

**CRAIGDALE HOUSING ASSOCIATION LIMITED****REPORT TO: BOARD OF MANAGEMENT****MEETING DATE: MONDAY 30<sup>TH</sup> OCTOBER 2023****AGENDA ITEM: 4A MINUTES OF PREVIOUS MEETINGS:  
APPROVAL OF MINUTES OF BOARD MEETING – 18.08.23**

<b>Status:</b>	<b>Confidential</b>		<b>For:</b>	<b>Approval</b>	✓
	<b>Non-Confidential</b>	✓		<b>Discussion</b>	
				<b>Noting</b>	

**CRAIGDALE HOUSING ASSOCIATION LIMITED MINUTE OF BOARD MEETING HELD ON MONDAY 18<sup>TH</sup> SEPTEMBER 2023 AT 6.15 PM****PRESENT:**

Des Phee	Chairperson	
Louise Bacon	Vice Chair	
Claire Taylor	Treasurer	Attended via Zoom
Morag Cameron	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)

**1. Apologies for Absence**

Apologies were tendered on behalf of Hilary Tennant, Stephen Baxter, Christine McCormack and Lucy Madigan.

**Leave of Absence:** None.

**Absent:** None.

**2. Chairperson's Remarks**

The Chair welcomed everyone to tonight's meeting.

**3. Declaration of Interest**

D Phee (Chairperson) declared an interest in relation to Agenda Item 5, CEO Report, 4.3.1 Welfare Service Report.

**4. Minutes of Previous Meetings:****4.a Approval of Minutes of Board Meeting held on Monday 28<sup>th</sup> August 2023**

The Board approved the minute as a correct record of the meeting held on Monday 28<sup>th</sup> August 2023 as proposed by Kevin Boyle and seconded by Stephen Kelly. The minute was signed and sealed by the Chair.

**Page 4, 3.4 GWSF Open Meeting & AGM:** Louise Bacon asked for an amendment to the minute her comment should have read Landscape Clerk of Work and not Landscape Architect.

#### **4.b Matters Arising from the Board Meeting held on Monday 28<sup>th</sup> August 2023**

The Chair asked if anyone had any matters arising from the previous minute of Monday 28<sup>th</sup> August 2023.

**B190, CEO's & Governance Report, 3.3.2 Bulk Uplift/Caledonian:** SCSO advised that she has sent email to City Building to chase this item.

**B214, 20 Correspondence, Denise Wallace Dance School Donation:** D Phee asked how much did we donate? The CEO advised that she had spoken with Denise and had been advised that the Dance School is a for profit business, so unfortunately the Association was unable to make a donation to the Dance School.

**B216, 21b. AOCB – Bank of Scotland – Internet Banking:** SCSO advised that we have received both card readers on Friday and that the SHSO received her card today but is waiting on the pin to arrive. The SCSO is waiting on her card and pin to arrive.

**The Board noted and approved the Matters Arising Report from the Board meeting held on Monday 28<sup>th</sup> August 2023.**

#### **5. Chief Executive Officer & Governance Report**

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

**3.1.1. Staff Satisfaction Survey:** The CEO asked the Board if they wished to discuss the survey without staff being present. The Board agreed for Staff to remain.

- M Cameron commented that there seems to be one staff member unhappy. The CEO advised that she will organise a couple of sessions with staff.
- M Cameron highlighted that performance with line manager has dropped. The CEO advised that this related to previous staff.
- L Bacon mentioned that there is a drop in survey numbers. The CEO advised that one staff member had approached her to advise that they weren't in a positive head space and would not be completing the survey.
- D Phee asked if it would be worth reviewing the staff appraisal process. The CEO advised that she have a look at the process however it may be too late for this year's appraisals.
- M Cameron highlighted that maybe the Board Appraisals should be reviewed as well. The CEO mentioned that she has just undertaken her Appraisal at Thenue and it was the Chair and CEO that carried out her appraisal.
- L Bacon mentioned that Angela Spence provides this service.
- The CEO advised that this survey is a benchmark before the new roles start on 01.10.23 and that the Appraisals could possibly lead in with the new Business Plan.

**3.1.2. CIH Housing Awards 2023:** The CEO updated the Board to advise that the awards ceremony will take place on Friday 27<sup>th</sup> October 2023 which is the same day as our Business Away Day. AS Homes x 3, Graham Harper x 1, Staff x 4 and Board x 4.

**3.1.3. Castlemilk Parish Church:** The CEO highlighted that the Church had converted the old benches from the old Church into a cross for the new Church.

**4.1. Staff:** The CEO advised that A Storrie has left our employment, and we have temporary employed A Hammell for three months.

Sick Leave: We have one staff member who has submitted a sick line due to bereavement.

**4.3.1. Welfare Rights Service:** The CEO advised that we had received funding to purchase Air Fryers and Thermal Curtains.

**4.3.2. Caledonian – Garden Maintenance & Bulk Uplift Service:** The CEO advised that we have threatened to withhold payment until they organise a suitable meeting to discuss poor performance. Meeting has been arranged for 19<sup>th</sup> September 2023.

