

**CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING
HELD ON MONDAY 28TH APRIL 2025 AT 6.00 PM**

Craigdale Housing Association Limited					
Report To:	Board of Management				
Meeting Date:	Monday 19 th May 2025				
Agenda Item:	4a	Approval of Minutes of Board Meeting – 28.04.25			
Status:	Confidential		For:	Approval	✓
	Non-Confidential	✓		Discussion	
				Noting	

PRESENT:

Des Phee	Chairperson	
Louise Bacon	Vice Chair	
Stephen Baxter	Secretary	Attended via Zoom
Claire Taylor	Treasurer	Attended via Zoom
Christine McCormack	Board Member	
Morag Cameron	Board Member	
Kevin Boyle	Board Member	
Stephen Kelly	Board Member	
Lucy Madigan	Board Member	
Rebecca Leedham	Co-optee	

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)
Frances Cunningham	Corporate Manager (CM)
Lisa Campbell	Senior Housing Officer (SHO)
Callyn McTaggart	Corporate Assistant (CA)
Angela Spence	Ideal Outcomes

1. Apologies for Absence

There were no apologies submitted for tonight's meeting.

Leave of Absence: None.

Absent: None.

2. Chairperson's Remarks

The Chair welcomed everyone to tonight's meeting and introduced Angela Spence (Ideal Outcomes) to the Board and explained that Angela would present Agenda Item 8, Board

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Appraisal Report and would be observing the Board at the meeting tonight as part of the appraisal process.

3. Declaration of Interest

- Morag Cameron (Board Member) declared an interest in relation to Agenda Item: 8 Board Appraisal Report – Nine Year Rule.
- Christine McCormack (Board Member) declared an interest in relation to Agenda Item: 8 Board Appraisal Report – Nine Year Rule.

4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 31st March 2025

The Board approved the minute as a correct record of the meeting held on Monday 31st March 2025.

The CM explained that there are a couple of amendments to the minutes. Attendance remove (Second) from Stephen Baxter and Claire Taylor was here in person to remove (attended by Zoom).

Proposed By: Morag Cameron **Seconded By:** Christine McCormack

The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 31st March 2025

The Chair asked if anyone had any matters arising from the previous minute of Monday 31st March 2025.

B263 – Code of Conduct (Board): CM highlighted that code of conduct will hopefully be issued to all Board members by the end of the week. Issues occurred with formatting document.

The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 31st March 2025.

5. Chief Executive Officer & Governance Report:

The CEO presented the Chief Executive Officer & Governance Report to the Board advised the following:

3.1.1. Scottish Social Housing Safety Network: The CEO confirmed that we have joined the Scottish Social Housing Safety Network and that it has many benefits for the association and that she will circulate training to the Board on return from annual leave.

3.1.2. Fly-tipping Bulk Uplift: CEO highlighted that Shield-hall closed last week due to an IT issue. CEO has contacted David Bookbinder from GWSF about restarting the joint meeting with RSL's and GCC.

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3.1.3. Website Audit: The CEO highlighted that the website audit has concluded and there are some minor amendments which the CA is working through. However, the audit recommended that we purchase a website speech enabled software to ensure that people with sight or neurodiversity issues are able to access the website. The Board were asked to consider purchasing the software for 1 year at £999.00 plus vat as we have not budgeted for it this year and can place in the budget for 2026/27 for the 3-years thereafter.

The Board agreed the purchase of the Read-it License for 1 year and to budget for 3-years in the 2026/27 budget.

3.1.4. Stock Condition Survey: CEO mentioned that she had spoken with JMP, and they have identified a surveyor, and the first stock conditions surveys will start in July.

- L Madigan asked if 20% of the stock conditions surveys will take place this year. *The CEO confirmed that 20% would take place this year with a cross section of all the properties with no cloned surveys.*

4.3.1. Welfare Rights Service: CM highlighted that the year-end report will be presented to Board in May.

5.1. Procurement Update: Tenant Satisfaction Survey Tender Opening. M Cameron and C McCormack agreed to attend tender opening on Friday 9th May 2025 at 12 noon.

