

AGENDA ITEM:	4A	APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING
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CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 26TH APRIL 2021 AT 6.00PM VIA ZOOM

THE SECTIONS HIGHLIGHTED IN YELLOW HAVE BEEN REDACTED DUE TO THE CONTENT BEING PRIVATE AND CONFIDENTIAL.

PRESENT:

John Kilpatrick	Chairperson
Morag Cameron	Vice Chairperson
Des Phee	Secretary
Helen Bayne	Treasurer
Christine McCormack	Board Member
Claire Taylor	Board Member
Hilary Tennant	Board Member

IN ATTENDANCE:

David MacKenzie	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	(Minute Secretary)
Sam Morton	Senior Housing Services Officer (SHSO)	
Graham Harper	Graham Harper Consulting	(In Part)

1. Apologies for Absence

No apologies were tendered for tonight's meeting.

Leave of Absence:

None.

Absent:

None.

2. Chairperson's Remarks

The Chair thanked everyone for their attendance tonight.

The Chair highlighted that Agenda Item 6: Development Opportunity-Castlemilk West Church Site Update Report, would be brought forward so Graham Harper could present his report and leave the meeting.

The Chair advised the Board that **XX** phoned this morning to advise that she was stepping down from the Board with immediate effect due to personal reasons. The CEO advised that

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XX had tendered his resignation with immediate effect and that XX would step down at the AGM however XX has indicated that she will remain on the Board until we can recruit new Board Members.

The Chair asked if we could organise thank you card and gift for both XX & XX.

3. Declaration of Interests

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

4. Minutes of Previous Meetings:**4.a Approval of Minutes of Board Meeting held on Monday 29th March 2021**

The Board approved the minute as a correct record of the meeting held on Monday 29th March 2021 as proposed by Morag Cameron and seconded by Claire Taylor. The minute was signed and sealed by the Chair.

4.b Matters Arising from the Board Meeting held on Monday 29th March 2021

The Chair asked if anyone had any matters arising from the previous minutes of Monday 29th March 2021.

B69, 23.03.21, 10-Model Rules: The SCSO advised that she had met with Marion Davies from BTO Solicitors. M Davies will prepare a tracked Model Rules and report for the Board Meeting on 24th May however has asked if we could possibly start the meeting at 5.30pm as she has another meeting that evening.

The Board agreed to start the Board Meeting on 24th May 2021 at 5.30pm.

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:

The CEO highlighted that staff have amended the front cover sheets after discussion from the Governance Masterclass. We have amended the Risks column this will reference to the Risk MAP and the Finance column will include Resources Impact as well.

2.1.1 Staffing/Service Provider Update – Welfare: The CEO advised that Suzanne Lavelle will attend the next Board Meeting to present the Yearly Review and highlighted that face-to-face meetings with tenants will commence in May.

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2.2.1 Staff Skills Development Audit: The CEO highlighted that our application for grant funding to carry out a staff skill assessment audit has been successful.

2.2.2 Governance Review: The CEO advised that staff have met with XX & XX from XX and a plan of action has been agreed for sharing information and organising appointments.

The CEO highlighted that a seventh tender application had been received however it went into our spam mail. This was highlighted to the Chair and Vice Chair the tender was scored and the Company would have been joint 4th.

For future tenders we will advertise that an acknowledgement will be issued on receipt of tender however, if they do not receive a receipt within three days to contact our office.

2.2.3 Asset Management Procurement Assistance: XX mentioned that we had previously employed XX who carried out this role in the past. The Board accepted that staff would require assist and that the CEO will present a formal recommendation to the Board in May.

2.2.4 Disabled Adaptations: The CEO advised the Board that we will no longer be using XX due to poor performance. The CEO highlighted that long term we will procure this service however, short-term we seek approval to appoint XX our SHSO has recommended this company as they provide Disabled Adaptation Services to several RSLs in Scotland.

The Board approved the appointment of XX in the short-term for disabled adaptation works.

2.2.7 Glasgow City Council Bulk Refuse: The CEO advised that we have moved to a 3-weekly uplift. Bulk remains an issue, our bulk is being uplifted from tenemental properties however as soon as the bulk has been removed people are fly tipping.

XX asked could we consider working in partnership with the other local RSLs in relation to bulk. The CEO confirmed that he would discuss this with Castlemilk RSL Directors at their next scheduled meeting.

2.2.9 Request from Glasgow City Council – Implementation of Local Letting Plan 2021/22: The CEO advised that GCC have written requesting that we make 60% of lets (net of transfers) to Section 5 cases. The CEO highlighted that we have struggled to obtain referrals for Section 5 in the past and noted that SHSO will be meeting with GCC Officers to discuss this further.

