# A logo for a housing association Description automatically generatedBoard of Management

Wednesday, 16th October 2024 9:30 am

Russell Square   |   Board of Management

## Attendees

#### Attended – Board

#### Jimmy Black (JB) in the Chair, Hazel Farquhar (HF), Cheryl Glen (CG), Craig Irvine (CI) Fred Jack (FJ), Ian McDonald (IMCD), Linda McDonald (LMCD) and Stuart Storrie (SS)

#### Attended – Staff

#### Gail Robertson, Chief Executive Officer (GR), Linlay Anderson, Director of Housing Services (LA), Arlene Grant, Director of Finance & Corporate Services (AG), Jim McIntosh, Health & Safety Officer (JMCI), Alison Geoghans, Customer Services Team Leader (AG) and Nicola McIntosh, Corporate Services Officer (NMC)

## 1.0 Digital Security Training

#### Minute by Nicola McIntosh

Scott Mowatt from Shackleton Technologies attended the meeting to provide a short training session on Digital Security.

## 2.0 Presentation on the Results of External Perceptions Research Project

Purpose - For Information

#### Minute by Nicola McIntosh

Emma Maud attended the meeting to present the findings of the External Perceptions Research Project recently undertaken.

## 3.0 Apologies, Conflict of Interests & Notifiable Events

Purpose - For Noting

#### Minute by Nicola McIntosh

Meeting commenced at 10.40am.

Apologies received from Kevin Lynch and Jeanette Gaul.

Jimmy declared a potential conflict of interests, due to recently being elected as a councillor with Dundee City Council. Board members asked if this should be declared as a notifiable event to the Scottish Housing Regulator to ensure clarity.

## 4.0 Minutes of Board Meeting 21st August 2024

Purpose - For Approval

#### Minute by Nicola McIntosh

IMCD raised a comment around clarifying that the capitalisation policy was not applicable to the 23/24 accounts but going forward from 24/25.

The minutes were approved as a correct record subject to this amendment.

## 5.0 Minutes of the Service Delivery Sub Committee 18th September 2024

Purpose - For Approval

#### Minute by Nicola McIntosh

The minutes of the meeting were approved as a correct record.

## 6.0 Minutes of the Finance, Audit & Risk Sub Committee 14th August 2024

Purpose - For Approval

#### Minute by Nicola McIntosh

The minutes were approved as a correct record.

## 7.0 Election of Office Bearers and Sub Committee Members

#### Minute by Nicola McIntosh

The Election of Office Bearers and Sub-Committees were agreed as follows:

Chair - JB, nominated by HF and seconded by LMCD.

Vice Chair - CI, nominated by HF and seconded by LMCD.

SD Sub Chair - SS will continue as chair, members approve.

SD Sub Members - LMCD, SS, IMCD, HF, FJ, JG, JB, CG

FAR Sub Chair - IMCD will continue as chair, members approve.

FAR Sub Members - LMCD, IMCD, HF, CI, SS, JB

Remuneration Sub Chair - HF, nominated by JB and seconded by LMCD.

Rem Sub Members - LMCD, HF, SS, IMCD, JB & CG

Development Sub Chair - FJ, nominated by JB seconded by SS.

Dev Sub Members - FJ, HF, CI, IMCD, SS, JB & CG

IMCD asked about the recruitment of new members, GR explained that she had 3 names to pursue.

Members noted and approved the contents.

## 8.0 Health & Safety Report

Purpose - For Noting

#### Minute by Nicola McIntosh

JMCI attended the meeting via MS Teams to present the Health and Safety Report covering the main points in the report.

SS asked if the outstanding item on asbestos had a realistic timescale against it due to the level of work required. JMCI confirmed that this was a realistic timescale, and if this was to change the board would be provided with an updated timescale as soon as possible.

IMCD asked in regard to asbestos, section 7's graph shows 13.4% confirmed present and questioned if our problem at this point in time is the 13.4% or 20.1% which includes the not yet completed surveys. JMCI confirmed that the worst case scenario is 20.1% meaning that every outstanding property having asbestos which is unlikely to happen. The 13.4% figure may change slightly, however, GR is content in what has been reported in the annual assurance statement.

JMCI and GR to formulate a plan on JMCI's tasks going forward.

Members noted and approved the contents of the report.

## 9.0 Mid Craigie Kitchen Replacement Contract

Purpose - For Approval

#### Minute by Nicola McIntosh

GR presented the report on the Mid-Craigie Kitchen Replacement Contract advising that a full tender process was carried out.

MPS Housing were the successful contractor and awarded the tender.

IMCD feels it would be helpful, as this forms part of the £2.8million improvement project, to identify improvement projects where there is potential slippage to potentially push projects or substitute other things. GR confirmed this information is provided elsewhere and will try to tie them together for the next one.

Board Members examined and approved the report and the appointment of MPS Housing for the project.

## 10.0 Annual Assurance Statement

Purpose - For Approval

#### Minute by Nicola McIntosh

Alex Cameron from Quin Internal Audit attended the meeting to present the Internal Audit report on the Annual Assurance Statement.

AC advised the regulator updated their framework in February, however there was very little change made.

AC was impressed with the use of DT and the level of resources available within it. There were two minor issues raised from the audit. The first being, introducing a proforma to sign off a new members induction. The second being low turnout at the AGM, confirming there were more staff than members. GR explained that a lot of work was carried out on this, however we do struggle to attract members. AC explained this is a minor issue, but it is something to work on promoting.

