

ATRIUM HOMES

Minutes of Meeting of the Board held on Tuesday 30 April 2024

At 6:00 p.m. via Zoom

Present: Alistair Reid, Carolyn Hope, Steven Fraser, Julie Templeton, Maureen Gimby, Craig Leitch, Dominic O'Donnell, Alan White, Ron Sharpe

Attending: Joyce McCroskie (Director of Operations, DoO), Barry Lees (Director of Investment, DoI), 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 | |
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| Training and updates | |
| 1. | CX provided Board with a refresher on the key reasons for the creation of the Social Housing Charter, the latest version of which was published by the Scottish Government in November 2022. Board were reminded of the key standards and outcomes which Atrium should deliver for customers and other stakeholders and Board were asked to read the full Charter which had been included in the Background documents for the meeting as well as in the Board Document folder for ease of access. |
| 2. | CX reminded Board of the importance of Data Protection regulations and compliance with them in light of the recent reprimand issued to a fellow RSL by the ICO. Board discussed the risks of implementing new systems for customer service and the pitfalls of not testing these adequately to ensure tenants' data is protected from inappropriate access. All present agreed that training of all staff members and Board members on the requirements of the legislation was essential to reducing risks as far as possible. CX also reminded Board of the external DPO service which Atrium uses and the means by which any concerns on data should be flagged by Board and staff. |
| 3. | Finally, CX provided a brief overview of the e-learning portal available to all Board members and staff of Atrium. CX noted that there were a number of bitesize training modules which Board have access to free of charge and which can be accessed by them at a time that suits them. |
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| 1 | Apologies |
| | Ken Tudhope |
| 2 | Declarations of Interest |
| | No declarations of interest in business to be discussed were noted. |

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| 3 | Minutes of Meeting on 26 March 2024 |
| | <p>The minutes of the meeting of the Board held on 26 March 2024 were reviewed and approved.</p> <p style="text-align: right;"><i>Approved for publication</i></p> |
| 4 | Matters Arising |
| | <p>a) Board noted the updates given on actions arising from previous meetings, and progress made to date. The Board member whose PDR form has not yet been returned as final was reminded to return this as soon as possible.</p> <p style="text-align: right;"><i>Noted</i></p> <p>b) Board noted that Atrium is up to date with all compliance requirements.</p> <p style="text-align: right;"><i>Noted</i></p> |
| 5 | Applications for membership |
| | <p>Board noted that one application for membership was received from an individual who is a tenant of Atrium Homes was put to the meeting, and the Board approved this.</p> <p style="text-align: right;"><i>Approved</i></p> |
| 6 | Internal Management Plan for 2024/25 |
| | <p>Board considered the contents of the paper and noted that there had been a small number of tracked changes made to the version which had been presented to Board for approval in Draft in March 2024. CX noted that a small number of changes had been made to the policy review deadlines but that all policies would be reviewed within appropriate timescales.</p> <p>Board approved the finalisation of the plan.</p> <p style="text-align: right;"><i>Approved</i></p> |
| 7 | Risk Appetite |
| | <p>CX introduced this paper which had been added to the Board pack on Monday 29 April. Board noted that not all members had responded to the survey and so it was agreed that the paper would be re-presented to the May meeting for final agreement on Board's appetite for risk for the 2024/25 year.</p> <p style="text-align: right;"><i>Approval delayed to May 2024</i></p> |
| 8 | Policies |
| | <p>Board considered the two new policies presented for approval. CX noted that the two policies were similar in content but included the specific regulations with which Atrium is required to comply. The presented policies were approved subject to one typo noted in both documents being corrected.</p> <p>Board discussed the volume of individual policies which Atrium has in place and encouraged the executive management team to consider opportunities for rationalising policies in the future where possible.</p> <p style="text-align: right;"><i>Approved subject to amendments to policies noted</i></p> |
| 9 | Complaints, SAR and FOI/EIR |
| | <p>Board considered the contents of the report and noted that response deadlines had been met in all instances in the quarter ended 31 March 2024.</p> <p>Board discussed additional detail on complaints and compliments received which they would like to see included in future reports.</p> <p style="text-align: right;"><i>Noted</i></p> |

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| 10 | Strategic Risks – emerging risks and changes |
| | <p>Board considered the current strategic risk register which has been included in the papers for the meeting. CX noted that Residual Risk for Risk 2.1 had been increased as a result of a recent retirement from Board.</p> <p>With regards to the Disaster Recovery solution in place to mitigate Inherent Risk in Risk 6.1 had been able to be tested on Monday 29 April 2024. The solution works satisfactorily and so will ensure that, should access to Atrium’s servers be disrupted for whatever reason, staff would be able to access core systems and essential data within a couple of hours of the network failure.</p> <p>No additional risks were noted as being required to be recorded on the register and no changes were required.</p> <p style="text-align: right;"><i>Noted</i></p> |
| 11 | Health & Safety (Standing Item) |
| | <p>DoI confirmed that there were no new matters to report to the meeting.</p> <p style="text-align: right;"><i>Noted</i></p> |
| 12 | Any Other Competent Business |
| | <p>No matters were noted</p> <p style="text-align: right;"><i>Noted</i></p> |
| 14 | Date of Next Meeting – Tuesday 28 May 2024 at 6:15 p.m. at Atrium House |
| | The meeting closed at 6:47 p.m. |

Chair:

Date: