

## Agenda Item 3.1

### MINUTE OF BOARD MEETING

Tuesday, 24 May 2022 at 6.30pm via video call on Microsoft Teams

**Attendance:**

**Board Members:** C Edward (Chair), G Laurie, I Lennox, K Johnson, J Henderson, L Lester, G Waddell and D McIndoe

**Leave of Absence** N Gerrard and M Cameron

**Staff/Advisor(s):** Anne Marie Brown, Chief Executive  
Carla Cameron, Finance & Corporate Services Team Leader  
Arlene Dickson, Care Services Manager  
Dougie Wilson, Customer Services Team Leader  
Graeme Bruce, Finance Adviser

Board meeting minute prepared by J Shute post meeting from the meeting recording.

ITEM	NOTE	ACTION
	<p><b>WELCOME AND ORDER OF BUSINESS</b></p> <p>The Chair welcomed all to the meeting and noted the following.</p> <p>G Waddell is hoping to join the meeting albeit slightly later.</p> <p>L Lester may need to temporarily leave during the meeting but will advise when this happens.</p> <p>J Wilson, Asset Advisor, Knowes Housing Association is no longer able to make tonight's meeting, therefore D Wilson will present item 11.3 on their behalf.</p>	
1.0	<p><b>APOLOGIES</b></p> <p>Apologies received from G Connell.</p>	
2.0	<p><b>DECLARATIONS OF INTEREST</b></p> <p>L Lester noted their interest at Agenda Item 6 as they work for the Golden Jubilee Conference Hotel.</p> <p>The Chair also noted their interest at Agenda Item 6 as they are now a Councillor for West Dunbartonshire Council.</p>	

<b>3.0</b>	<b>MINUTES</b>	
3.1	Minute of previous meeting (23 March 2022)	
	The minutes were <b>approved</b> on a proposal by G Laurie and seconded by J Henderson.	
3.2	<b>Confidential</b> Board Meeting (23 March 2022)	
	The minutes were <b>approved</b> on a proposal by G Laurie and seconded by J Henderson.	
3.3	Staffing Committee Meeting (30 March 2022)	
	The draft minute of the meeting was reviewed for accuracy and <b>noted</b> .	
3.4	<b>Confidential</b> Staffing Committee Meeting (30 March 2022)	
	The draft minute of the meeting was reviewed for accuracy and <b>noted</b> .	
3.5	PRWG Meeting (27 April 2022) – for noting	
	The draft minute of the meeting was reviewed for accuracy and <b>noted</b> .	
3.6	Audit & Risk Committee Meeting (16 May 2022)	
	The draft minute of the meeting was reviewed for accuracy and <b>noted</b> .	
3.7	<b>Confidential</b> Audit and Risk Committee Meeting (16 May 2022)	
	The draft minute of the meeting was reviewed for accuracy and <b>noted</b> .	
<b>4.0</b>	<b>RECOMMENDATIONS TO THE BOARD FOR APPROVAL</b>	
<b>4.1</b>	<b>From Staffing Committee (30 March 2022)</b>	
	There were no recommendations arising from the meeting.	
<b>4.2</b>	<b>From Policy Review Working Group (PRWG) (27 April 2022)</b>	
4.2.1	Hybrid Working Policy & EIA	
<b>Report Summary</b>	AM Brown presented the Hybrid Working Policy and Equality Impact Assessment to the Board for review and approval.	
	Members were advised what the various coloured fonts referred to in the Hybrid Working Policy. It was clarified that blue wording reflects changes from the original October 2020 policy compared to the policy presented to Staffing Committee in March 2022. Green wording highlights changes made since the March 2022 Staffing Committee and presented to the PRWG in April 2022. Red wording refers to amendments made by the PRWG in April.	
	It was clarified that the recommendation is for the Association to trial the Hybrid Working policy for 1 year starting on 1 June 2022, and for the policy to be reviewed by the PRWG in May 2023.	
<b>Discussion</b>	Members were advised that it is hoped that EVH will have a Model Policy by the end of the Association’s trial period.	
	Members noted that a lot were happy for the Hybrid Working Policy to be trialled for the Period of 1 year.	

