

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 29 April 2025

At 6:00 p.m. via Zoom

Present: Alistair Reid, Carolyn Hope, Ken Tudhope, Dominic O'Donnell, Maureen Gimby, Julie Templeton, Ron Sharpe

Attending: Joyce McCroskie (Director of Housing & Community Services, DoHCS), Barry Lees (Director of Property Services, DoPS), Shannon Watson (Chief Executive, CX)

Chair: Alistair Reid

The Chair opened the meeting asking everyone to confirm that they had read and understood the papers which had been circulated via DropBox the week prior to the meeting.

The Chair confirmed that the meeting was quorate.

Confirmed

Item	
1	Apologies
	Alan White, Craig Leitch, Scott Cunningham
2	Declarations of Interest
	No declarations of interest in business to be discussed were noted.
3	Minutes of Meeting on 25 March 2025
	The minutes of the meeting of the Board held on 25 March 2025 were reviewed and approved as an accurate record of the meeting. <i>Approved for publication</i>
4	Matters Arising
	a) Board noted the item which remained in progress and agreed the items proposed for closure. <i>Noted</i>
	b) Board noted that Atrium is up to date with all compliance requirements. <i>Noted</i>
5	Annual Assurance Considerations SHR's Standards of Governance and Financial Management for RSLs
	<u>Standard 5</u> – the RSL conducts its affairs with honesty and integrity Board considered the contents of the paper in order to agree whether Atrium is adequately demonstrating its compliance with the SHR's standards based on the matters discussed at this and previous meetings, and other evidence supplied. Board considered the statements made on how Atrium complies with each of the requirements in Standard 5 and agreed that it was a good record of Atrium's work

	<p>and that this paper, together with the other papers discussed at this and previous Board meetings, demonstrated Atrium is complying with the standard.</p> <p>CX noted that the first action on the Equalities Action Plan included in the papers should be marked as complete instead of showing as outstanding. Board discussed the need for Equality Impact Assessments to be rolled out further as each policy is renewed by the organisation and management agreed to do this going forward. CX noted that there is a need to incorporate an assessment of Human Rights into the review of policies and further guidance will be sought on how best to do this.</p> <p>A discussion was held on the possibility of reviewing the number of policies in place at Atrium to identify if any could be rationalised. Management and Board agreed that a balance needs to be struck between policies which act as guidance for customers, staff and Board members on specific matters, and creating policies which become unwieldy and try to address too many topics in one document.</p> <p>CX noted that the documents evidencing compliance with standards from previous meetings were included in the Board papers' background documents folder.</p> <p>Board approved the document as adequate evidence of its compliance with Standard 5.</p> <p style="text-align: right;"><i>Approved</i></p>
6	Internal Management Plan for 2025/26
	<p>CX noted that a very small number of tracked changes had been made to the final document in the papers, from the version which had been considered by Board at its meeting in March.</p> <p>Board approved the finalisation of the internal management plan for 2025/26.</p> <p style="text-align: right;"><i>Approved</i></p>
7	Risk Appetite
	<p>CX presented the paper which showed the results of the Risk Appetite survey that had been completed by the majority of the members of the Board. Board noted that overall, they had scored themselves as 75% Cautious about accepting risk to the organisation (83% at April 2024).</p> <p>There has been a move across several of the risk indicators towards a more open attitude to risk, but Customers, Affordability and Revenue Management had seen a decrease in risk appetite as the Board recognises the continuing cost of living pressures for our tenants as well as uncertainty about the impact on tenants of Westminster's proposed cuts to welfare benefits.</p> <p>Board discussed the fact that there were no real surprises in the outcomes of the survey as the continuing uncertainty in Atrium's wider socio-economic environment was making Board members more cautious about the risks to which Atrium is exposed. In particular, Board noted that the members were broadly aligned in their attitudes to risk for Atrium.</p> <p>A Board member noted that in particular Board was most averse to risks posed by not complying with legal and regulatory requirements, and the impacts of Financial and IT risks on the organisation.</p>

	<p>A Board member suggested that a discussion on appetite for risk could be held by Board as a group before the survey is completed, and CX noted that Board would have an opportunity to discuss their appetite for risk at the Strategy setting day in November.</p> <p>A Board member noted that often organisations focus on the negative impacts of risks without acknowledging the potential positives that could be derived from taking a controlled risk. In a discussion on strategy, Board will be able to discuss potential future activities and whether it is willing to accept the risks connected to them in return for the potential benefits that they might deliver.</p> <p>Board approved the current risk appetite as Cautious which is in line with our Risk Management Strategy at this time and which will be considered again in November.</p> <p style="text-align: right;"><i>Approved</i></p>
8	Eviction Update
	<p>Board noted the update provided on the eviction case which had previously been approved for arrears. A decree for eviction, arrears and expenses was granted in March 2025. Staff had continued to try to engage with the tenant regarding their arrears by visiting their home, calling and writing. Referrals had also been made to In-Court Advice and Atrium's Money Advisor.</p> <p>The tenant did not attend a final appointment offered in April in an attempt to prevent eviction taking place and eviction is now planned for 1 May 2025.</p> <p>Board noted the efforts made to prevent the eviction happening and noted the proposed completion of this case.</p> <p>A Board member asked how often tenants who had been evicted with high levels of arrears would seek to obtain a tenancy in an Atrium property at a later date. DoHCS noted that this does not typically happen.</p> <p style="text-align: right;"><i>Noted</i></p>
9	Complaints, SAR and FOI/EIR
	<p>Board considered the paper detailing the number of complaints received and the average response times for resolving these. CX noted that the required response times had been met on all complaints received during 2024/25. Board also noted activity on Subject Access Requests and that no new FOI / EIR requests were received in the quarter.</p> <p>A Board member asked whether complaints were benchmarked against our peer organisations and CX agreed to explore expanding benchmarking beyond the average response times reported in the ARC each year.</p> <p>Board noted the contents of the report.</p> <p style="text-align: right;"><i>Noted</i></p>

10	Strategic Risks – emerging risks and changes (standing item)
	<p>Board considered the current strategic risk register which had been included in the papers for the meeting. CX noted that some updates had been made to the risks in light of recent changes in the wider socio-economic environment and that these had been highlighted as red text on the register.</p> <p>Board considered the risks on the register and agreed that no further changes were needed.</p> <p style="text-align: right;"><i>Discussed</i></p>
11	Health & Safety (Standing Item)
	<p>DoPS noted that a fire had taken place at one of Atrium’s tenanted properties. Board were pleased to note that no-one had been injured in the fire which had started while the family was at home, and that Atrium was working with the family to secure alternative accommodation in the area while the repairs to the house are ongoing.</p> <p>DoPS confirmed that there were no additional matters to report to the meeting.</p> <p style="text-align: right;"><i>Noted</i></p>
Staff left the meeting at 6:38 p.m.	
12	Confidential Item – Chief Executive Appraisal
	<p>The Chair and Vice Chair noted that they had met with CX on 11 April 2025. At the meeting it was noted that Atrium continues to report strong performance and had also received good reports from Internal Audit on the procedures and processes in place. CX also set out their priorities and ambitions for the 2025/26 year which were represented by the targets included in the Internal Management Plan approved at this meeting.</p> <p>Board noted that it would be setting the strategy for the new Business Plan period over the coming months, and this would then set new targets for CX.</p> <p style="text-align: right;"><i>Noted</i></p>
13	Date of Next Meeting - Tuesday 27 May 2025 at 6:00 p.m. via Zoom
	The meeting closed at 7:00 p.m.

Chair:

Date: 27 May 2025