

Please note – these Minutes have been edited to remove any commercially sensitive or confidential discussions

ITEM 2

MELVILLE HOUSING ASSOCIATION LIMITED

Minute of the Board Meeting held on Wednesday 19 May 2021
at 6.00 pm via Zoom Video Conference Call

PRESENT: Caron Quinn
Glen Alexander
David Bond
Donna Bogdanovic
Paul Cameron
Andrew Dougherty
Clare Marshall
Christine Moore
Barbara Shearer
Bill Takhar

IN ATTENDANCE: John McMorrow, Chief Executive
Kirsten Dean, Head of Finance & Corporate Services
Nancy Booth, Head of Property Services
Neil Edgar, Development Manager
Jane Burnett, Acting Housing Manager
Martin Sloan, Property Manager
Mary Monteith, PA to Chief Executive (Minute)

C QUINN IN THE CHAIR

1a.	CHAIR'S OPENING REMARKS The Chair welcomed all to the meeting and explained that Jane Burnett, Acting Housing Manager was attending her first meeting. The Chair advised that Item 10 would be taken after Item 5 to allow the Managers to leave the meeting.	Action Required Note Note
1b.	DECLARATIONS OF ANY OTHER BUSINESS	

<p>1c.</p> <p>DECLARATIONS OF INTEREST</p> <p>1d.</p> <p>APOLOGIES</p>	<p>Noted that one item of other competent business was raised, Building Back Better and Greener. The Chief Executive noted that this could be raised at Item 11 – Governance Report.</p> <p>Noted that one Board Member sits on the tenants’ Representative Panel. The Chair and Chief Executive noted that they sit as Directors on Ironmills Developments Ltd and declared an interest in QEF Benchmarking Membership noted in Item 11 on the agenda</p> <p>Apologies were received from Hailie Johnston and Lucy Stang.</p>	<p>Note Action Required</p> <p>Note</p> <p>Noted</p>
<p>2.</p> <p>2.1</p> <p>2.2</p>	<p>MINUTES OF PREVIOUS BOARD MEETING 27 MARCH 2021</p> <p>Noted that the Chair invited the Chief Executive to lead on the minutes on behalf of the Secretary.</p> <p>Noted that Members agreed that these were a true and accurate minute of the meeting held on 17 March. The minutes were approved by David Bond and seconded by Clare Marshall.</p> <p>Noted that Members agreed that these were a true and accurate minute of the additional meeting held on 28 April. The minutes were approved by David Bond and seconded by Clare Marshall.</p>	<p>Approve</p> <p>Approve</p>
<p>3.</p> <p>3.1</p> <p>3.2</p>	<p>MATTERS ARISING AND OUTSTANDING ISSUES</p> <p>Noted that the Chief Executive highlighted to members the list of completed outstanding issues that he was seeking approval to remove from the list.</p> <p>Noted that Feedback was given from the recent Communications survey, and it was reported that we received 243 responses. The conclusions were:</p>	<p>Note</p> <p>Note</p>

3.3	<ul style="list-style-type: none"> ▪ There is still a need to provide a mixture of both digital and traditional communication types. ▪ Demand for physical copies of our newsletter remain, but we will gradually move tenants over to electronic copies when requested. ▪ Clear support for a mobile app identified and this may be a priority for this financial year. <p>Noted that following Board agreement to join QEF Benchmarking at meeting of 17 March, the Chief Executive advised that he had contacted the Scottish Housing Regulator and had received notification that as long as appropriate action is taken to handle any conflicts, membership was appropriate.</p> <p>The Board noted the contents of this report and approved the removal of the completed items from the Outstanding Issues list.</p>	<p>Action Required</p> <p>Note</p> <p>Note/ Approve</p>
4.	<p>DEVELOPMENT UPDATE</p> <p>Noted that the Development Manager gave a brief update on the following sites:</p> <p>Pinewood</p> <p>4.1 Noted that we took handover of this co-joined property on Monday 15 March, but we were awaiting a full Habitation Certificate that required the approval of a soil verification report by a Council appointed external consultant. Confirmation of Full habitation was finally confirmed 19 May.</p> <p>4.2 Pentland Green, Bilston (Phase 1)</p> <p>Noted that the Development Manager reported that we took the third handover of properties on 29 April. It was pointed out that we now have 14 houses handed over. There were only minor defects which were being addressed as quickly as possible by the site manager.</p>	<p>Note</p>

