AGENDA ITEM: 4.a MONDAY 28TH JANUARY 2019

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 3RD DECEMBER 2018 AT 6.00PM IN 83-85 DOUGRIE ROAD, GLASGOW G45-9NS

PRESENT:

Morag Cameron Chairperson
Claire Taylor Board Member
Christine McCormack Board Member
Helen Bayne Board Member
John Duncan Board Member
Desmond Phee Co-optee
Andrew Stevenson Co-optee
Pat Bowden Board Member

IN ATTENDANCE:

Wendy McCracken Interim Director
Frances Cunningham Senior Corporate Services Officer (Minute Taker)

1. **Apologies for Absence**

   Apologies were tendered on behalf of John Kilpatrick, Jeanette Brown and Jaclyn McCann.

2. **Chairperson’s Remarks**

   M Cameron thanked everyone for attending tonight’s meeting and welcomed Des Phee and Andrew Stevenson to the meeting as Co-optees.

3. **Declaration of Interests**

   A Stevenson highlighted that he had previously been a governing body member of West of Scotland Housing Association.

4. **Minutes of Previous Meetings:**

4.a **Minutes of Board Meeting held on Monday 29th October 2018**

   The Board approved the minute as a correct record of the meeting held on Monday 29th October 2018; as proposed by Claire Taylor and seconded by Helen Bayne. The minute was then signed and sealed by the Chairperson.

4.b **Matters Arising From Monday 29th October 2018**

   M Cameron asked if anyone had any matters arising from the previous minutes of Monday 29th October 2018.
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Updates were given on the following:

Page 2, Agenda Item 4.2b: J Brown asked if we had received a response in relation to Page 6, Agenda Item 9. Health & Safety: EVH Control Manual Section 3.5 & Appendix 9: Staff Safety & Violence and Personal Safety: J Kilpatrick asked if we flag this on our computer system, would we have to inform the tenant.

F Cunningham highlighted that our GDPR Officer had confirmed that in terms of transparency we should inform the tenant, unless we deem that informing the tenant would potentially cause more risk. If we do not inform the tenant and they ask to see their file we would have to tell them why we have done this. J Duncan mentioned that the Association he works for had an incident however they flagged the property and not the tenant.

Page 4, Agenda Item 5 - Scottish National Standards for Information & Advice Re-Accreditation: F Cunningham advised the Board that we have not been accredited. However, we have received a report containing recommendations which we have a year to implement and upload to SLAB (Scottish Legal Aid Board) and our application will be re-assessed around October 2019.

Page 8, Agenda Item 19 - Standards of Services: F Cunningham advised that she had checked back the minutes and the old version of this policy had not been approved by the Board.

5.a Minutes of Audit & Assurance Committee Meeting held on Monday 12th November 2018

The draft minute of the Audit & Assurance Committee meeting held on Monday 12th November 2018 were noted by the Board.

C McCormack asked if her title could be amended within the attendance list.

5.b Recommendations from the Audit & Assurance Committee Meeting to the Board for Approval: Monday 12th November 2018

Update:

Page 4, Agenda Item 8 – Internal Audit Report 2018-Website: F Cunningham informed the Board that our Web provider advised that prior to resolving the issue anyone visiting our website could register as a authenticated user and edit the Homepage. This has now been changed and only the site Admin has access. F Cunningham has been monitoring the site and can report that there has been no other issues.
Recommendations:

Page 4, Agenda Item 6, Management Accounts – Quarter 2 2018/19: The Board approved Quarter 2 Management Accounts for the period 30th September 2018.

Page 5, Agenda Item 9, ARC Verification Report August 2018: The Board discussed and approved the figures that are to be re-stated to the Scottish Housing Regulator. These amendments will be published in our next newsletter.

Page 6, Agenda Item 10, Operational Delivery Plan: The Board agreed that this report will be removed from all Committee Agenda’s as it is reported monthly to the Board; that all completed items are shaded on completion and that any items that has an Ongoing status should have an update of progress or at least target dates.

Page 7, Agenda Item 12, Risk Management Improvement Plan: The Board agreed that the report required to be updated.

