

CRAIGDALE HOUSING ASSOCIATION LIMITED				
REPORT TO:	BOARD OF MANAGEMENT			
MEETING DATE:	MONDAY 26TH JUNE 2023			
AGENDA ITEM:	4A	MINUTES OF PREVIOUS MEETINGS: APPROVAL OF MINUTES OF BOARD MEETING - 30.05.23		
Status:	Confidential		For:	Approval
	Non-Confidential	✓		Discussion
				Noting
CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON TUESDAY 30TH MAY 2023 AT 6.00PM				

PRESENT:

Des Phee	Chairperson	
Morag Cameron	Vice Chair	
Claire Taylor	Treasurer	Attended by Zoom
Louise Bacon	Secretary	
Christine McCormack	Board Member	Attended by Zoom
Hilary Tennant	Board Member	
Stephen Baxter	Board Member	
Kevin Boyle	Board Member	
Stephen Kelly	Board Member	

IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	Minute Secretary

1. Apologies for Absence

Apologies were tendered on behalf of Gemma Woodrow (Board Member) and John Kilpatrick (Board Member).

Leave of Absence: None.

Absent: None.

2. Chairperson’s Remarks

The Chair welcomed everyone to tonight’s meeting.

3. Declaration of Interests

- D Phee (Chairperson) declared an interest in relation to Agenda Item 5, CEO Report regarding Southside Housing Association.

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- L Bacon (Secretary) declared an interest in relation to Agenda Item 14, Business Plan 2021-24: Operational Delivery Plan (Year 2), SO3:13 Welfare Advice Team – Food Pantry.

4. Minutes of Previous Meetings:

4.a Approval of Minutes of Board Meeting held on Monday 24th April 2023

The Board approved the minute as a correct record of the meeting held on Monday 24th April 2023 as proposed by Hilary Tennant and seconded by Christine McCormack. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 24th April 2023

The Chair asked if anyone had any matters arising from the previous minutes of Monday 24th April 2023.

- The SCSO highlighted an error on Page 5, Agenda Item 9 - Investigation Recommendation – Action Plan: The recommendation should have read The Board noted and approved the progress of the Investigation Recommendation – Action Plan Report instead of The Board noted and approved the progress of the Equalities & Human Rights Report. The Board noted the amendment.
- The Chair highlighted that Agenda Item 9 – Investigation Recommendation – Action Plan Report and Agenda Item 11 – Tender Report: Boiler & Distribution Replacement (Phase 1 & 2) that both these items should be redacted.

B201, 24.04.23, 11. Tender Report: Boiler & Distribution Replacement (Phase 1&2) The SCSO advised that the Pre-Start meeting will take place tomorrow 31.05.23 at 12 noon. The CEO advised that due to the health and safety and the involvement of gas we had to appoint a CDM consultant. The Association has appointed CDM Scotland to carry out these works on our behalf.

The Chair asked the Board if they had any questions. No further questions were asked.

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The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 24th April 2023.

4.c Draft Minutes of the Operational Services Committee Meeting (09.05.23)

The Board noted the draft minute of the Operational Services Committee Meeting held on Tuesday 9th May 2023.

4.d Matters Arising from the Operational Services Committee Meeting (09.05.23) for Approval

The Chair asked if anyone had any matters arising from the draft minutes of the Operational Services Committee meeting held on Monday 13th February 2023.

- **Page 2, Agenda Item 5 Matters Arising from Previous Minutes (Monday 13th February 2023), 8b Project Planner for 2022/23 - Cyclical, Planned Works and Others:** M Cameron asked if there was any word in relation to a refund for the close windows not being cleaned. The SCSO advised that there was no update at present.

Recommendations

The Board noted and approved the Matters Arising Report from the Operational Services Committee meeting held on Tuesday 9th May 2023.

4.e Draft Minutes of the Audit & Assurance Committee Meeting (15.05.23)

The Board noted the draft minute of the Audit & Assurance Committee Meeting held on Monday 15th May 2023.