<b>Decision</b>	After consideration, the Board <b>approved</b> the Hybrid Working Policy, for a trial period of 1 year starting on 1 June 2022, noting the Policy will be revised by PRWG in May 2023.
<b>4.2.2</b>	<b>Alcohol and Substance Misuse Policy &amp; EIA</b>
<b>Report Summary</b>	C Cameron presented the Alcohol and Substance Misuse Policy and Equality Impact Assessment to the Board.  Members were advised that the policy has been updated to include that the Association may liaise with Police Scotland should appropriate action be required following the recommendation from the PPRWG.
<b>Discussion</b>	No additional issues were raised by Board members.
<b>Decision</b>	Following consideration, the Board <b>approved</b> the Alcohol and Substance Misuse Policy.
<b>4.2.3</b>	<b>Board Expenses Policy &amp; EIA</b>
<b>Report Summary</b>	C Cameron presented the Board Expenses Policy and Equality Impact Assessment to the Board.  It was clarified that the changes noted in blue writing are the recommendations made by the PRWG.
<b>Discussion</b>	Members were assured that the policy now clarifies that alcoholic drinks are not included as a reasonable expense during overnight stays, but other reasonable expenses have been included following guidance from HMRC. Reference has also been made to use of taxis.
<b>Decision</b>	Following consideration, the Board <b>approved</b> the Board Expenses Policy.
<b>4.3</b>	<b>From Audit &amp; Risk Committee (16 May 2022)</b>
<b>4.3.1</b>	Management Accounts to 31 March 2022 <b>Confidential</b> <b>See confidential minutes.</b>
<b>4.3.2</b>	Loan Portfolio <b>Confidential</b> <b>See confidential minutes.</b>
<b>4.3.3</b>	Five Year Financial Projections <b>Confidential</b> <b>See confidential minutes.</b>
<b>4.3.4</b>	<b>Internal Audit Annual Report 2021/22</b>
<b>Report Summary</b>	AM Brown presented the Internal Audit Annual report for 2021/22.  Members were advised that the Auditor did not have any areas of concern reflected in the report.
<b>Discussion</b>	Members wished to express thanks to the Association for turning around the previous Procurement audit, which has now achieved a Substantial assurance level.
<b>Decision</b>	Following consideration, the Board:

	<p><b>Noted</b> the covering report.  <b>Approved</b> the Internal Audit Report for 2021/2022.</p>
4.3.5	Internal Audit Plan 2022/23
<b>Report Summary</b>	<p>AM Brown presented the Internal Audit Plan for 2022/23.</p> <p>Members were advised that the Audit Plan is based on the 3 year plan previously approved by the Board when the Auditors were first reappointed.</p> <p>It was clarified that there are 4 areas to be audited within the current financial year, one of which is connected with the Assurance Statement and Self-assurance Process which has not been audited at this level previously. It was further clarified that another area to be audited will be the focus on Tenant Health and Safety.</p>
<b>Discussion</b>	Members agreed that it is important to have Tenant Health and Safety and the Assurance Statement process are being included within this year's audit, especially given the SHR's focus on these areas.
<b>Decision</b>	<p>Following consideration, the Board:  <b>Noted</b> the covering report.  <b>Approved</b> the Internal Audit Plan for 2022/23.</p>
4.3.6	Tenant Satisfaction
<b>Report Summary</b>	<p>AM Brown presented the Tenant Satisfaction Internal Audit Report.</p> <p>Members were advised that there were 2 low recommendations from the Audit that took place in February 2022 which related to the ongoing TPAS Healthy Engagement Programme.</p> <p>It was clarified that the Management Responses relate to the information provided by the Leadership Team.</p>
<b>Discussion</b>	There were no questions raised.
<b>Discussion</b>	<p>Following consideration, the Board:  <b>Noted</b> the covering report.  <b>Approved</b> the Tenant Satisfaction Internal Audit Report.</p>
4.3.7	Follow Up Review
<b>Report Summary</b>	<p>AM Brown presented the Follow Up Review report.</p> <p>Members were advised that the Follow Up Review is carried out by the Auditors annually and takes into account all of the recommendations from all internal audits that the auditor has completed during the period of the Audit Plan and have not to date been signed off as complete. Members were further advised that some of the recommendations from previous audits are still ongoing, however the Association has been given a Substantial rating for the Follow Up Review.</p> <p>It was clarified that the purpose of the review is to ensure that staff and the Board</p>