Page 9, Agenda Item 15, AOCB – Rent Consultation: The Board agreed that our Rent Consultation options would be CPI at October 2018, CPI, CPI + 0.5% and CPI + 1.0%

6. Director’s Report

W McCracken presented the Director’s Report to the Board and gave a brief update.

Page 1, Item 2.1.1.b – xx: W McCracken advised the Board the xx would be returning to work on Friday 4th January 2019.

Page 3, Item 2.3.6 – Tenders: M Cameron asked if we had had any response to the Internal Audit Services Tender. W McCracken confirmed that there had been 6 requests for the tender brief.

Page 3, Item 2.3.8 – 30th Anniversary: W McCracken confirmed that the vouchers had been received from the supplier. Letter will be sent out to tenants over the next couple of days to call into the office to sign and collect voucher.

The Board noted and approved the contents of the Director’s Report.

7. Share Capital Report

F Cunningham confirmed that there were no new or cancelled Share’s capital/certificates this month.

The Board noted and approved the contents of the Director’s Report.
8. **Business Plan – Strategic Objectives Delivery Plan**

W McCracken presented the Business Plan & Strategic Objectives Delivery Plan report to the Board and gave a brief update.

Page 8, Item 12 – Develop our Board: W McCracken confirmed that C Quinn had completed and submitted report on 02.12.18 the report has been forwarded onto M Cameron and results will be included within the Board training plan.

A Stevenson asked what ARC and RAG stood for. W McCracken explained that ARC relates to the Annual Return on the Charter which is a statistical return that the Association completes on a yearly basis. RAG relates to a traffic light monitoring system i.e. RAG – Red (Poor Performance-Not Completed), Amber (Average Performance-Progressing), Green (Good Performance – Completed) that allows you to monitor our progress.

The Board noted and approved the contents of the Business Plans Strategic Objectives Delivery Plan Report.

9. **Policy Review**

W McCracken highlighted that a number of policies which are currently being reviewed were removed from recent Committee agendas as they were work in progress. W McCracken presented the following policies:

**Gas Maintenance Policy:**

W McCracken advised that the policy had been updated to reflect current legislation and no access processes.

Page 4, Point 3 – Craigdale’s Landlord Responsibilities – Bullet Point 7: M Cameron asked if CP4 should be a CP12. This point will be clarified and amended if required.

Page 6, Point 9 – Annual Inspection Procedures: J Duncan asked what would be the process after two no accesses. F Cunningham advised that a third letter would be issued advising of legal action, fourth letter would advise that legal action has been raised. J Duncan asked if we were confident enough that eleven month cycle was enough time to go through due process. F Cunningham advised that to date we have had no issues in relation to no accesses and was confident with our processes.

The Board discussed the Gas Maintenance Policy and agreed amendments to be made and brought back to the Board Meeting in January.
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Treasury Management Policy:

W McCracken advised that the policy had been updated to reflect CIPFA 2017 requirements as well as the size of the Association and includes the financial institutions the Association currently uses.

The Board discussed and approved the Treasury Management Policy with one minor amendment. Point 6.1.b Investments – Bank Balances: Director to be replaced with Senior Corporate Services Officer will check the daily balances.

Notifiable Events Policy:

W McCracken advised that she had updated this policy to reflect current regulatory requirements and not those currently out to consultation as was in the first draft of the revised policy.

The Board discussed and approved the Notifiable Events Policy.

Information, ICT & Governance Policy:

F Cunningham advised the Board that the Corporate Services Committee had asked for the Policy title to be changed from Information Governance to ICT Governance Policy and for references relating to monitoring & reporting, policy review and approval to be inserted in one section of the policy rather than within each section.

H Bayne highlighted that she had amendments to policy. The policy will be updated with these amendments and brought back to the Board in January.

The Board agreed that the amendments should be made to the ICT Governance Policy and brought back to the Board Meeting in January.

Risk Management Policy:

W McCracken advised that the Audit & Assurance Committee discussed the Risk report and felt that it did not reflect the risks currently facing the Association. W McCracken explained that she has updated the policy, however has asked the Board to consider the usefulness of Section 8 – Risk Maturity Model.

The Board discussed and approved the policy with the removal of Section 8 – Risk Maturity Model.