4.3	<p>Noted the anticipated date for handover of the 12 flats is 15 July 2021. A slight delay of 2/3 weeks is anticipated but is still ahead of original August completion date.</p>	<p>Action Required Note</p>
4.4	<p>Noted that Virtual viewings for prospective tenants continue and links will be provided for Board Members, members were asked to contact the Development Manager should they wish a physical viewing.</p> <p>Pentland Green, Bilston (Phase 2)</p>	<p>Note</p>
4.5	<p>Noted Members were told that works to the golden brick stage has been progressing and our Clerk of Work had attended the site to inspect the work.</p> <p>Future Developments</p> <p>North Mayfield</p>	<p>Note</p>
4.6	<p>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</p>	<p>Note</p>
4.7	<p>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</p>	<p>Note</p>
4.8	<p>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</p> <p>Limekilns</p>	<p>Note</p>
4.9	<p>Noted that Development Manager reported that this site is getting closer to handover, labour levels have been an issue, but this is a sector-wide issue.</p>	<p>Note</p>
4.10	<p>Noted that Scottish Water connections due approx. 16 June with 22 days testing before live connection. There was an issue with disconnection from site for the surface water -</p>	

	previous contractor did not follow up on queries from Scottish Water and we have had to start the process again.	Action Required
4.11	Noted that Work has progressed internally with boilers, kitchens and bathrooms fitted.	Note
4.12	Noted that a virtual tour of the property will be arranged, and Members will be provided with links to view this. The Development Manager also noted that should any Member wish a physical view prior to completion, they should contact him.	Note
4.13	Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive	Note
4.14	Noted that as previously advised, Scottish Government have confirmed they will review any request for additional funding for this project once we have exhausted any legal actions taken against the previous contractor.	Note
4.15	Noted that the Board reviewed Appendix 1 of the report - Financial Information with the costs per unit and costs per bed provided as requested. It was noted that this will be updated on a rolling basis.	Note
4.16	The Board noted the contents of this report. <i>The Development Manager left the meeting at this point.</i>	Note
5.	ANNUAL HOUSING REPORT TO 31 MARCH 2021	
5.1	Noted that the Chair introduced the Acting Housing Manager who was attending her first meeting in post.	Note
5.2	Noted that the Acting Housing Manager highlighted the following key points from the report: <ul style="list-style-type: none"> ▪ Arrears closed below target of 3.2% at 2.14% thanks to a consistent approach to dealing with arrears and a fantastic effort from staff at a very challenging time. It 	Note

	<p>was also noted that the aligned daily Universal Credit payments assisted.</p> <ul style="list-style-type: none"> ▪ Emphasis had been on support for tenants – budgets, food parcels and additional funding sourced. ▪ Amazing work from Welfare Benefits team saw financial gains of £778,158 for tenants. ▪ All the above actions have allowed for building better relationships with tenants. ▪ Number of Universal Credits Claimants up – sector wide trend and the loss of the additional £20 payments will impact on arrears. ▪ 1 eviction during year for anti-social behaviour. ▪ 95% Tenancy sustainment (compared with 89% in ARC) helped by the great work done by our Tenancy Support team (CHAI). 	<p>Action Required</p>
<p>5.3</p>	<p>Noted that the Members were then advised that the Canny Tenants project run by Changeworks ended in March 2021, but they had been successful in receiving funding of £15,900 (plus a £2k contribution from Melville) which will provide an energy advice service for approximately 70 tenants. A further report on this project will be presented to the board in December.</p>	<p>Note</p>
<p>5.4</p>	<p>Noted that neighbour disputes rose by 81% (110 cases) compared to previous year. Members were advised that whilst lockdown has contributed to this, more higher level incidents had been recorded. It was reported that staff hope easing of lockdown restrictions will help reduce the number of cases arising.</p>	<p>Note</p>
<p>5.5</p>	<p>Noted that with regards to Estate Management, Housing Officers were now back on scheme and local authority bulk uplifts have been reinstated.</p>	<p>Note</p>

5.6	<p>Noted that the Acting Housing Manager was asked the following by Members:</p> <ul style="list-style-type: none"> ▪ Money Advice service – it was noted that it was mainly women who accessed this service – it was acknowledged that we have many single female tenants. ▪ ReAct System – was this is a web-based system. It was confirmed that this was web-based and was introduced in October of last year, replacing the previous Access Database system. It was pointed out that this allows staff to log Anti-social behaviour, complaints, and estate management issues in the one place. The Acting Housing Manager advised that a better breakdown will be available for the December meeting. 	Action Required Note
5.7	<p><i>The Chair thanked the Acting Housing Manager for presenting the report and she left the meeting at this point.</i></p> <p><i>As agreed at the start of the meeting, Item 10 was taken at this point</i></p>	
10.	<p>REVIEW OF CONTRACTORS PERFORMANCE YEAR TO 31 MARCH 2021</p>	
10.1	<p>Noted that the Property Manager gave Members some background on the contractors and the impact of COVID has had on them. He acknowledged that they had tried to provide the best service possible in difficult circumstances.</p> <p>Novus</p>	Note
10.2	<p>Noted that Novus had been proactive in organising necessary PPE etc to keep tenants and workforce safe, and only emergencies were carried out between March and July 2020.</p>	Note
10.3	<p>Noted that it was reported that the number of completed work orders (4,763) had understandably decreased from the previous year.</p>	Note

	Saltire	Action Required
10.4	<u>Noted</u> that conflicting information from the various agencies involved about entering properties to carry out gas servicing had proved difficult. It was pointed out that some tenants were shielding or just did not want workmen in their homes.	Note
10.5	<u>Noted</u> that from August 2020 all outstanding services had been carried out and from then on, all anniversary dates had been met. 1,967 service visits were carried out in the year with 60 outwith the anniversary date. These were recorded to evidence why they missed their dates.	Note
	DCL Joinery and Contractors	
10.6	<u>Noted</u> that work recommenced in June and 110 of the planned 169 kitchens were installed with the remainder affected by COVID-19. DCL Joinery will install the outstanding kitchen during 2021-2022 with work scheduled to restart in May.	Note
	Dunedin Canmore	
10.7	<u>Noted</u> that the majority of Dunedin Canmore were furloughed until November so very few bathrooms have been completed in the year (10 instead of 182 planned). The contractor confirmed that they will complete the outstanding bathroom replacements, but this will have an impact on the planned programme for 2021-2022.	Note
	B & D Roofing	
10.8	The Property Manager acknowledged that this contractor has worked very well in challenging circumstances.	Note
	RB Grant	
10.9	This contractor has been carrying out the detector replacement programme and the most challenging issue this year has been access to properties. Inspections of this work by Property Officers has now restarted.	Note

	<p>Magnus Electrical</p>	<p>Action Required</p>
10.10	<p>Noted that the electrical inspections carried out have resulted in additional works required and increased costs to ensure we are compliant with legislation. Access was again an issue as a result of COVID-19.</p>	<p>Note</p>
	<p>Other Contractors</p>	
10.11	<p>Noted that the Property Manager highlighted the various other contractors used for specialist work e.g. stair lift maintenance, pest control etc.</p>	<p>Note</p>
10.12	<p>Noted that the Board were advised that our contractors had worked hard during the year and highlighted some of the challenges to be faced in the coming year:</p> <ul style="list-style-type: none"> ▪ Shift in labour forces ▪ Challenges in getting materials ▪ Increased costs 	<p>Note</p>
10.13	<p>Noted that the Property Manager was asked about the bathroom contract and was it possible to meet the catch up on replacements from last year and those planned for this year. It was pointed out that we were working on this with the contractor but that there was the possibility that we may need to conduct a tender exercise for an additional contractor to help with this programme.</p> <p><i>The Chair thanked the Property Manager, and he left the meeting at this point.</i></p> <p><i>The chair advised that we would revert back to the Agenda – Item 6</i></p>	<p>Note</p>
6.	<p>MANAGEMENT ACCOUNTS FOR YEAR ENDED 31 MARCH 2021</p>	
6.1	<p>Noted that the Head of Finance and Corporate services advised that these results were reported against the forecasts approved by the Board on 18 November 2020 and</p>	<p>Note</p>