	do not lose sight of the recommendations made and that the recommendations are added to the Recommendations Monitor once approved by the Board.	
<b>Discussion</b>	There were no questions raised.	
<b>Discussion</b>	Following consideration, the Board: <b>Noted</b> the covering report. <b>Approved</b> the Follow-up Review Report.	
<b>5.0</b>	<b>MATTERS ARISING SCHEDULE</b>	
<b>Report Summary</b>	AM Brown presented the Matters Arising Schedule.  Members were advised that whilst the Audit & Risk Committee have requested that the Equalities and Human Rights Action Plan to be presented to the Committee every quarter, the current policy states that the Action Plan should be presented to the Board every 6 months and makes no reference to the Plan being presented to a Committee.	
<b>Discussion</b>	Members agreed that a quarterly update report should be issued to the Audit & Risk Committee, which would mean that the current policy should be amended to include this minor change.	
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> that the Equalities and Human Rights Action Plan is presented to the Audit and Risk Committee on a quarterly basis effective from the August 2022 meeting. <b>Approved</b> a minor amendment to be made to the current Equalities and Human Rights Policy to reflect that the Audit and Risk Committee will receive a quarterly update on the Action Plan.	AMB  AMB
<b>6.0</b>	<b>CHIEF EXECUTIVES PROGRESS UPDATE – CONFIDENTIAL</b> See confidential minutes.	
<b>7.0</b>	<b>GOVERNANCE</b>	
<b>7.1</b>	<b>Governance and Financial Management Improvement Plan</b>	
<b>Report Summary</b>	AM Brown presented the Board with a progress update on actions taken to implement the areas for improvement contained within the Governance & Financial Management Improvement Plan (GFMIP).	
<b>Discussion</b>	There were no questions raised.	
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> the updated GFMIP at <b>Appendix 1</b> .	
<b>7.2</b>	<b>Business Plan 2021/24 – Delivery Plan Year 2 update.</b>	
<b>Report Summary</b>	AM Brown presented the Board with a progress update on actions to date that have been taken to implement the activities identified within the approved Delivery Plan for Year 2, 2022/2023.	

<b>Discussion</b>	Members were advised that as there is a lot of duplication between the Delivery Plan and the Governance and Financial Management Improvement plan, and it is felt that the Association could streamline this, and report duplicate actions in one plan instead of both. Members agreed to the streamlining of the information reported and were assured that the Board would still be able to keep track of how things are progressing.	AMB
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> the updated Delivery Plan, Year 2, 2022/2023 as at <b>Appendix 1</b> .	
7.3	New Board Member Application	
<b>Report Summary</b>	<p>AM Brown presented the report to recommend to the Board that it co-opts Anita Williamson as a Board member effective from 25 May 2022 and in accordance with Rule 42.1.</p> <p>Members were advised that since leaving the Board, A Williamson has built up more experience within a working capacity at [REDACTED].</p>	
<b>Discussion</b>	There were no questions raised.	
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> Anita Williamson’s co-option to the Board as per Rule 42.1.	
8.0	<b>STRATEGY</b> No reports.	
9.0	<b>FINANCE</b> No reports.	
10.0	<b>STAFFING</b> No reports.	
11.0	<b>OPERATIONS</b>	
11.1	Quarter 4 Performance Report	
<b>Report Summary</b>	<p>D Wilson presented the Quarter 4 Performance Report for 2021/22 to the Board.</p> <p>Members were advised that with regard to tenant satisfaction, the Association are a couple of percentage points down from the previous quarter, which Customer Services staff will focus on in the coming months.</p> <p>Members were assured that in terms of the Overall Satisfaction Provided by the Landlord the percentage score has increased to 97.8% from 87.2% as reported in Quarter 3.</p>	

Members were advised that there has been a slight increase in the percentage score for Improved Performance at Year End for the Rents collected, going from 97.9% up to 98.7%.

Members were also assured that for Gas Servicing, the Association has continued to achieve 100%.

