

Agenda item 2 – CHS-1819-31

Minutes of the meeting of the Board of CHS of 18th Spetember 2018

Accountable Director:	Lynne Harrison, Business Manager
Report author:	Nicola MaLaren
Recommendation:	To approve the minutes of the 18.09.2018 meeting
Resources implications:	N/A
Equalities duties:	Equalities Impact Assessment Required No Equalities Impact Assessment Completed No

Background

1. At its meeting on 18th September 2018 the Board of CHS held a meeting.

Recommendation

2. To approve the minutes of the 18th September 2018 meeting.

Minutes of the Board meeting of 18th Septeber 2018

The meeting started at 13:01.

Present:

Garry Coutts (Chair)
John Anderson
Henry Robson

Also present:

Boyd McAdam, National Convener/Chief Executive (NC/CEO), CHS
Elliot Jackson, Depute Chief Executive (DCE), CHS
Ed Morrison, Head of Finance, SCRA/CHS
Lynne Harrison, Business Manager, CHS
Nicola MaLaren, Governance Lead, CHS
Donald Henderson, Deputy Director for Care, Protection and Justice, SG

Apologies:

Marian Martin
Beth-Anne Logan
Susan Deery, Head of Human Resources, SCRA/CHS
Christine Mullen, Operational Manager, CHS

The Chair welcomed everyone to the meeting.

Items	Actions / owner	Time-scales
1	Declaration of interests	
None.		N/A
2	Minutes of previous meeting	
<ul style="list-style-type: none"> • The Board noted that there were some amendments required to the minute; change in the Minister’s title to Children and Young People and that a wording amend be made to change aligned to assigned. <p>2. Decision—</p> <p>The Board agreed to approve the minutes of the 19th June Meeting subject to the above amendments.</p>		
3	Matters arising	
None.		
4	Action log	
<ul style="list-style-type: none"> • EJ highlighted that the digital strategy redaction functionality is currently being investigated and is with LMc to report the findings of the proposed solution. Details will be circulated on completion of the analysis. And will be discussed at a future meeting. • There is a request from the Chair to look at the possibility of eBoard papers – a business case has been submitted to SMT for review and will be brought to the next Board meeting in November. • The Chair confirmed that there are now 2 live vacancies for Board members. The Chair confirmed that the Board was committed to gender equality and was encouraging applicants from diverse backgrounds including those with lived care experience. • BMc reported that City of Glasgow council have provided a report in conjunction with Solace on the support agreements with local authorities. These arrangements are still under review at present. The Chair noted that any agreement needed approval from ASTs and Panel members, to establish a national set of standards. The Chair requested the Board be kept informed of progress should their support be required to expedite the approval process. 		

	<p>2. Decision—</p> <ul style="list-style-type: none"> • EJ will update the Board at the next meeting on the progress of the redaction functionality. • The Board has asked for a full report relating to partnership agreements ahead of the next meeting to review what options are available to progress forward. 	EJ BMc	Nov Board Nov Board
5	Chair update		
	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Recent focus has been on securing the training programme – previously discussed in the Private meeting. • National recruitment campaign has also been a high priority but will be covered on the agenda. <p>2. Decision—</p> <p>No matters were raised to the chair.</p>		
6	NC and Chief Executive update		
	<p>1. Summary of discussion and/or issues raised—</p> <p>The National Convener/ CEO (NC/CEO) introduced the paper. Key elements were:</p> <ul style="list-style-type: none"> • It was highlighted that there had been a number of challenges relating to the recruitment campaign and the action that was taken to keep the campaign relevant to the community. • There has been an increase in the numbers of complaints, concerns, SARs and FOISAs over the last few months which have put strain on CHS resource. A review of the relevant policies will be undertaken and options to enhance training within the community explored. HR raised previously noted concerns by ARMC and that a report will be taken to them relating to complaints in the Nov committee. • The Digital programme is underway and progressing as anticipated but requiring significant need for staff resources and time. • Feedback loop – BMC and SC have been investigating alternative methods for gathering data to support feedback loop reporting requirements. A research proposal will be brought to the Board at a future date. 		