	<p>that she was looking for Board approval to carry forward £1,188k in 2021/2022 and approval of the carrying value of our housing stock and office building.</p>	<p>Action Required</p>
<p>6.2</p>	<p>Noted that it was pointed out to members that the year-end Pension report and revaluations of assets were still to be received.</p>	<p>Note</p>
<p>6.3</p>	<p>Noted that the following was highlighted to members:</p> <ul style="list-style-type: none"> ▪ Closing surplus before FRS102 adjustments is £582k better than forecast – mainly due to underspend on planned maintenance as a consequence of COVID-19. ▪ Total income is £156k higher thanks to positive outcome on bad debts. ▪ Programmed expenditure is significantly behind due to COVID-19. ▪ Savings were made across most of our overheads. <ul style="list-style-type: none"> ▪ Employment – two vacant posts for final three months of year and holiday accrual £19k less than previous year. ▪ Office Costs – savings on utilities. ▪ Legal & Consultancy – very little legal action and provision for Digital and Retrofitting not actioned. Board approval will be sought to carry this forward. ▪ Covenants remain strong. ▪ Cash in bank – higher balance than normal but money is in place to allow for carrying forward – approx. £1.2m. ▪ Stock Impairment Review – Appendix 5 to this report highlighted the detail for this review and it was stressed that Members must be satisfied that they are happy to approve the carrying value of our housing 	<p>Note</p>

	<p>stock – no stock impairment provision and also the office accommodation (carried at cost).</p>	<p>Action Required</p>
6.4	<p>Noted that the Chair thanked Head of Finance and Corporate Services for her report and opened up for questions:</p>	<p>Note</p>
6.5	<p>Noted that one member asked about the stock valuations and the Head of Finance and Corporate Services agreed to look at a training session for Board Members with Jones Lang Lasalle outlining how they go about the valuation process.</p>	<p>KD to Action</p>
6.6	<p>Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive</p>	<p>Note</p>
6.7	<p>Noted that Board Members were asked to review the draft Statutory Accounts and pass any queries to the Head of Finance and Corporate Services by 31 May 2021.</p>	<p>Note</p>
6.8	<p>The Board noted the contents of this report and approved the following:</p> <ul style="list-style-type: none"> ▪ Carry forward of underspends of £60k on overheads and £1,128k on planned maintenance into 2021/2022. ▪ Carrying value of housing stock and office accommodation. <p><i>The Vice-Chair left the meeting at this point.</i></p>	<p>Note/ Approve</p>
7.	<p>BAD DEBT WRITE-OFF</p>	
7.1	<p>Noted that the Head of Finance and Corporate Services advised that she was seeking Board approval to write-off bad debts of £21,272 that had been previously accounted. The breakdown of these cases was:</p> <ul style="list-style-type: none"> ▪ 6 cases – tenants deceased ▪ 5 cases – no forwarding addresses were found ▪ 2 cases – amounts not viable for legal action 	<p>Note</p>

7.2	<p>Noted that following a query from a member, the Head of Finance and Corporate Services advised that she would speak to the Acting Housing Manager regarding extra due diligence on forwarding addresses for past tenants to reduce bad debts where possible.</p>	<p>Action Required Note KD to Action</p>
7.3	<p>The Board noted the contents of this report and approved the write-off of bad debts of £21,272.</p> <p><i>The Head of Finance and Corporate left the meeting at this point.</i></p>	<p>Note/ Approve</p>
8.	<p>PROPERTY MAINTENANCE REPORT YEAR TO 31 MARCH 2021</p>	
8.1	<p>Noted that the Head of Property Service gave a brief overview of this report and highlighted the following:</p> <ul style="list-style-type: none"> ▪ Novus performance for designated appointments has improved over the year. ▪ Non-emergency repairs were completed on average within 10 days (target is 13 days) ▪ Tenant Surveys – no PDAs being used but since August staff have called 223 tenants – 10% were very dissatisfied or dissatisfied – mainly due to delays in work being carried out. ▪ 90 homes returned during year and significant spend was on house and garden clearance. Members were advised that we do recharge, but it can be difficult to trace former tenants. ▪ Our relet times had been seriously affected by COVID-19 restrictions, but we achieved an average of 17 days to relet properties. ▪ 4 air source heat pumps systems were fitted in Forth and only 8 are left to replace now. ▪ As previously advised, we may tender for an additional contractor to assist with the Bathroom replacement programme. ▪ Still hope to meet the February 2022 timescale for the replacement of smoke and carbon monoxide 	<p>Note</p>