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

## **6. Development Report**

The Chair advised the Board that they had agreed on 27.02.23 that this report would be moved to a quarterly cycle. The next report is scheduled for 27.11.23.

## **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 she had no further updates.

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

## **8. Investigation Recommendations – Actions Plan Report**

The CEO presented the Investigation Recommendation – Action Plan Report to the Board. If the Board are happy with the updated Action Plan she will submit the Report to Scottish Housing Regulator tomorrow.

**The Board noted and approved the progress of the Investigation Recommendations – Action Plan Report and were happy for the report to be submitted to the Scottish Housing Regulator.**

## **9. Draft Annual Assurance Statement 2023**

The CEO presented the second draft of the Annual Assurance Statement (AAS) with the amendments highlighted in yellow.

The Board asked for the following amendments:

- Page 2, Assurance: 2<sup>nd</sup> Bullet Point, 1<sup>st</sup> line change Internal Audit how... to Internal Audit who.
- Page 2, Assurance: 2<sup>nd</sup> Bullet Point, Last sentence They have raised.... to be removed.

- Page 2, Supporting Evidence & Additional Information: 4<sup>th</sup> Line remove for example.
- Page 3, Tenant & Resident Safety, Last sentence The audit raised .... to be removed.

**The Board noted and approved the amendments to the second draft of the Annual Assurance Statement 2023 to be brought back to the Board on 30.10.23 for final approval.**

#### **10. Policy Review**

The SCSO highlighted that there were no policies for review this month however would have a few policies for consideration next month.

#### **11. Membership Report**

The SCSO advised that there were no updates this month. However, would have a report next month highlighting any cancellations after the AGM.

#### **12. Notifiable Events Report**

The SCSO highlighted that she had updated the Scottish Housing Regulator (SHR) portal this morning in relation to the change of External Auditors and the change of Office Bearers and new Board Member.

**The Board noted and approved the content of the Notifiable Events Report.**

#### **13. Rent Report: August 2023**

The CEO went through the Rent Report for August 2023 and advised that we are seeking permission to write off former tenant rent arrears accounts totalling £7,151.61.

The CEO advised that if the tenant re-applies to us or any of the other RSLs we will then look at pursuing the arrears.

**The Board noted and approved the contents of the Rent Report for August 2023 and approved the write off of former tenants rent arrears totalling £7,151.61.**

#### **14. Equalities & Human Rights Report**

The CEO 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 Equalities & Human Rights Action Plan.

The CEO advised that she had no further updates other than to remind Board Members that the Human Rights training will take place on Wednesday 11<sup>th</sup> October 2023 at 6.00pm at the Birgidale Complex their will also be a virtual link available nearer the time.

- D Phee asked in relation to collection of staff/board/tenant/applicant equalities data across ALL protected characteristics. He did not think we have achieved this yet; do we have a plan? The CEO advised that we do have staff and board information collected as we acquire this information when they apply to join the Board or as a Staff Member. In relation to waiting list we obtain this information when processing housing application forms, this information is anonymised then dispose of that part of the form once details are registered onto spreadsheet. Tenant information is historical and will be required to be updated, still talking with our DPO Claire Beckly). Certain parts of this information

will be kept, and the rest of the information will be anonymised when we start this process.

## 15. **Board & Staff Training Plan**

The SCSO presented the Board & Staff Members Training Plan and highlighted that the Board Appraisals had been concluded and the training identified from the appraisals had been included within the report.

The SCSO advised that she has organised training dates as follows:

- 23.10.23: Finance
- 06.11.23: Procurement
- 27.11.23: GDPR & FOI

The SCSO agreed to circulate the SHARE training leaflet around to all Board Members.

**The Board noted and approved the contents of the Board & Staff Members Training Plan.**

## 16. **Policy Review Register**

The SCSO advised that the Policy Review Register has been updated in relation to the suspension of policies and will recommence in October 2023.

The first policies for review are:

Anti-Social Behaviour Policy

- D Phee asked if we could review the number of policies that will be brought to the Board possibly 2 or 3 at the most. The SCSO will amend the timetable.

**The Board noted and approved the Policy Review Register.**

## 17. **Key Performance Indicators – Q1**

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).

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 CEO advised that there are currently no Section 5 Referrals. Section 5 have requested a meeting with staff however they have not organised a date as yet.

**The Board noted and approved the contents of the Key Performance Indicators Report (Quarter 1).**

## 18. **Correspondence**

The Secretary advised that there wasn't any correspondence tonight.

## 19. **Any Other Competent Business**

The Chair asked if anyone had any other competent business for discussion

- a) The Chair advised the Board if they could remain behind for a brief closed session without staff present.

**20. Date of Next Meeting**

Board Meeting: Monday 30<sup>th</sup> October 2023 at 6.00pm

**The meeting concluded at 7.30pm**

**Minute Signed by Chairperson:** \_\_\_\_\_