<p>2. Decisions—</p> <p>The Board agreed—</p> <ul style="list-style-type: none"> • BMc to review the format and frequency of the NC report ahead of the next Board meeting, ensuring that it's primary focus remained a vehicle to update the CHS community of national activity. 	BMc	Nov		
7	Finance report 2018/19			
<p>Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The resource grant in aid allocation for CHS was £3.8m plus an additional £117k underspend from 17/18. • This is an increase in £53k compared to when the budget was set back in March. • It was noted that there has been a decrease in panel members claiming expenses. The Chair queried the reasons behind this and EM advised that the National Team were exploring this and a report would be brought to the Board at a later date. Therefore taking this into account there has been a cautious reduction of £10k underspend. • With the delivery of the new digital platform the ease in which panel members claim expenses should become more user friendly. • EM suggested that due to the possibility of an underspend on volunteer expenses there are a number of in year priorities and cost pressures that may require funding. There are to be considered by SMT. • EM assured the Board that there is no requirement to forecast any overspend in VAT in relation to the new Training contract this year or in the next financial year • The Chair queried the costings of Microsoft licences and whether these are required ongoing – LH confirmed these are regularly monitored and edited where necessary. <p>2. Decision—</p> <p>The Board agreed to note assurance of the report with the expectation that a detailed report into panel member expenses would be presented at a future Board.</p>			EM	Nov

8	Financial Plan update		<p>Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • 2019-2020 detailed planning is currently underway with SG. • There are various policy amendments and reviews (including the care review) that are underway, which prevent accurate forecasting due to the possibilities of change required once these are complete. • LMc has identified that there is an ongoing requirement for IT Tech refresh of approx 5% of operating costs which will need to be provided from 2021/22. • BMc and EJ advised the Board that they had also presented the financial position to the Minister in relation to the outstanding business case. • The Chair mentioned that albeit the 4 separate elements of the business case had been signed off there hadn't been an agreement on the priority of these areas. The Chair noted the Board's perspective that Local Volunteer Management structure and Quality assurance are the 2 critical areas that are crucial to the success of CHS and ensure stability. <p>2. Decisions—</p> <p>The Board agreed to approve the Financial Plan.</p>		
9	Audit and Risk Management Committee Reports		<p>9.1 – Cover paper, Audited Annual Accounts 17/18 & Letter of Representation</p> <p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Audit Scotland had completed their review of the 17/18 accounts. Any amends required by the Audit committee in August have been taken into account and reflected in the final reports. • No new recommendations. The only 17/18 recommendation is now closed. • EM highlighted that there was a previous requirement from ARMC to potentially get a letter of comfort from SG in relation to future funding. • HR asked that there is some analysis is brought to the Nov ARMC to help explain the pension position. • HR queried the wording of section 24 of the letter of representation and asked this be amended. • The Chair expressed his thanks and praised the team for a healthy and high quality report. <p>2. Decisions—</p> <p>The Board agreed to approve the reports based on the amendment mentioned being actioned.</p>		<p>EM</p> <p>Nov ARMC</p> <p>EM</p> <p>Nov ARMC</p>

<p>9.2 – ARMC Minutes</p> <p>The Board agreed to approve the minutes of the 19th June 2018.</p>		
<p>10 CHS Impact report (formerly NC/CEO Annual report and CHS annual report)</p>		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • LH explained the rationale behind the changes was to make it more user friendly and make it a more outcome and community focused document. • HR suggested a re-phrasing of the Chairs section of the report. • DH asked if it was possible to circulate within SG to share the innovative approach. • The Chair thanked the individuals involved in the project and encouraged its wide distribution. <p>2. Decisions—</p> <p>The Board agreed to approve the report based on amendments from HRs feedback.</p>		
<p>11 Property Update</p>		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • LH updated the Board that MWC have had funding approved and therefore approval was sought from the Board to approve a move to Thistle House effective end 2017/18. It was confirmed that NRS have been consulted and are happy to work on flexible terms relating to an exit date from LWH. • Subject to approval: a programme of staff consultation and engagement will take place. HR queried if there would be adequate space if there was an increase in head count in the future – LH noted that smarter working approaches would help facilitate this. • The increased rental costs of £38k was discussed. EM confirmed if this was not sourced from GIA SG would expect us to cover costs from existing resources. <p>2. Decisions—</p> <p>The Board agreed to approve the report and continue to prepare to move to Thistle House effective 1st April 2019.</p>		

12	Feedback Loop		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • BMc and SC have been investigating alternative methods for gathering data to support feedback loop reporting requirements. A research proposal will be brought to the Board at a future date. <p>2. Decisions—</p> <p>The Board agreed to wait until next Board to agree the approach in the future.</p>			
13	Draft Equality outcomes 2018-20		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • LH presented the report. It was noted that the Robertson Trust interim programme was trialled in the summer and had been successful. In 2019 CHS hope to participate in the programme again with aspirations of gaining 2 interns. • The Equality outcomes will be reported against in 2 years' time. <p>2. Decisions—</p> <p>The Board agreed to approve the report.</p>			
14.	Forecast Performance report Q2		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Positive report in relation to the indicators that were within resource boundaries of the organisation. • Chair requested a review of KPIs ahead of the business and strategic planning for 2019/2020. <p>2. Decisions—</p> <p>The Board agreed to note the report for assurance.</p>			
15.	Area convenor/AST Support		