SHSO mentioned that we have managed 21% of allocation to Section 5 this year.

The Board agreed that 60% of lets to GCC Section 5 referrals is unrealistic as we have

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struggled to allocate in the past.

2.2.10 Community Regeneration Projects – Food Pantry: The CEO advised the Board that the Food Pantry is nearing completion and they expect to announce a soft launch in the coming weeks. The CEO reminded the Board that we have committed £XX for the first year.

4.3 Board Members Commitments & Recruitment for 2021/22: The CEO mentioned previously that 2 Board Members have tendered their resignation with immediate effect, with one Board Member wishing to step down from the AGM (however has agreed to stay until new Board Members are recruited).

XX asked would this influence the quorum for Committee meetings. SCSO advised that yes this could affect the quorum however XX has agreed to step into the breach at present. The CEO advised that we are looking to recruit quickly.

The Board agreed to advertise for new Board Members through SFHA and Scottish Housing News, the advert will be placed on our website and Facebook.

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

Graham Harper joined the meeting at 6.00pm

6. Development Opportunities: Castlemilk West Church Site Update Report

G Harper presented the Development Opportunities, Castlemilk West Church Site Report and confirmed the following:

- Planning Consent has been granted and a successful media release was launched.
- The Association completed the purchase of the site and has drawn down the grant funding.
- DRS have requested clarification on a small number of points on the grant application which have been returned to them.
- Applications for utility disconnections have been made and it is expected that the demolition will proceed shortly.
- A tender report will be submitted for approval on approval of the grant from DRS

The Chair asked would we get a revised timeline. G Harper advised that he would provide a more defined timeline for the year ahead.

The CEO advised that he hope to recover items from the Church that we may be able to

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incorporate into the development.

The Board noted and approved the Development Opportunities: Castlemilk West Church Site Update Report.

Graham Harper left the meeting at 6.11pm

7. Coronavirus (Covid-19) Update Report

The CEO presented the Coronavirus (Covid-19) Update Report and highlighted that the purpose of this report is to provide the Board with an updated summary of actions taken to mitigate against the impact of the COVID 19 outbreak and considers potential changes that may have to take place when current Scottish Government restrictions are eased.

The Board noted and approved the Coronavirus (Covid-19) Update Report.

8. Business Plan 2018/21 (Year 3: 2020/21): Strategic Objectives Delivery Plan (Q4) Report

The CEO presented the Business Plan 2018/2021 (Year 3 – 2020/21): Strategic Objectives Delivery Plan Quarter 4 Report and asked the Board if they had any questions.

The CEO advised that the ARC return figures will look different this year due to certain timelines, jobs not being completed. This will more than likely have a knock-on effect with next year's figures as well.

The CEO highlighted that any items not completed will be carried over into our new strategic objective's delivery plans for 2021-24.

The Board noted and approved the updated Business Plan 2018/2021 (Year 3 - 2020/21): Strategic Objectives Delivery Plan Quarter 4 Report.

9. Business Plan 2018/21 (Year 3: 2020/21): Operational Delivery Plan (Q4) Report

The SCSO presented the Business Plan 2018/2021 (Year 3 – 2020/21): Operational Delivery Plan Quarter 4 Report and asked the Board if they had any questions.

The SCSO highlighted that any items not completed will be carried over into our new operational delivery plans for 2021-24.

The Board noted and approved the updated Business Plan 2018/2021 (Year 3 – 2020/21): Operational Delivery Plan Quarter 4 Report.

CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 26TH APRIL 2021 AT 6.00PM VIA ZOOM**10. 2020/21: Complaints Analysis Half Year Report**

The SHSO explained the purpose of this report is to note a summary of the complaints made by tenants between the period 1 October 2020 and 31st March 2021. The report outlines the main themes and trends from complaints in the second half of 2020/21 allowing the Board to consider improvements we may make to improve our services to tenants.

A total of 10 complaints were received in the last two quarters of the year and key issues identified by tenants include.

- Maintenance 50%
- Estate Management 50%

The SHSO highlighted that we have received fewer than expected complaints this year and this may be COVID related. We have not been open to the public since March 2020 and this may have led to more tenants not making complaints directly to our staff within the office.

It is also clear that most complaints received from our tenants are upheld and this tells us that our tenant's complaints have been justified.

We also recorded one compliment received in March 2021, however it may well be the case that other compliments have been made however have not been recorded.

The SHSO advised that we have learned lessons from complaints and implemented the following improvements.