10. Rent Report

W McCracken explained that the Operational Services Committee of 7th November 2018 was unfortunately cancelled as the meeting was not quorate. However there was
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a recommendation for Former Tenant Arrears of £3,471.72 to be written off.

The Board noted and approved the write off of Case 52 £2,026.98, Case 99
£878.15 and Case 3 £566.59 totalling £3,471.72

11. IT Assurance

W McCracken advised that after the interception of bogus emails and hacking of the
website, the Audit and Assurance Committee agreed to move forward with the IT
penetration and resilience testing with Curious Frank.

F Cunningham gave the Board a verbal update on the outcome of the IT penetration
and resilience testing. She advised that the visit went well and Curious Frank had
made several recommendations.

The main issues highlighted by Curious Frank were that they could access one of our
printers; change our website address to a secure http and split our guest wifi access.
A written report will be issued shortly and thereafter presented to the next meeting of
the Audit & Assurance Committee in February 2019.

The Board noted the content of the IT Assurance report and verbal update.

12. Risk Register:

W McCracken circulated a draft Risk Register for discussion. M Cameron asked if the
Loan Covenant should be higher. W McCracken explained that the likelihood of this
happing was low.

W McCracken asked if anyone had any comments either to feedback to herself or to
AM Brown.

The Board positively received the new risk map and adopted the format. The Board
asked for an inclusion of a column to note if the risk was operational or strategic.

The Board noted and approved the contents of the Risk Register.

13. Operational Delivery Plan: Strategic Objectives

F Cunningham presented the Operational Delivery Plan: Strategic Objectives report to
the Board and gave a brief update.

Point 17-Landscaping & Close Cleaning Contract: F Cunningham advised that we had
received a letter from Upkeep which she read out to the Board. J Duncan asked if
there had been a contract in place. W McCracken advised that there was no signed
contract in place (only an email exchange) and that lessens had been learned that all
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contracts, small or big must have a written contract or letter of engagement.

Point 55-Office Remodel: F Cunningham highlighted that there had been no interest on the office remodel tender. The Board agreed that we should appoint a Quantity Surveyor to draw up a specification to tender and that the Board would like to refresh themselves of the drawings in the New Year.

The Board noted and approved the contents of the Operational Delivery Plan & Strategic Objectives Report.

14. Governance Report

W McCracken presented the Governance Report to the Board, no updates were required.

The Board noted and approved the contents of the Governance Report.

15. Policy Register

F Cunningham presented the Policy Register to the Board, no updates were required.

The Board noted and approved the contents of the Policy Register report.

16. Board’s Training Plan 2018/19

F Cunningham presented the Training Plan to the Board and asked if there were any specific dates that did not suit the Board for in-house training. The majority of the Board agreed on a Monday evening except for the first Monday of the month.

The Board noted and approved the contents of the Boards Training Plan Report.

17. Board/Committee Meeting Schedule

F Cunningham presented this report to the Board for discussion. F Cunningham asked the Board if anyone would be interested in joining the Operational Services Committee as we had to cancel the most recent meeting due to lack of numbers. D Phee said he would be interested in joining this Committee and C McCormack would join the Staffing Committee.

W McCracken suggested putting the meeting schedule at the back of agenda’s for future reference.

The Board noted and approved the Board/Committee Meeting Schedule.
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18. Correspondence

F Cunningham advised that there was no correspondence for this evening’s meeting.

19. A.O.C.B.

M Cameron highlighted any other business for tonight’s meeting:

a) Scottish Housing Regulator Consultation: W McCracken advised that the working group had met and had drafted a response to the consultation document. W McCracken would circulate response to the Board.

b) W McCracken had spoken to M Cameron in relation to the Tenants Christmas Party. Normally the tenants would receive a selection box and the Association would spend money on a Christmas Hamper to raise funds. However, due to the current economic climate, W McCracken asked that the money which is normally spent on both items is donated to the local Foodbank instead. The cost is approximately £300.

The Board agreed to the donation of £300 to the Local Foodbank.

20. Date of Next Board Meeting

Monday 21st January 2019 at 6.00pm
Monday 28th January 2019 at 6.00pm

The meeting concluded at 7.10pm