4.f Matters Arising from the Audit & Assurance Committee Meeting (15.05.23) for Approval

The Chair asked if anyone had any matters arising from the draft minutes of the Audit & Assurance Committee meeting held on Monday 15th May 2023. The SCSO advised that she

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had a couple of recommendations for ratification.

Recommendations

The Chair asked the Board to approve the recommendations made by the Audit & Assurance Committee held on Monday 15th May 2023. The Board approved the following recommendations.

- **Wylie & Bisset ARC Arrears-Final Report**
- **Management Accounts to 31st March 2023**
- **Amended Final Budget 2023-24**
- **Long Term Projections 2023-24**
- **Five Year Financial Projections Annual Return**
- **ARC Annual Return (this will be covered under Agenda Item 8).**

5. Chief Executive Officer Report & Governance Report

The CEO presented the Chief Executive Officer Report & Governance Report to the Board and gave a brief update on the following:

3.2 – Phase 10, Castlemilk West Church Site: The CEO highlighted that the Opening Ceremony would take place Wednesday 14th June 2023 at 9.00am and that there will be a joint press release.

3.3 Castlemilk CEO Partnership: The CEO advised that the purpose of the meeting was to look at a Castlemilk wide response to Human Rights in housing. We held a meeting with Carole Ewart who is proposing to work with us to develop this. The cost to the organisations is £4500 split between the four organisations. We have also agreed to commission an animation for our web sites to explain (in a fun way) things to do to avoid mould growth in properties. This is £450 split between the four organisations. **The Board approved the costs in relation to Human Rights in housing and the mould growth in properties video.**

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- The Chair mentioned about organising training in relation to human rights. The SCSO will add this to our training plan and organise dates and trainer.

The CEO asked the Board if they had any questions. No further questions were asked.

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

6. Development Report:

The SCSO advised that the Board agreed on 27.02.23 that this report could be moved to a quarterly cycle. The next report is scheduled for 28.08.23 due to the summer break.

7. Governance Review Action Plan Report

The SCSO presented the Governance Review Action Plan Report which gives an update on progress to date against the external Governance Review completed in 2021.

The SCSO advised that there were no updates this month.

The SCSO asked the Board if they had any questions.

- The Chair mentioned that we should possibly review the action that are still outstanding to see if they are relevant for insertion into the Business Plan.

The Board noted and approved the updated Governance Review Action Plan Report.

8. ARC & EESSH REPORT (Christine Dugan)

The CEO advised that Christine Dugan carried out a pre-submission validation of selected indicators for the 2022/23 Annual Return on the Charter (ARC) to the Scottish Housing Regulator and worked with staff to address any issues raised during the audit to ensure the data is in line with the Regulator’s technical guidance and can be fully evidenced and produce summary report of findings.

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C Dugan found the staff that she worked with to have a good level of knowledge of the Charter indicators however, in some areas the data required review to ensure alignment with the technical guidance issued by the Regulator and Scottish Government and that our record keeping is of a good standard and in general supports the data reported.

In relation to the indicators included in this year’s validation CHA have taken steps to address issues previously identified with the following indicators:

Indicators 6 & C9 – SHQS: CHA has carried out a full review of all their health and safety information. The data and evidence on the various elements included in the assessment of SHQS is now available.

Indicator C10 – EESSH: SHQS energy criterion remains based on the assessment of EESH1 compliance and therefore the data for Indicators C10 and C11 were included in the validation exercise. CHA has reviewed the data recorded for every property, with EPCs being downloaded from the EPC Register. I was able to sample cases and confirm accuracy of information recorded, which has been correctly included in the assessment of SHQS for 2022/23.

Indicators 18, 26, 27 – Void loss, Cash collected and Arrears: CHA has amended the charging period for the year to now run from 1st April to 31st March, this addresses the previous issue identified with reporting inconsistencies.

Improvements have been made to the evidencing of excluded periods applied to voids/rent due.

Issues were however identified with the basis of the calculations for these indicators and performance requires to be reviewed by CHA before final submission to the Regulator. Once addressed the indicators should be online for validation.