- Maintenance – We have decided to stop using a Contractor for Disabled Adaptations as it has become evident that the quality of work has not been up to our expected standards.
- Maintenance – It is anticipated that we will always receive some complaints relating to maintenance and since we have not been carrying out post inspections it has been more difficult to assess contractor performance. In the meantime, we are making outbound calls to all tenants who receive repairs, and this will continue in 2021.
- Maintenance – We will resume post inspections in due course with risk assessments carried out for our Maintenance services Officer (MSO).
- Garden Maintenance and Close Cleaning – Staff met with contractor to discuss issues and to improve services and this would appear to have improved the situation with less complaints received in the second half of the year.
- Bin Area – Staff are in the process of identifying a suitable bin store replacement programme to address bin issues in Phase 1 and Phase 2
- Parking – No Parking signs have been erected within estate. This is an ongoing issue, and our staff will work with the school to improve this issue.

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- Compliments – We will encourage our tenants to make compliments, where they feel that the service, they have received merits being noted. Staff will also be encouraged to record compliments when they are received.

XX mentioned that the complaints reflect what XX mentioned earlier about estate management and possibly looking at joint working with other RSL's to improve on this service. SHSO highlighted that estate management visits coincide with Bulk uplift however we are experiencing difficulties with fly tipping. XX agreed with the fly tipping issues and highlighted that it is not our tenants.

The Board noted and approved the 2020/21 Complaints Analysis Half Year Report.

11. Tenants Satisfaction Survey: Quarterly Snapshot Survey Report 2020/21 (Q3 & Q4)

The CEO advised that the purpose of this report is to provide the Board with a summary of the most recent quarterly tenant satisfaction pulse survey results. The report will outline the results of the survey, which was carried out (in part) to help understand the ongoing impact of COVID 19 on our tenants.

The CEO advised that the key findings were as follows:

- Overall satisfaction with Craigdale – 91%
- Satisfaction with opportunities to participate in decision making process – 99%
- Satisfaction with repairs carried out in past 12 months – 81%
- Satisfaction with quality of home – 83%
- Keeping tenants informed – 99%
- Rent represents value for money – 91%
- Satisfaction with landlord's management of neighbourhood – 90%

The CEO highlighted that the report was very good, however there were reductions in satisfaction levels across most indicators. This is perhaps reflective of the timing of the survey as lockdown restrictions have been in place since December 2020.

The CEO advised the Board that we have managed to contact tenants who had repairs issues, we may have to come back to the Board with a different solution to Bulk. The results will be reported in the next newsletter.

The CEO mentioned that a full tenants satisfaction survey is due to be carried out this finance year.

XX asked if we could consider adding into the next survey a question in relation to fuel/heating costs and finances.

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XX mentioned that we have been unable to do a lot with community engagement but hope to do so in the future.

XX felt that results were good as Value for Money and Overall Satisfaction remains high.

The Board noted and approved the Tenants Satisfaction Survey: Quarterly Snapshot Survey Report 2020/21 (Q3 & Q4).

12. Risk Management Proposal

The CEO advised that he is seeking Board approval to introduce a new Risk Management system, with full training and support on the approach to Risk Management to be agreed. This will initially involve the appointment of a Risk Manager to support the Board and Senior Management team in our activities.

Risk Management is an important part of our business, particularly given the significant risks associated with uncertainty caused by the Covid 19 pandemic. Our Board discuss risks on a quarterly basis within the Audit and Assurance Committee and during strategic planning discussions looking at our Business Plan.

The CEO highlighted that the Scottish Housing Regulator recently highlighted the importance of Risk Management through supplementary advice on business planning

The CEO advised that he approached 3 Organisation's to consider the market and identify the most suitable approach to Risk Management. The Organisations were:

- XX – A range of risk services potentially costing £XX
- XX – Risk Management software costing £XX. Additional costs would be involved should we decide to take up training and or make use of A Risk Manager
- XX - A range of risk services with the additional services of a Risk Manager and Risk Management software costing £XX initially and then £XX per annum

All three organisations have different systems however, the service offer from XX offers the most suitable and cost-effective solution, with an excellent Risk Management product. XX recommended that we consider using XX, with the additional support offering of a Risk Manager.

XX asked if we would be able to extent contract after the year if required. The CEO advised that yes, we can extend the contract however, we will ensure that the software package is worth the money before we commit to additional years. XX asked if staff had seen a demo of system. The CEO advised that he had seen a demo and was very impressed with the

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system and the reports that it generates.

The Chair asked if we would be able to create a separate risk for the new build project. The CEO confirmed that yes, we would be able to separate the new build risk.

The CEO advised that he would organise an introduction to **XX** for the Audit & Assurance Committee Meeting with first draft of our Risk MAP being presented to the A&A Committee in August.

The Board noted and approved the Risk Management report and agreed the appointment of **XX.**

13. Policy Review: Data Protection Policy

The SCSO highlighted that the Data Protection Policy is a new document and has been adapted for our purposes.