	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • BMC talked through the comments raised at the ACLG weekend event which focused on concerns of being over stretched and under resourced. • It was brought to the Board’s attention that a letter had been received from a number of ACs detailing a number of concerns/issues. • The Chair noted significant risk that some of the most experienced and influential AC’s are writing in to note concerns of sustainability. • EJ mentioned that there have been a number of workshops that have taken place to discuss how CHS manage these concerns if we are successful (or not) with the business case and how we best utilise any resources. <p>2. Decisions—</p> <p>The Board agreed that BMC would reply formally to the letter received detailing the Board’s awareness of the issues and request for regular contact. With a follow up letter to be sent in January after discussions have taken place.</p>	BMc	Jan 19
16	2019/20 Business Planning		
	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Board strategy day on 9th October will set foundations that will feed into the 2019/2020 planning. • Staff day in early September has given some stepping stones on where they see CHS in the future. • Draft plans to come back in to the Board January 19 before final sign off in March. <p>2. Decisions—</p> <p>The Board agreed to note the report.</p>	LH	Jan 19
17	Biodiversity Report		
	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • Statutory requirement. Kept relevant given CHS have no green space. • Details how biodiversity targets will be built into future work. • Request to approve the report as well as approve the request for this to be built into other reports in the future. <p>2. Decision—</p>		

The Board agreed to approve both aspects.			
18	Training contract Update		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • It was confirmed that the contract had been awarded to West Lothian College and would be effective from 1st October 2018 • The Chair wished to review any outputs throughout the mobilisation period where there are any changes or new elements. These will then be circulated to the Board when deemed necessary. • The Chair noted that some areas of the community may be concerned about the retention of the current training provider. The Chair noted however that this was an entirely new contract, constructed in a different way and with robust quality assurance measures in place. This presented significant opportunities to develop the programme. <p>2. Decision—</p> <p>The Board agreed to note the report.</p>			
19	Panel Member Recruitment update		
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • It was noted that there were 6 days left of the campaign with approx 650 applications received to date in line with 2016 figures. • In line with previous years a 40% uplift in applications is anticipated to be received in the last 48 hours. A number of employer engagement events have taken place. • No paid press was used this year. • The Chair requested a report to better understand Regional volunteering profiles. • Both DH and the Chair highlighted the exemplary manner in which the team responded to external commentary on the initial campaign and thanked the team for their determination and resilience. • The Chair noted that a full evaluation of the creative development of the campaign will be presented at a later date <p>2. Decision—</p> <p>The Board agreed to note the report.</p>		<p>LH</p> <p>LH/LF</p>	<p>Jan 19</p> <p>Jan 19</p>
20	Feedback report following ACLG weekend June 18		

	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Chair highlighted that these events are crucial going forward to keep ACs informed and empowered. • The Board strategy day will be used to inform the agenda for the weekend event in February. • Board members who attended noted it was a positive and motivating event and looked forward to potential involvement in future planned activities. <p>2. Decision—</p> <p>The Board agreed to note the report.</p>		
21	AST Plans Report		
	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The Board welcomed the AST plans but cautioned against creating additional work load for an already stretched national team and AST members. • It was noted from the Board the appreciation and thanks for the effort required by ASTs in completing these plans. • The Chair wished to have a feedback session 6-12 months in the future to reflect over the creation of the plans and the value they add to national planning. <p>2. Decision—</p> <p>The Board agreed to note the report.</p>		
22	Number and reasons for appeals		
	<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> • The report was welcomed and noted that further detail and explanation in some areas would be beneficial. • The Chair raised concerns that there are a very low number of records that fully detail reasons for and against appeals. • It was agreed to discuss this topic at the next joint SCRA/CHS Board meeting. • Practice around the engagement between Reporters and Panel members was discussed. BMC is consulting with SCRA to explore this. • Real scope for improvements however requires significant investigation and analysis. 		

<p>2. Decision—</p> <p>The Board agreed to recede the report and await a new report post further investigation and discussions jointly with SCRA. To look at the processes and understand the background behind the figures, over the coming year.</p>	EJ	Sept 19
23	Queen’s Award for volunteering	
<p>1. Summary of discussion and/or issues raised—</p> <ul style="list-style-type: none"> This is the volunteering equivalent of a MBE, CHS are currently not eligible. CM has sought approval to challenge the criteria to allow CHS to participate. <p>2. Decision—</p> <p>The Board agreed to allow progression as seen fit.</p>		
<p>The Chair thanked everyone for their contribution.</p> <p>There is a Board Strategy day on 9th October 2018. The next Board meeting will be on 27th November 2018, Edinburgh. The meeting closed at 14.48.</p>		