The CEO advised that C Dugan had audited 28 Indicators with the following outcome:

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Indicator Numbers	Validation status		
	status	Nos.	%
1,2,5,7,11,13,21,25,29, C1, C3, C5, C8, C11	Validated	17	60.7
6, 12, 18, 19, 20, 26, 27, 30, C6, C7	Online for validation	10	35.7
17	Partially validated	1	3.6

The CEO highlighted the following recommendations that C Dugan identified.

For the 2022/23 return:

Ensure the performance submitted for the following 5 indicators reflects the revisions detailed in Appendix 1: Indicators 6, 20, 30, C6 and C7.

Ensure the data for the following 6 indicators is revised and performance re-calculated/re-stated as outlined in Appendix 1: Indicators 12, 17, 18, 19, 26, 27.

Future Returns

The following actions are recommended for future returns:

Indicator 12 – Repairs satisfaction: Enter all repairs feedback on to SDM and use this reporting as a basis for evidence.

Indicator 17 – Percentage turnover of lettable properties: Ensure there is a report on tenancy terminations available.

Indicator 18, 26 & 27 – Void loss, Rent collected and arrears: Ensure a report on rent adjustments made to tenant’s accounts is available and this is taken account of across appropriately across these indicators.

Indicators 19 & 21 – Medical adaptations received and completed, and time taken: Work with contractors to ensure accurate completion dates are supplied.

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Indicator 20 – cost of Medical adaptations: Ensure there is a cost recorded for every adaptation completed in the reporting year.

Indicator 27 – Arrears: Review approach to late payers. Ensure the calculation of technical arrears are fully checked for accuracy. Ensure the calculation correctly includes adjustment for HB Overpayments if applicable.

Indicator C1 – Staff turnover and sickness rate: Insert table for calculation of available days per month to assist with evidencing.

Indicator C8 – Stock survey information: Ensure ability to report on dates properties were surveyed.

Indicators 6 and C9 (plus Indicators C10 & C11) - SHQS (including EESSH): Develop reporting to ensure ability to fully evidence the assessment of stock against each area of SHQS criteria.

The CEO asked the Board if they had any questions.

- The Chair asked if we had any temporary furnished lets. The SCSO advised that all our properties are SST. We used to have a couple of properties on leases however they changed to SST quite a while ago.

The Board noted and approved the content of the Annual Return on the Charter (2022/23) Report from Christine Dugan and noted the recommendations.

The Board approved the Annual Return on the Charter for submission to the Scottish Housing Regulator.

9. Investigation Recommendation – Action Plan Report

The CEO presented the Investigation Recommendation – Action Plan Report to the Board and gave a brief update on the following:

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Compliance Review of 2021-22 ARC Completed 07.04.23: The CEO confirmed that the audit of the ARC Arrears figure for 2021/22 had been completed by Wylie & Bisset and they have found the figure to be accurate with no recommendations. The full report was presented to the Audit & Assurance Committee on 15.05.23 and ratified by the Board on 30.05.23.

The CEO asked the Board if they had any questions.

- The Chair asked if the comments could be updated to read that they have been completed.

The Board noted and approved the progress of the Investigations Recommendations – Action Plan Report.

10. Rent Report: April 2023

The CEO went through the Rent Report for April 2023.

The CEO asked the Board if they had any questions. No questions were asked.

The Board noted and approved the contents of the Rent Report for April 2023.

11. Share Capital Report

The SCSO advised that there were no applications for membership this month. The Board noted the level of membership was currently 79.

12. Notifiable Events

The SCSO advised that we do not have any new notifiable events.

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The SCSO asked the Board if they had any questions. No questions were asked.

The Board noted the verbal Notifiable Events update.

13. Business Plan 2021-24: Strategic Objectives Delivery Plans (Quarter 3)

The CEO presented the Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plan (Quarter 4) Report and that the purpose of the report was to monitor progress.

The CEO asked the Board if they had any questions.