	<p>detectors.</p> <ul style="list-style-type: none"> ▪ Quite a lot of work done on open landscaping – trees, handrails and steps. ▪ 60 missed gas service dates as previously advised, all services back on schedule by August and continue to be met. ▪ £70k grant for medical adaptations with 62 being completed. ▪ ESSH – current 73 properties are failing, hoped that those failing with heating will receive replacement heating. 	<p>Action Required</p>
8.2	<p>Noted that a member asked about the procurement costs for bathrooms. It was explained that we have a high specification and that there is still 4 years on the contract with Dunedin Canmore. It noted that we may have to carry out a further tender exercise for this contract if the current contractor cannot scale up the work required. This will be reported back to the Board if required.</p>	<p>Note</p>
8.3	<p>The Board noted the contents of this Report. Approval of the carry forward of £1,127,880 for underspend on planned maintenance was given during the Year End Management Accounts report.</p>	<p>Note/ Approve</p>
9.	<p>ANNUAL REVIEW OF ALLOCATIONS AND EMPTY HOUSES 2020-2021</p>	
9.1	<p>Noted that the Head of Property Services highlighted the key points from this report:</p> <ul style="list-style-type: none"> ▪ 100 properties were relet. 65% to homeless (Section5) referrals. 95% are still in tenancy. ▪ 6 Management transfers were completed in the year – generally as a result of violence from ex-partners and at the request of the Police. ▪ Similar number of refusals to previous year 53 although 37% more lets this year. It was pointed out that although there was no specific pattern, this was mostly for personal reasons or applicants not liking area. 	<p>Note</p>

	<ul style="list-style-type: none"> 21 properties are leased to Midlothian Council, with 2 properties being flipped so tenants become Melville tenants and Council end their lease with us. There are no issues with the leased properties, and we continue to have good relationships with all the agencies (including Women’s Aid and St. Josephs). <p>Downsizing Payments</p>	Action Required
9.2	Noted that the Head of Property Services explained that Members were being asked to review the £500 downsizing incentive payment. It was pointed out that it was hoped that this payment would encourage tenants in larger homes to downsize, freeing up larger properties for families. This has not proved to be the case and details of the 6 payments made during the year were noted.	Note
9.3	Noted that Members discussed this and agreed that the incentive should be removed, and the money used better elsewhere.	Note/ Approve
	Empty Homes	
9.4	Noted that Novus completed repairs to empty homes in an average time of 10 days during the year (target is 6 days). It was acknowledged that this was an excellent result given the restrictions in place.	Note
9.5	Noted that 69% of properties were relet within 15 days. 26% took over 20 days to let and details were provided as to why.	Note
9.6	Noted that Members were advised that majority of stock is approx. 75 years old and are needing a bit more work done internally – skirtings doors etc to bring them up to a lettable standard, it was good to do this whilst the properties were empty.	Note
9.7	Noted that it was commented that we should be commended on the number of homeless applicants housed within the year.	Note

9.8	The Board noted the contents of this report and approved the removal of the downsizing incentive payments.	Note/ Approve
11.	GOVERNANCE REPORT	Action Required Note
11.1	Noted that the Chair highlighted the following: Notifiable Events	
11.2	Nothing new to report and we still have two ongoing notifiable events: <ul style="list-style-type: none"> ▪ Limekilns – Awaiting response from last update but hope to close this event. ▪ COVID-19 – one remaining, original COVID-19 notifiable event. Monthly COVID-19 returns moving to quarterly. 	Note
11.3	SPSO <ul style="list-style-type: none"> ▪ No complaints with SPSO. Audit Committee reviewed the revised Complaints handling procedure and a copy of this is now available on the Website. 	Note
11.4	Freedom of Information Requests <ul style="list-style-type: none"> ▪ Two further requests received and were detailed in the reports. Chair advised that information is being gathered for the 2nd request. 	Note
11.5	Subject Access Request (SAR) <ul style="list-style-type: none"> ▪ The previously reported Subject Access Request has been responded to and there has been no response as of yet. 	Note
11.6	Board training <ul style="list-style-type: none"> ▪ Members reminded that online training is available and to contact PA to Chief Executive if they would like anything booked. 	Note

	<ul style="list-style-type: none"> ▪ Key training was identified as follows: <ul style="list-style-type: none"> ▪ Board Away Day (2 day event when Covid-19 restrictions lifted) ▪ Equality & Diversity ▪ Succession Planning ▪ Developments & Energy Efficiency ▪ Information Technology – Future Proofing ▪ Annual Assurance Statement ▪ Risk Management 	<p>Note</p> <p>Action Required</p>
11.7	<p>Noted that following review of the completed skills matrix forms the following training will also be arranged for members:</p> <ul style="list-style-type: none"> ▪ Understanding Finance ▪ Understanding Housing Law (lowest scoring on Matrix) ▪ Understanding Human Resources ▪ Understanding Strategy & the Implementation of Strategy. 	<p>Note</p>
11.8	<p>Noted that members discussed how they would like to receive this training and timings – mix of in person and online seemed to be the preferred methods, meeting on a Saturday in the Corn Exchange was also suggested. It was agreed that it might be possible to meet up in person from August. The Chief Executive agreed to pull together a programme and bring it back to the Board for approval.</p> <p>Audit Committee Report</p>	<p>Note</p> <p>CE to action</p>
11.9	<p>Noted that Minutes of the Audit Committee 8 February 2021 were presented for information.</p>	<p>Agree</p>
11.10	<p>Noted that the Audit Committee were seeking Board approval for the following:</p> <ul style="list-style-type: none"> ▪ Note complaint received from Forth Tay and action undertaken ▪ Undertake outstanding recommendations from previous audits 	<p>Agree</p>