It was clarified that with regard to the investment and development programme, a number of the contracts have now been completed, specifically 49 Kitchens and 38 Bathrooms and 45 gas boilers. Members were advised that there are 2 high-heat properties to change over, however there has been difficulty in gaining access to these properties. The Association will continue to pursue access. It was further clarified that the gutter cleaning contract has now been completed and there have been 2 roof replacements completed, with the 3<sup>rd</sup> taking place shortly. That will leave one roof to replace.

Members were advised that there were 10 complaints in Quarter 4 with 6 complaints at stage 1 and 4 complaints at stage 2 and 3 complaints were upheld.

**Discussion**

Members were assured that the Association have a very good working relationship with the local Community Police and a meeting is scheduled for each Friday so the Association can report any anti-social issues that have been highlighted by the tenants. Members were advised that a new Housing Officer will be starting with the Association shortly which will mean that there are 3 experienced members of staff working in the community who can deal efficiently with any anti-social issues that are reported.

It was clarified that the Customer Services staff team regularly do a walk round of properties and closes to record any issues and also take part in occasional joint walk rounds with contractors. It was further clarified that as the Tenants' Panels are due to start up again, tenants will be made aware that the Customer Services staff team members will be visible in the community and information will also be included in the next newsletter to make tenants aware of this.

DW

Members wished to thank the Customer Services team for their hard work for the Planned Maintenance Delivery, especially given the difficult circumstances faced.

*I Lennox left the meeting at this point.*

Members were advised that the Customer Services Team Leader will look into the reasoning behind the high number of allocations refusals and will provide this report to Chief Executive to be passed to the Board for the next meeting. It was further advised that there may be an artificial reason as to why the figure has increased to 33.3% due to the way that offers are being made, but this will be clarified within the report given. Members were also advised that for section 5 homeless referrals, the Association has exceeded the target of 55%.

DW

**Discussion**

Following consideration, the Board:  
**Noted** the content of the covering report.

**Approved** the Performance Report for Quarter 4, 2021/22.

### 11.2 Annual Return on the Charter Report

**Report Summary** D Wilson presented the report to provide the Board with results of key Annual Return on the Charter (ARC) indicators for the Board's approval prior to the submission to the SHR by the due date of the 31 May 2022.

Members were advised that the report is a little different compared to previous years as the validation visit by C Dugan is being carried out the same week as tonight's Board meeting, with a report from C Duggan expected to be issued shortly. Members were further advised that if there are any significant changes required to the ARC prior to its submission to the SHR the Board will be advised of these in advance of submission.

DW

**Discussion** There were no questions raised.

**Decision** Following consideration, the Board:  
**Noted** the contents of the covering report.  
**Approved** the draft ARC for submission to the Scottish Housing Regulator, noting a summary of key indicators are attached in **Appendix 1**.  
**Delegated** authority to the Chief Executive to agree any changes to the ARC which may be required prior to submission, but only with the Board's prior approval if any change is material.  
**Delegated** authority to the Chief Executive to make the ARC submission on behalf of the Board by the 31 May 2022.

### 11.3 Stonework Repairs and Insulation: Update Report

**Report Summary** D Wilson presented the report to provide the Board with a progress update on stakeholder consultation and the grant funding options relating to the stonework investment programme and external/internal insulation works.

Members were advised that there is only one remaining domestic owner that the Association are continuing to struggle engaging with, however an evening visit is being planned with the Customer Service Team Leader and J Wilson to speak with the domestic owner.

DW

Members were assured that the commercial owner the Association had previously struggled to engage with, has now confirmed that they are happy and supportive of both proposals presented to them.

Members were advised that to date, there has been no indication or confirmation from the Net Zero fund regarding the Association's application for funding. Members were further advised that the [REDACTED] are still looking at the new EPC's and an update will be given to the Board at the next meeting.

DW

**Discussion** Members were assured that although the final tender report expires on the 16 July 2022 discussions are on-going with the contractors keeping them informed of the consultation process. The Association is not expecting to see a tender uplift as a result of any delays in accepting a tender.