- M Cameron asked where we were with the Tenants Panel? The CEO advised that the Panel has not been set up yet however, she had spoken to a couple of tenants who have had issues with repairs if they would be interested in joining the panel. However, a couple of the tenants had asked if the Panel could be set up after the school Summer holidays.
- K Boyle had mentioned that they had taken their Tenant’s Panel into a Bad Void so that tenants could get an insight of a bad void.
- Hilary thought that this would be a great good news platform to highlight at the AGM.

The Board noted the content and approved Business Plan 2021-24 (Year 2) - Strategic Objectives Delivery Plan Report (Quarter 4).

14. Business Plan 2021-24: Operational Delivery Plans (Quarter 4)

The SCSO presented the Business Plan 2021-24 (Year 2) - Operational Delivery Plan (Quarter 4) Report and that the purpose of the report was to monitor progress. The SCSO gave the following update.

The SCSO advised that she is looking for approval from the Board to move target dates back, some of the dates relate to SHQS and Stock Condition Survey’s as we are awaiting for guidance to be released, some relate to policies etc.

The Board agreed to amend the various target dates as required.

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SO1:6-Medical Adaptations: The SCSO advised that we managed to obtain an additional £20k in funding for more adaptation during the year totalling £41k.

SO3:3-12 Community Events: The SCSO advised that due to staff shortages, staff had been unable to organise a few events. L Bacon highlighted that there would be funding available for trips.

SO3:13-Welfare Advice Team: The SCSO advised that the current grant funding for Food Vouchers and Fuel Vouchers had ended and that the Welfare Team were currently sourcing new funding. L Bacon highlighted our tenants can access assistance through the Food Pantry. The CEO highlighted that we had referred one tenant for membership however we were pushed back, and the Association paid the membership.

The SCSO asked the Board if they had any further questions. No questions were asked.

The Board noted and approved the updated Business Plan 2021-24 (Year 2) Operational Delivery Plan (Quarter 4) Report.

15. Annual Assurance Statement Self-Assessment Report

The SCSO advised that this report has been adapted from a recommendation from the External Governance review. The reports have been devised to keep track of our Annual Assurance Statement Self-Assessment Report.

The SCSO advised that the Audit & Assurance Committee went through Regulatory Standards 3 & 4.

The SCSO asked the Board if they had any questions. No questions were asked.

The Board noted and approved the progress of the Annual Assurance Statement Self-Assessment Report.

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16. Key Performance Indicators Report (Quarter 4)

The CEO advised that the purpose of this Report is to ensure that the Association is monitoring all of its Key Performance Indicators (KPI's).

Lets: CEO highlighted that we are struggling with Section 5 Referrals and have highlighted previously that Section 5 are sending over referrals for applicants that do not wish to be rehoused in Castlemilk.

- S Kelly asked if the other peripheral estates like Easterhouse, Drumchapel are having the same issues with Section 5's. The CEO was not sure however would ask the question.

The CEO asked the Board if the Key Performance Indicators targets could remain the same this year, while staff are embedded into their new roles.

The Board agreed that our Key Performance Indicators will remain the same.

The CEO asked the Board if they had any questions. No further questions were asked.

The Board noted and approved the contents of the Key Performance Indicators Report (Quarter 4).

17. Correspondence

The SCSO presented tonight's correspondence as the Secretary was unable to open the correspondence on her laptop:

- a) Azets – Audit Plan for Year Ended 31st March 2023: The Board approved the audit plan and the Chairperson signed the document.
- b) SFHA Annual Conference (6th & 7th June 2023): SCSO asked the Board if they would be interested in attending the SFHA Conference, if they could let her know by Wednesday.

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- c) EVH – May 2023 Newsletter.
- d) EVH – Cost of Living Grant Scheme: The SCSO advised that the Vice Chair had asked for this to be circulated to Board Members for information.
- e) SHARE – Governing Body Retreat (5th/6th September 2023): The CEO asked if any Board Member would like to attend to let the SCSO know so the conference can be booked.

M Cameron agreed to attend.

18. Any Other Competent Business

The Chair asked if anyone had any other competent business for discussion. There were no other items for discussion.

19. Date of Next Meeting

Monday 26th June 2023 at 6.00pm Board Meeting

The meeting concluded at 7.18pm