	<ul style="list-style-type: none"> ▪ Approve appointment of Wylie & Bisset as internal auditors ▪ Approve year 1 programme of audit ▪ Covid-19 Return to Work ▪ Asset Management ▪ Risk Management ▪ Procurement ▪ Review Risk Management Policy in the year ▪ Review with Full Board Covid-19 Risk Assessment Method Statements - RAMs ▪ Note approval of revised model complaints policy 	Action Required
11.11	Noted that Privacy policy will be presented to next Board Meeting for approval.	Note
11.12	Noted that the Board approved the revised Code of Conduct for Board Members and the protocol for dealing with breaches of this Code.	Approve
11.13	Noted that the Board approved the revised Entitlement, Payments and Benefits policy.	Approve
	KPI	
11.14	Noted that KPI report had been updated to show figures included in ARC return to highlight variances.	Note
	Schedule of Regulatory Returns	
11.15	Noted that the Board noted the Regulatory Returns completed to date.	Note
	Staffing	
11.16	Minute removed or edited due to information relating to personal/confidential items or being commercially sensitive	Note CE to action
	Review of Donations and Sponsorships	
11.17	Noted that the Board were advised that in line with our Donations and Sponsorship policy, donations totalling	Note

	<p>£3,000 were presented to 6 local organisations throughout the year.</p> <p>Association Memberships</p>	<p>Action Required</p>
11.18	<p>Noted that following the review of Association Memberships carried out after the March meeting we have:</p> <ul style="list-style-type: none"> ▪ received one Application for membership. ▪ had one Share Certificate returned – to be cancelled ▪ been advised that one member is now deceased – to be cancelled 	<p>Note</p>
11.19	<p>Noted that the Board approved the above</p> <p>Corporate Strategy Workshops</p>	<p>Approve</p>
11.20	<p>Noted that Board was given a brief overview of the new Vision, Mission and Strategic Aims for the new Corporate Strategy. Members agreed that a further session was required to discuss how to progress this document.</p>	<p>Note</p>
11.21	<p>Noted that it was agreed that the Building Back Better and Greener strategy would be discussed at this session.</p>	<p>Approve</p>
11.22	<p>Noted that dates will be circulated for this session.</p>	<p>CE/PA to action</p>
12.	<p>ANNUAL RETURN ON THE CHARTER REPORT (ARC)</p>	
12.1	<p>Noted that the Board were asked to approve the ARC for submission to the Scottish Housing Regulator.</p>	<p>Note</p>
12.2	<p>Noted that the full submission was available to Members in the VBR document library but a summary of the main ARC data along with a comparison of the 2019/2020 data was included to allow a review of the data being presented.</p>	<p>Note</p>
12.3	<p>Noted that the Board approved the submission of the ARC</p>	<p>Approved</p>

13.	REGISTERS	Action Required
13.1	<u>Noted</u> that there were the following entries made in the Registers: Entitlement, Payments and Benefits – There have been 2 Entries since this Register was last presented to the Board.	Note
13.2	<u>Noted</u> that there were no new entries in any of the other Registers.	Note
13.3	<u>Noted</u> that Registers will be signed at first available opportunity.	Note
14.	ANY OTHER COMPETENT BUSINESS	
14.1	<u>Noted</u> that there was no other competent business.	Note
15.0	DATE OF NEXT MEETING	
15.1	<u>Noted</u> that the next scheduled meeting of the Board is Wednesday 16 June 2021 at 6pm (via Zoom but is hoped that subject to Government Guidelines we may be able to hold physical meeting).	Note
15.2	<u>Noted</u> that at Members' request, an additional meeting to discuss the Corporate Strategy will be arranged before this meeting.	Note