

## MINUTE OF BOARD MEETING

Tuesday, 27 July 2022 at 6.30pm via video call on Microsoft Teams

**Attendance:**

**Board Members:** C Edward (Chair), G Laurie, J Henderson, M Cameron, and G Waddell.

**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  
Joe Wilson, Asset Advisor, Knowes Housing Association (Agenda Item 10.2 only)

**Observer:**

Francis Polding (potential new Board Member)

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>A special welcome to F Polding for joining on-line to observe the meeting and showing an interest in joining the Board of Dalmuir Park Housing Association.</p> <p>The Board would like to extend their best wishes to G Bruce and family.</p> <p>E Byrne from Arneil Johnston is unable to attend tonight's meeting. Unfortunately, there is no one else available from Arneil Johnston to cover Agenda Item 6.5 in E Byrne's absence, so the Agenda Item is being carried forward to the next Board meeting.</p>	
1.0	<p><b>APOLOGIES</b></p> <p>Apologies received from: I Lennox, D McIndoe, G Bruce, N Gerrard, L Lester and M Donnelly.</p>	
2.0	<p><b>DECLARATIONS OF INTEREST</b></p> <p>There were no Declarations of Interest received however if any discussion relating to the Beardmore Trust takes place during the meeting, a Declaration of Interest will be noted by C Edward and G Laurie as they sit on the Trust.</p>	

3.0	<b>MINUTES</b>	
3.1	Minute of previous meeting (24 May 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 (24 May 2022)	
	The minutes were <b>approved</b> on a proposal by G Waddell and seconded by G Laurie.	
4.0	<b>MATTERS ARISING SCHEDULE</b>	
Report Summary	C Cameron presented the Matters Arising Schedule.  Members were advised that there a few tasks and actions that will be picked up by the new Corporate Services Officer once they start. Members were further advised that this position has now been successfully recruited, with K Tennant, starting on 15 August 2022. K Tennant is currently employed by DPHA as a Housing Officer.	
Discussion	The Chair expressed their delight that the position has now been filled and that this is good news for the Corporate Services team.  [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
Decision	Following consideration, the Board:  <b>Noted</b> the Matters Arising Schedule.	
10.2	<b>Stonework Repairs and Insulation: Tender &amp; Outcome of Stakeholder Consultation Report</b>	
Report Summary	<i>This item was brought forward with the Board's approval to allow J Wilson to leave the meeting after this Agenda Item.</i>  J Wilson presented the report to provide the Board with a progress update on the stakeholder consultation and the grant funding options following the previous Board report of 24 May 2022.  Members were advised that the Scottish Government have delayed the announcement on the grant funding applications for all Housing Associations and Councils by a month and it is expected that an announcement will be made at the end of July 2022. It was further advised that the reason for the delay is due to the Scottish Government beginning their review of the EESSH 2 targets. In light of this delay, J Wilson advised that they are unable to provide an update in terms of the funding application.	

	<p>Members were assured that the final commercial owner the Association had difficulty making contact with previously, has now been contacted and has been made aware of the Stonework Repairs and Insulation situation and the delay in the grant funding application decision.</p> <p>Members were advised that the remaining domestic owner the Association had also been unable to contact, still remains outstanding despite the Housing Officer's best efforts to establish contact through several different means. Members were further advised that contact between the Association and this particular owner has always proved to be difficult, but the Association will continue trying to make contact.</p> <p>It was clarified that as the Association might not hear about the grant funding prior to the expiry of the acceptance date of the tender. The Association's Quantity Surveyor has contacted all of the contractors who initially bid for the work to determine if they are willing to hold their prices. One contractor advised that they will hold their price and another contractor advised that they will need to review them. It was further clarified that the Association had not heard from the 3<sup>rd</sup> contractor at the time of tonight's meeting.</p> <p>Members were advised that depending on the length of time it may take for the announcement from the Scottish Government, the Association might have to consider just going ahead with the essential works and putting the energy efficient works on hold.</p>	D Wilson
Discussion	<p>Members were advised that the cost of protective walkway scaffolding currently in place is [REDACTED]</p> <p>It was clarified that the Association have not heard of a missing share scheme being run by West Dunbartonshire Council, however this will be added to the Matters Arising Schedule and if a scheme is in place, the Association will use this to try and establish contact with the remaining domestic owner.</p> <p>Members were assured that regarding the communication issues with the domestic owner, the Association suspects that the reason they are reluctant to engage is due to unpaid Factoring fees. The Association will continue to try and establish contact by all necessary means but will also research using local advocacy groups as a last resort if contact by the owner is not established.</p>	C Cameron
Decision	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Noted</b> that a final tender report to approve either Option 1 or 2 and associated contractor will be presented to the Board at its next meeting on 23 August 2022.</p> <p><i>J Wilson left the meeting at this point.</i></p>	D Wilson
5.0	<p><b>CHIEF EXECUTIVES PROGRESS UPDATE – CONFIDENTIAL</b></p> <p>See confidential minutes.</p>	