AC is happy to see the level of health and safety being reported to board members and likes the format of our reporting.

Members noted that the management accounts, annual accounts are all considered in this process AC confirmed that the cashflow looks stable over the 30 year projections.

AC explained that Development is up in the air due to funding, however the Association has the appetite to deliver if achievable. Members noted that the Development Sub Committee is a key factor if developments are to continue.

AC did not find anything of concern in relation to delegated powers, standing orders and terms of reference.

AC advised that nothing stood out as particularly poor performing within the ARC Report.

AC explained relating to severance and settlement agreements to always stay within the standard terms and conditions. However, this has not been an issue for the Association.

Members noted that Board agendas and minutes are looked at to ensure they are in line with the governing body workplan.

IMCD raised an issue with the time given to meetings, he feels 2-2.5 hours is not much time to get through the amount of information provided. IMCD encourages members to use DT to ask questions prior to meetings to allow the meeting to progress better.

AC thanked GR and board members for their work and was pleased to see there was a working group to assist with the completion of the annual assurance statement.

AC left the meeting at 11.36am.

GR explained that if any figures within the statement reduce before the 31st October, they will be amended before submission on 31st October.

Members note and approve the Annual Assurance Statement.

## 11.0 Draft Annual Report on Charter

Purpose - For Approval

#### Minute by Nicola McIntosh

GR presented the Annual Performance Report, thanking members for their comments. GR advised that most of the amendments were completed, and we now have an updated draft.

Members noted that JB raised a concern relating to LGBT Youth Scotland and some of their practices and GR wanted to know if the board feel we should continue to be connected to them. Staff have completed training, which we were awarded the LGBT Youth Scotland Bronze Accreditation.

LA confirmed that there was no alternative agendas pushed to AHA, we completed their training only and do not use any of the LGBT Youth publications.

CG suggests keeping the first paragraph only and remove the rest, that way we wouldn't be challenged on it. Members agree with this suggestion.

Board members wanted to compliment the work in the report. LA advised that the report will be reviewed by tenants next year to see how they feel about its contents.

Members noted and approved the contents of the report subject to typo's and minor amendments.

## 12.0 CEO Workplan

Purpose - For Noting

#### Minute by Nicola McIntosh

GR presented the CEO Workplan for any comments or questions.

JB suggested not using abbreviations within reports, GR noted and confirmed.

IMCD questioned why IT was sitting at amber, GR confirmed that this will be changed to green when cyber essentials plus is achieved.

Members noted and approved the contents of the report.

## 13.0 Quarterly Complaints Report

Purpose - For Information

#### Minute by Nicola McIntosh

AG attended the report via MS Teams to present the Complaints Handling report.

IMCD asked relating to the quarter 2 performance, should we be concerned about the drop to 18% from 55% to. AG confirmed that depending on when the report is being produced and when the complaint is logged causes a timing issue due to moving in to the next quarter. IMCD asked for this to be clarified within the report going forward.

IMCD noted that only 18% closed, which is in relation to 11 complaints and would like the number of complaints included along with the percentage.

SS feels it is best not to assume board members understand all figures and not to be afraid to provide a bit more narrative as it is always beneficial.

GR explained that a breakdown will be provided in the next report on the reason for any upheld stage 2 complaints.

Members noted that 45% of the Stage 1 complaints were based on repairs not completed on time.

SS to keep an eye on the process and policies for outstanding WO's being presented to the Service Delivery Sub Committee.

CG would like the wording to be updated in the report to make it clearer for board members in relation to complaints received and dealt with.

Members noted and approved the contents of the report.

## 14.0 Complaints Policy

#### Minute by Nicola McIntosh

GR presented the Complaints Handling Policy which is due for review, advising this is the SPSO's model policy being used.

Members noted and approved the contents of the report.

## 15.0 Anti Fraud and Bribery Policy Review

Purpose - For Approval

#### Minute by Nicola McIntosh

AG presented a review of the Anti Fraud and Bribery Policy.

Members noted and approve the contents of the report.

## 16.0 Ratification of Policies approved at Service Delivery Sub Committee 18th September 2024

Purpose - For Approval

#### Minute by Nicola McIntosh

Board Members ratify the policies presented to the non-quorate Service Delivery Sub Committee meeting in September. All policies approved.

## 17.0 AOB

Purpose - For Information

#### Minute by Nicola McIntosh

Adaptations Funding

GR advised members that we have been awarded £78,000, which is half of our allocation. AG explained that the first claim has been put in for £72,000 so it is almost fully spent. GR will bring this back to the December board meeting to find out from members how they want to proceed with adaptations.

IMCD asked for a trend analysis over the last couple of years in relation to this.

JB suggests looking at the building design specifications at the development sub committee in terms of what we can do to make our houses ready for everyone.

Board Appraisals

JB advised that there is only one to complete. JB feels they have gone well and have been very useful to get a greater understanding of board members and hope they feel the same.

[REDACTED – CONFIDENTIAL INFORMATION]

Meeting closed at 12.30pm.

## 18.0 Date of Next Meeting

Purpose - For Information

#### Minute by Nicola McIntosh

Wednesday 11th December 2024.