants and other service users, and (b) that Key is open about and accountable for what it does. This review took place at the Governance session in June 2022 where appropriate levels of evidence were considered to support assurance.

The Board noted the commentary accompanying the Statement, detailing and confirming Key's compliance with the requisite regulatory standards, outcomes and legislation, and approved the Chairperson's signing of the Statement and its submission to the Regulator.

It was noted that previous guidance, recommending RSLs undertake full self-assessments against the Standards every three years, had now changed with ongoing self-assessment to become the norm. Key will devise its approach to this for launch in the next financial year.

**1.14 BOARD RECRUITMENT**

The Board discussed its intention to increase its membership, promoting diversity and succession planning. The Chief Executive advised that there are a number of people we would like to approach to gauge interest levels in joining the Board. We will also look to bring on a second member of TAG as a co-optee. The Chief Executive will report back in December. If the discussions have not produced the interest levels hoped for, open recruitment can again be considered as an option.

CEO

**1.15 ICT SYSTEMS DEVELOPMENT UPDATE**

Head of Housing spoke to the report. Whilst our plans for the replacement of the current version of our Evolve software were delayed by a range of factors including COVID-19, the period of the delay has seen a reduction of the risks to the current software thanks to a new support arrangement as well as an extension of our licencing agreement for the product. In parallel to this, Microsoft have confirmed that they will remove their long-term support for the reporting aspects of the software which runs our HR systems.

Accordingly, the Board agreed to the proposal to reallocate funding that had been approved in 2020 for the development of a new Evolve system, to work with an external partner to verify that the MS Dynamics HR module would be a suitable replacement for our current HR systems and to build a working structure for the overview of our SSSC information requirements. This reallocation of funding will also cover the cost of software development training for ICT and HR staff.

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2. COMMUNITY LIFESTYLES – MINUTE OF 27<sup>th</sup> AGM

The minute of the Community Lifestyles' AGM held on 6 September 2022 was noted.

3. HOUSING, DEVELOPMENT AND ADMINISTRATION ISSUES

3.1 Muir of Ord

In relation to the development of the six properties in Muir of Ord which Key is considering leasing, the Head of Housing confirmed that all areas of negotiations between Key and other agencies are ongoing.

Further details will be brought to individual Board members as these become available.

3.2 Bank mandates

The Board noted and approved the signatories on bank mandates for the service and service user accounts presented.

4. AOB

4.1 Confidential Update on Service Issue

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

4.2 Complex needs presentation

Chief Executive advised that immediately before the December Board meeting, a presentation will be delivered to the Board by staff who have been involved in supporting people with complex needs to leave a hospital setting and take up their own homes in the community.

5. DATE OF NEXT MEETING

The Board will next meet on Wednesday, 7 December 2022.