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

The Board noted and approved the Data Protection Policy with no further amendments.

14. Policy Review: Disciplinary Policy

The SCSO highlighted that the Disciplinary Policy is an EVH Model Policy which has been adapted for our purposes. The SCSO highlighted that there were a couple of minor changes to job titles and there was a couple of areas that the Board required to discuss prior to approving i.e. paragraph 11.2.3 The Third Stage and 13.5 Authority to take disciplinary action all amendments had been highlighted in yellow.

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

11.2.3 Third Stage: The Board agreed that a Line Manager/CEO/Chair-Staffing Committee would issue the letter to staff member depending on staff members position i.e. Chair (Staffing) would issue letter to CEO, CEO would issue letter to SCSO and SCSO would issue letter to CSA.

After discussion the Board decided that further clarification was required on authority levels and appeals processes.

15. Policy Review: Staff Expenses Policy

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The SCSO highlighted that the Staff Expenses Policy is an EVH Model Policy which has been adapted for our purposes. The SCSO highlighted that there were a couple of minor changes to job titles and references Overnight Subsistence all amendments had been highlighted in yellow.

The SCSO highlighted Overnight Subsistence Point 9.1, 9.2 & 9.3. The SCSO highlighted that if a staff member had to stay overnight in a hotel for a meeting or seminar, she required the Board to set a limit for accommodation and meals. The Board agreed to set a limit of £150.00 for accommodation and breakfast and £25.00 for evening meal and approved Point 9.3.

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

The Board noted and approved the Staff Expenses Policy with the above amendments.

16. Policy Review: Flexible Working Policy & Procedure

The SCSO highlighted that the Flexible Working Policy & Procedure is an EVH Model Policy which has been adapted for our purposes. The SCSO highlighted that there were a couple of minor changes to job titles and that all amendments had been highlighted in yellow.

The SCSO asked the Board if they had any questions or comments.

The Board noted and approved the Flexible Working Policy & Procedure with no further amendments.

17. Share Capital Report

The SCSO highlighted that there was no change this month and that our Share Capital stands at 74 Members.

The Board noted the verbal update on our Share Capital.

18. Notifiable Events Report

The SCSO highlighted the Scottish Housing Regulator (SHR) Notifiable Events guidance sets out the events that Associations must tell SHR about. It explains why SHR have a regulatory interest in these events, what the Association must notify SHR about, and what SHR will do with the information that the Association give them. SHR are interested in events which may put at risk:

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- the interests or safety of tenants, people who are homeless and other service users
- the financial health of the Registered Social Landlord (RSL), public investment in the RSL, or the confidence of private lenders; or
- the good governance and reputation of an individual RSL or the RSL sector.

The SCSO advised that the Board decided that as part of our 2020 Self-Assessment for our Annual Assurance Statement that we include Notifiable Events within the Agenda monthly. A verbal update would be given in the first instance and a written report on a yearly basis would be presented to the Board.

The Board noted and approved the Notifiable Events Report.

19. Rent Report: March 2021

The SHSO presented the March 2021 Rent Report and confirmed that normally the Rent Report is for information only however would give a brief update.

The SHSO advised that the arrears on 31st March 2021 were £118 higher than last year's figure.

XX noticed activity with Living Rent in relation to GHA, Castlemilk and asked if they had made contact with us. The CEO advised that they have not made contact with the Association.

XX mentioned that staff have done a really good job throughout the year and the Chair asked for thanks to be passed onto Welfare Rights Officer. SHSO will pass on comments to staff.

SHSO mentioned that there are several tenants who are not engaging with staff in relation to arrears and this may result in Notice of Proceedings being issued.

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

20. Correspondence

The Secretary confirmed there was no correspondence this month.

- a) GWSF – Summer Regeneration Conference (04.06.21): Notification has been received for the GWSF Summer Conference via Zoom. If any Board Member is interested in attending to let SCSO now and she will book a place.

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- b) Azets (previously Scott Moncrieff) have issued to the Board their Letter of Engagement for Tax, Letter of Engagement of Engagement for Audit Services and Audit Plan for the year ended 31st March 2021.

The Board approved the letters and agreed for **XX** to sign the letters on behalf of the Association.

The SCSO will organise for the letters to be signed and returned to Azets.

- c) EVH – Salary Sacrifice: The CEO highlighted to the Board the FMD or a Staff Member would attend this session for additional information.
- d) EVH Monthly Report – April 2021.

The Board noted the EVH Monthly Report (April 2021).**21. Any Other Competent Business**

- a) **XX**

22. Date of Next Board Meeting

- Monday 24th May 2021 at 5.30pm

The meeting concluded at 8.00pm