<b>Decision</b>	<p>Following consideration, the Board:  <b>Noted</b> the contents of the covering report.  <b>Noted</b> that a final tender report to approve either Option 1 or 2 and the associated contractor will be presented to the Board at its meeting on 27 July 2022.</p>
<b>11.4</b>	<p><b>Housing Management &amp; Financials Software: Procurement Report</b>  <b>Confidential</b>  See confidential minutes.</p>
<b>12.0</b>	<p><b>HEALTH &amp; SAFETY</b>  No reports.</p>
<b>13.0</b>	<p><b>ANY OTHER COMPETENT BUSINESS</b></p>
<b>13.1</b>	<p>Correspondence  There was no correspondence.</p>
<b>13.2</b>	<p>Updated Board/Committee Workplan 2021/22</p>
<b>Report Summary</b>	<p>AM Brown presented the updated Board/Committee Workplan for 2021/22.  Members were advised that as there is an extremely quick turnaround between the May and June 2022 Board meetings, coupled with both AM Brown, C Cameron and G Bruce being on annual leave during two weeks within this turnaround time, the next set of papers would need to be prepared and issued within the next week. The Chief Executive asked for the June Board meeting to be changed to the 27 July 2022, and the PPRWG meeting to change to 2 August 2022.</p>
<b>Discussion</b>	<p>There were no questions raised.</p>
<b>Decision</b>	<p>Following consideration, the Board:  <b>Agreed</b> to change the next Board meeting to 27 July 2022.  <b>Agreed</b> to change the next PRWG meeting to 2 August 2022.</p>
<b>13.3</b>	<p>Updated Board Training Plan 2022</p>
<b>Report Summary</b>	<p>AM Brown presented the Updated Board Training Plan 2022  Members were advised that some of the training sessions noted on the plan had not been booked, however Corporate Services are ensuring that all training sessions will now be booked in.</p>
<b>Discussion</b>	<p>There were no questions raised.</p>
<b>Decision</b>	<p>Following consideration, the Board <b>approved</b> the revised Board Training Plan 2022.  <i>The Board agreed to suspend Standing Orders to allow the meeting to continue after 20:30.</i></p>
<b>13.4</b>	<p>Housing Allocation to a Close Relative of a Member of Staff</p>

<b>Report Summary</b>	<p>AM Brown asked for this last minute AOCB item to be discussed. The Board agreed to consider the item.</p> <p>Members were advised that a provisional housing offer of a [REDACTED] property is likely to be made to an applicant who is an immediate member of family of a staff member, and if this is the case approval will be required from the Board. As the next Board meeting is now not scheduled until July 2022, Delegated Authority is being requested from the Chairperson and Vice-Chair to proceed with the allocation subject to a report from the Customer Services Team Leader relating to the allocation.</p>	DW
<b>Discussion</b>	There were no questions raised.	
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Agreed</b> to grant Delegated Authority to the Chairperson and Vice-Chairperson to approve the allocation subject to consideration from a report by the Customer Services Team Leader.</p>	
<b>13.5 Legal Opinion in Fife</b>		
<b>Report Summary</b>	G Waddell asked for this last minute AOCB to be discussed. The Board agreed to discuss the item.	
<b>Discussion</b>	<p>Members were advised that there has been a recent legal opinion in Fife which was the result of Kirkcaldy Sheriff Court noting a clause omission in the Occupancy Agreements that Fife Council use for temporary occupation. The result of this finding was that over the course of the next 12 months, Fife Council are required to flip 600+ temporary tenancies to mainstream ones.</p> <p>It was clarified that at the time of tonight's meeting, that there has not been any communication from WDC in response to these findings, however this may be discussed at the next Strategic Housing Providers meeting and if so, this information will be passed on to the Board. The Chief Executive will also make contact with a counterpart at West Dunbartonshire Council and enquire if the council will have to review or reflect on anything.</p>	AMB
<b>13.6 Congratulations</b>		
	Members wished to express congratulations to the Chairperson on their election as a Councillor to WDC.	
<b>14.0 DATE OF NEXT MEETINGS VIA MICROSOFT TEAMS</b>		
	<p><b>Board Meeting:</b> Wednesday 27 July 2022 @ 6.30pm</p> <p><b>Policy Review Working Group:</b> Tuesday 2 August 2022 @ 5.30pm</p>	
	The meeting closed at 8.38 pm	

Signed Craig Edward Date 27 July 2022

(Chairperson)