The Board noted and approved the Chief Executive Officer & Governance Report.

6. Development Report

The Chair advised the Board that they had agreed at their Board Meeting of 27th February 2023 that this report would be moved to a quarterly cycle. The next report is scheduled for 19th May 2025.

The Board noted and approved the Development Report.

7. Board Schedule 2025/26

The CM highlighted that the purpose of this report was to comply with a recommendation from Quinn Internal Auditors review of the Regulator Standards of Governance & Finance Management that the Board should consider implanting an annual planner so that standardised reporting is detailed in advance for each coming year.

The CM mentioned that all areas highlighted in red related to the Board, green related to the Audit & Assurance Committee and yellow related to the Operational Services Committee, anything in white related to statistical returns.

- L Madigan asked if the report could be placed in the Board Portal so that Board could monitor progress. *The CM will make a couple of amendments and will place the report in the portal.*

The Board noted and approved the Board Schedule 2025/26.

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8. Board Appraisal Report

Angela Spence advised that the purpose of this report was to update the Board on the outcome of the 2025 Appraisal process which took place between February and March.

Angela mentioned that there were seven key outputs from the appraisal process and Angela summarised the main points of her report as follows:

1. Produce an Appraisal Report on the overall effectiveness of the Board and suggestions for improvement. (see attached report).
 2. Update the Board Learning and Development Plan 2025/26 where common learning activity was highlighted by several members (See appendix 1). Angela highlighted the learning and development plan for 2025/26 and recommended that the Board training attendance figure should be moved to 75%. ***The Board approved the Board Learning and Development Plan 2025/26, and agreed that the Board training attendance should be 75%.***
 3. Produce individual board member skills assessments (IBMSAs) for each Board member (see template at appendix 2).
 4. Identify which Board members will become members of the three committees going forward (see appendix 3).
 5. Identify future intentions for succession planning for Board members including to become an office bearer or stand down from the Board (see appendix 4).
 6. Undertake the long-term members effectiveness tests with two Board members and report these to the Board (see appendix 5). Angela mentioned that she had given an assessment of ongoing effectiveness at the end of each form and is recommending that both Christine McCormack and Morag Cameron be invited to stand again for the Board at the 2025 AGM. ***The Board approved the recommendation for Christine McCormack and Morag Cameron to stand for election at the next AGM 2025.***
 7. Undertake a 360° review of the Chairperson's effectiveness (see appendix 6). *Angela advised that the remain nine Board members undertook the review of the Chair. Angela highlighted that the Chair scored 4.72 out of 5 across all criteria assessed which is excellent and demonstrates Des effectiveness in the Chairs Role.*
- Stephen Baxter highlighted that there are a couple of errors in the report in relation to himself. He did not offer training in Social Housing Net Zero Standard as he has no knowledge on this topic and succession to the Chair.

Post Meeting Note: Angela Spence checked her notes and apologised another Board member suggested Kevin Boyle to carryout training on Net Zero and in relation to succession Stephen Baxter had actually said “not this year but possibly next and if it’s OK I would want to reflect on this” which is what Angela had highlighted in appendix 4. CM has since spoken to Stephen Baxter and he is not interested in becoming Chair or Vice Chair.

The Board noted and approved the Board Appraisal Report.

9.a EVH Full Members Terms & Conditions

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The CEO highlighted that there have been changes to the EVH Terms and Conditions and mentioned that all amendments have been highlighted in the summary of changes in yellow. The CEO mentioned that from 6th April 2025 new law has come into force in relation to Neonatal Care Leave and Pay.

CM advised that she was waiting for clarification from Rowan Consultancy regarding providing council for Neonatal Care.