<b>6.0</b>	<b>GOVERNANCE</b>	
<b>6.1</b>	<b>Governance &amp; Financial Management Improvement Plan</b>	
<b>Report Summary</b>	<p>AM Brown presented the Board with a progress update on actions that have been taken to implement the areas for improvement contained within the Governance &amp; Financial Management Improvement Plan (GFMIP).</p> <p>Members were advised that the duplication between the Governance Improvement Plan and Delivery Plan has now been removed from the Recommendations Monitor.</p>	
<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>6.2</b>	<b>Business Plan Delivery Plan: Year 2, 2022/2023 Update</b>	
<b>Report Summary</b>	<p>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.</p> <p>Members were advised that as with the GFMIP all duplication has been removed and all updates have been added in red type.</p> <p>It was clarified that the Association has not received the 3<sup>rd</sup> application from the person who had expressed interest in becoming a Board member at the time of tonight's meeting.</p>	
<b>Discussion</b>	There were no questions raised.	
<b>Decision</b>	Following consideration, the Board: <b>Approved</b> the updated Delivery Plan, Year 2, 2022/2023 as at <b>Appendix 1</b> .	
<b>6.3</b>	<b>New Board Member Application &amp; Shareholding Membership Application</b>	
<b>Report Summary</b>	<p><i>F Polding was asked to leave the meeting at this point and C Cameron will add F Polding back into the meeting after this Agenda Item.</i></p> <p>AM Brown presented the report to recommend to the Board that it approves Francis Polding's shareholding membership and co-opts F Polding as a Board member effective from 28 July 2022 and in accordance with Rule 42.1.</p> <p>Members were advised that F Polding showed a great level of interest in observing tonight's meeting and upon meeting with the Chief Executive it was clear that they had researched the Association which was good to see.</p> <p>It was clarified that F Polding is not as yet a shareholding member, so this will need to be approved by the Board along with their application to become a Board member.</p> <p>Members were advised that the easiest route to approve F Polding as a Board member is for them to be co-opted on by the Board up to the AGM, upon which</p>	



	<p>they would then stand for full election. Members were further advised that the Association can have 15 Board members including co-opted members and as the Association is not at that capacity, there is room on the Board to accommodate this application.</p>	
<b>Discussion</b>	<p>The Chair wished to express their thanks to the Chief Executive for meeting with F Polding and their disappointment that they could not meet with them jointly.</p> <p>Members noted that F Polding's background, especially their experience in Asset Management and their local knowledge, would prove to be a good addition to the Board and Association.</p>	
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Approved</b> F Polding's application to become a shareholding member, noting the membership number is 530.</p> <p><b>Approved</b> F Polding's co-option to the Board as per Rule 42.1, to be effective from 28 July 2022.</p> <p><i>F Polding re-joined the meeting, and the Chair welcomed them to the Board as a co-opted member with effect from 28 July 2022. The Chair also expressed their thanks and appreciation for showing interest in becoming a member of the Board.</i></p>	
<b>6.4</b>	<b>Equality &amp; HR's Action Plan – Update, Annual Review &amp; Annual Statement</b>	
<b>Report Summary</b>	<p>AM Brown presented the Board with a 6-monthly update on progress with implementing the actions identified within the Equality &amp; Human Rights Action Plan; to review the actions for 2022/2023, and to provide an Annual Statement for 2021/22.</p> <p>Members were advised that the plan has been updated to reflect the financial year and although some actions have progressed, some have been delayed due to staff shortages within the Corporate Services team. Members were further advised that when the new Corporate Services Officer starts on 15 August 2022, one of their key priorities to progress equalities related work.</p> <p>It was clarified that the Annual Statement detailing how the Association has been progressing with the Action Plan will be published in the next Newsletter.</p>	
<b>Discussion</b>	<p>Members were advised that although Board training is voluntary, the Association would like to review the current process and open a discussion on having a minimum requirement for attendance along with certain courses that members would be required to attend. The Association has already made steps to source more external training in the hopes of encouraging Board attendance at training and making it worthwhile for members to take part. A report will be brought to the Board at a future meeting.</p> <p>Members were assured that Board training will be kept on the Action Plan until the discussion surrounding minimum attendance numbers has been had, and that further information will be provided regarding online training modules that members can undertake.</p>	AM Brown

<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Approved</b> the updated Equality &amp; Human Rights Action Plan for 2022/2023 as attached at <b>Appendix 1</b> and <b>noted</b> that this is also the 6-monthly update report to the Board.</p> <p><b>Noted</b> that the Annual Equalities Statement for 2021/2022 will be published in the Association's Winter Newsletter and website.</p>
<b>6.5</b>	<b>Rent Affordability Review: Next Stages</b>
<b>Report Summary</b>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Discussion</b>	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Agreed</b> [REDACTED]</p> <p>[REDACTED].</p>
<b>6.6</b>	<b>Revised KPI Report Format</b>
<b>Report Summary</b>	<p>AM Brown presented a revised template for the quarterly reporting of Key Performance Indicators.</p> <p>Members were advised that the Chief Executive would like to revise the current format of the KPI Report and include some additional KPIs to those currently reported. The Chief Executive would like to split the KPI's into the Association's service areas and also include some high-end operational KPI's to assist with monitoring the Association's service delivery. This would not come into effect until Quarter 2.</p> <p>It was clarified that additional new operational KPIs will be developed and will form part of a report to the Leadership Team. This will encourage the staff teams to take ownership of their performance and that of their Team and improve service delivery.</p>
<b>Discussion</b>	<p>Members were advised that going forward, only the Strategic KPI's will be reported on a quarterly basis to the Board, with some of the more higher end Operational KPI's, particularly those relating to HR, staff turnover, sickness absence and Board training.</p>



		G Bruce / C Cameron
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Noted</b> an email consultation took place with Board members with the outcome reported to the Board.</p> <p><b>Approved</b> [REDACTED]</p> <p>[REDACTED]</p> <p><b>Approved</b> [REDACTED]</p>	
<b>9.0</b>	<b>STAFFING</b>	
	No reports.	
<b>10.0</b>	<b>OPERATIONS</b>	
<b>10.1</b>	<b>Bad Debt Write Off Requests</b>	
<b>Report Summary</b>	<p>C Cameron presented the report to seek approval to write off debt where there is no prospect of recovering the debt; the arrear or being able to return a credit balance to a customer.</p> <p>Members were advised that the Association are looking to write off [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
<b>Discussion</b>	There were no questions raised.	
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Approved</b> the debt write off contained in <b>Appendix 1</b> to the sum of [REDACTED]</p>	
<b>10.3</b>	<b>Annual Return on the Charter: CD Consulting Report</b>	
<b>Report Summary</b>	<p>D Wilson presented the report to provide the Board with the outcome of the Annual Return on the Charter (ARC), validation visit carried out by CD Consultancy in May 2022, and to explain to the Board the reason for the variation between some of the data approved by the Board at its meeting in May 2022 compared to the actual ARC data submitted to the Scottish Housing Regulator.</p> <p>Members were advised that 13 of the indicators were audited and 8 indicators were online for validation, 3 were partially validated and 2 were further discussed. Members were further advised that out of the 3 partially validated indicators, relating to the reporting of the emergency and non-emergency repairs, the reports had to be re-run due to being wrongly coded.</p> <p>Members were assured that in light of the coding error to the repairs, the Association will now undertake a quarterly check to ensure that the correct codes are being used.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	



	<p>Members were advised that the Scottish Housing Regulator contacted the Association after the ARC submission about the marked increase in refusals of allocations. The Association explained that this was down in part to an increase of 25% for Section 5 refusals and also the result of a recommendation made by C Duggan upon the last audit. Upon this explanation, the Scottish Housing Regulator advised that no further investigation would be needed.</p> <p>It was clarified that the collated information is now centralised onto one spreadsheet to ensure greater clarity and to help prepare the information ahead of the next audit.</p>	
<b>Discussion</b>	The Chair thanked the staff team for working hard to put the additional procedures in place to rectify the issues raised with the ARC Submission and for the assurance that the Association has taken all steps to ensure these issues do not happen again.	
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Noted</b> the contents of the report.</p> <p><b>Noted</b> the progress made on implementing all the recommendations contained within CD Consulting's audit report.</p>	
<b>11.0</b>	<b>HEALTH &amp; SAFETY</b>	
	No reports.	
<b>12.0</b>	<b>ANY OTHER COMPETENT BUSINESS</b>	
<b>12.1</b>	<b>Correspondence</b>	
<b>Report Summary</b>	<p>There was no correspondence to report.</p> <p>Members were advised that most correspondence is training / conference information received from EVH or SHARE or consultation information, which is emailed directly to the Board upon receipt, however this information could be summarised and added to the Chief Executive's report should Board members require this.</p>	
<b>Discussion</b>	Members were assured that if any correspondence is received into the office for the Board or Board members then it is emailed out to Board members rather than waiting and presenting it to a Board meeting.	
<b>Decision</b>	Members agreed that the correspondence does not have to be included within the Chief Executives report presented to the Board.	
<b>12.2</b>	<b>Updated Board/Committee Workplan 2021/22</b>	

<b>Report Summary</b>	<p>AM Brown presented the Updated Board / Committee Workplan 2021/22</p> <p>Members were advised that the workplans for the Committees were missed from the papers issued ahead of tonight's meeting, however the Association will ensure that this oversight does not happen again.</p>
<b>Discussion</b>	There were no questions raised.
<b>Decision</b>	There were no decisions required.
<b>12.3</b>	<b>Beardmore Trust</b>
<b>Additional Item</b>	<p><i>C Edward and G Laurie declared a note of interest at this point as they are both Trustees.</i></p> <p>C Cameron has asked for this additional item to be raised at tonight's meeting.</p> <p>Members were advised that The Beardmore Trust, which was set up a number of years ago, has [REDACTED] in the bank account which will cover one more month's salary payment for the cook to provide meals to the Associations Sheltered tenants. Members were further advised that the Trust is also still due to receive an invoice for the auditor for the fees for this year and this invoice is usually around [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Members were advised that the Association has submitted a 3-year funding application to Investing in Communities for a Project Manager and if successful, one of the tasks for the Project Manager will be to look at the future of the Beardmore Trust.</p>
<b>Discussion</b>	<p>It was clarified that as this situation happens year upon year, a decision will need to be made regarding the future of the Beardmore Trust.</p> <p>Members were advised that there is [REDACTED] set aside in the budget for donations and can cover the [REDACTED] requested.</p>
<b>Decision</b>	<p>Following consideration, the Board:</p> <p><b>Approved</b> the donation of [REDACTED] to the Beardmore Trust to cover annual auditing fees and staff costs up to the end of the financial year.</p>
<b>12.4</b>	<b>Board Member Annual Reviews</b>
<b>Additional Item</b>	<p>Members were advised that at present, there has not been a discussion at a Board meeting regarding Board Member Annual Reviews. The Chief Executive confirmed that they expected this to be carried out by SHARE on the Association's behalf.</p> <p>Members were assured that once the new Corporate Services Officer starts their Role on the 15 August 2022 and the team has been able catch up over the next</p>

	several months, this will be something taken up again by the Corporate Services Team.	
Discussion	<p>Members were advised that a report will be given to the Board at the August 2022 meeting advising on the plan for Board Member Annual Reviews for 2022.</p> <p><i>Board agreed to suspend standing orders at this point to carry on with the meeting the rest of the meeting.</i></p>	AM Brown
Decision	There were no decisions required.	
<b>12.5</b>	<b>Hybrid Meeting Technology</b>	
Additional Item	<p>Members were advised that the Hybrid Meeting Technology will not be operational for the next meeting in August 2022 but may be able to be used for the meeting thereafter.</p> <p>It was clarified that there is a degree of building/installation work required in the Boardroom to accommodate the technology and whilst this is due to start next week, the Association would prefer to test the technology to ensure it runs as expected, which would be too tight a turn around to take place before the next meeting.</p>	
<b>13.0</b>	<b>DATE OF NEXT MEETINGS VIA MICROSOFT TEAMS</b>	
	<p><b>PWRG Committee:</b> Tuesday 2 August 2022 @ 5.30pm  <b>Audit &amp; Risk Committee:</b> Monday 15 August 2022 @ 5.00pm  <b>Board Meeting:</b> Tuesday 23 August 2022 @ 6.30pm</p> <p>The meeting closed at 8.32pm</p>	

Signed *Craig Edward* Date *23 August 2022*

(Chairperson)