9.c Model Policy Neonatal Care, Leave & Pay

CM advised that we have adopted the policy and customised the policy to Craigdale however Section 11.2 Employees have access to the following support Rowan Counselling we are awaiting clarification from Rowan to confirm that they do indeed offer this support. The CM confirmed that Rowan do offer this service.

The Board noted and approved the EVH Full Members Terms and Conditions, Summary of Changes and Model Policy Neonatal Care, Leave & Pay document.

10. Policy Review:

10.a Staff Induction

The CM presented the Staff Induction Policy and advised that the main amendments to the document were minor and related to formatting and job titles.

The CEO advised that EVH are currently reviewing their model policies and the section on probation may change in the coming months.

The Board noted and approved the Staff Induction Policy.

10.b Board Training & Development

The CM presented the Board Training & Development Policy and advised that the main amendments to the document were minor and related to formatting and job titles.

The Board noted and approved the Board Training & Development Policy.

11. Membership Report

The CM advised that there were no changes to the membership this month.

The Board noted the level of membership was currently 78.

The Board noted the content of the Membership Report.

12. Notifiable Events Annual Report

The CM presented the Notifiable Events Annual Report and advised that we had no Notifiable Events for the period 1st April 2024 to 31st March 2025.

The Board noted the Notifiable Events Annual Report for 2024/25.

13. Rent Report: March 2025

The SHO presented the Rent Report for March 2025 and gave the following update.

The SHO highlighted that the rent arrears at 31st March 2025 were £44,523.83 and had decreased by £2,399.76 from last month and that the former tenants rent arrears were £3,716.76 and had decreased by £50.00.

The SHO advised that Current Arrears target was 3% and was currently sitting at 3.03%, the Actual Arrears target was 2% and target was currently sitting at 2.19%.

The SHO highlighted that there are a few tenants with very high arrears.

- M Cameron & C Taylor congratulated staff on all their hard work.
- The Chair asked for an update in relation to the Court Case, in relation to the tenant keeping to the repayment agreement. *The SHO highlighted that the tenant missed their rent payment this month and that HO has contacted tenant and issued letter.*

The Board noted and approved the Rent Report for March 2025.

14. Policy Review Register

The CM presented the Policy Review Register and advised that the dates had only been populated for a couple of months at a time.

The CM advised that the CEO is on annual leave and won't have the Communications Strategy completed so we will bring the Estate Management Policy in its place.

The next policies scheduled for review are:

- Medical Adaptations
- Estate Management

Which will be brought to the May Board Meeting.

The CM advised that due to the number of policies that required to be reviewed it may be a possibility that we create a Policy Committee for the time being to get through the back log, this meeting could be via Zoom.

- L Bacon asked if these policies had to come to the Board. *CEO confirmed that all policies had to come through the Board for approval.*
- C Taylor agreed this would be a good idea and it could be beneficial to do these online to deal with the policies that wouldn't take as long.

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The Board noted the contents of the Policy Review Register.

15. Register of Interests

CM went over the Register with the Board. The Board were asked to keep the CM updated if there were any changes, to work or voluntary interests.

- The Chair and Morag Cameron both declared that they are on the Board of the Castlemilk Lived Experience Group.

The Board noted the contents of the Register of Interest Report.

16. Correspondence

The Secretary presented the following correspondence:

- a) Castlemilk High School - The Croft Donations: We received a thank you for the £250 donation to the Croft.
 - C McCormack asked if we still give the £100.00 donations to the primary schools. *The CM advised that we haven't given the donations to the schools in a long time.*
- b) EVH: Newsletter (April 2025): For Board information

The Board noted the Correspondence Report.

17. Any Other Competent Business

- a) GWSF 50th Anniversary: C Taylor asked if anyone was attending the celebrations in the Trade Hall tomorrow on Tuesday 29th April 2025. Board & Staff confirmed that no one would be available to attend tomorrow.

18. Date of Next Meeting

Board Meeting:

Monday 19th May 2025 at 6:00PM

The meeting concluded at 6.50 pm

Minute Signed by the Chairperson:
