

BOARD OF MANAGEMENT MEETING

Board of Management Hybrid Meeting held on Tuesday, 24 October 2023 at 6.00pm.

Attendance:

Board Members: Gavin Waddell - Chairperson
Karen Johnson
David McIndoe
David Edgar
Francis Polding
Joe Gherardi
Ian Lennox

Staff/Advisor(s): Anne Marie Brown, Chief Executive
Carla Cameron, Finance & Corporate Services Manager
Arlene Dickson, Care Services Manager
Jennie Cameron, Senior Customer Services Officer
Kimberley Tennant, Corporate Services Officer
Ewan MacDonald, MacDonald-Cameron Ltd (Agenda Item 11.5 only)

Board meeting minute prepared by P McDaid post meeting from the meeting recording.

ITEM	NOTE	ACTION
	<p>WELCOME AND ORDER OF BUSINESS</p> <p>Chair welcomed all to the meeting and confirmed that the meeting pack was issued to members on Wednesday, 18 October 2023 with a final amendment issued on Thursday, 19 October 2023.</p> <p>J Cameron was welcomed to the meeting, replacing D Wilson who is unable to attend.</p> <p>Members were advised that G Bruce was absent due to ill health with members being asked to regard the information as confidential.</p> <p>Chair welcomed E McDonald of McDonald Cameron Ltd, and members gave approval for item 11.5 to be brought forward.</p>	
11.5	[REDACTED]	Confidential
Report	[REDACTED]	
Summary	[REDACTED]	

[Redacted text block]

I Lennox joined the meeting 6.09pm.

Discussion

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Decision

[Redacted text block]

- [Redacted text block]
- [Redacted text block]
- [Redacted text block]

AMB

1.0

APOLOGIES

Chair ask for any apologies and read out all those in attendance.

Apologies received from Stephen Boag.

1.1	<p>Approved Leave of Absence</p> <p>Chair confirmed J Henderson and A Williamson are currently on a LOA.</p>
1.2	<p>Non-Attendance</p> <p>Chair confirmed that there was no Board member who is not in attendance and did not give apologies.</p>
2.0	<p>DECLARATIONS OF INTEREST</p> <p>Chair asked for any declarations.</p> <p>No interests were declared.</p>
3.0	<p>MINUTES</p>
3.1	<p>Board Meeting (29 August 2023)</p> <p>Chair asked for accuracy and approval.</p> <p>The minutes were approved on a proposal by D McIndoe and seconded by F Polding.</p>
3.2	<p>Board Meeting (5 September 2023)</p> <p>Chair asked for accuracy and approval.</p> <p>The minutes were approved on a proposal by I Lennox and seconded by J Gherardi.</p>
3.3	<p>AGM Draft Minutes (5 September 2023)</p> <p>Chair asked for accuracy.</p> <p>The minutes were noted.</p>
3.4	<p>Audit and Risk Committee (9 October 2023)</p> <p>Chair asked for accuracy.</p> <p>The minutes were noted.</p>
4.0	<p>RECOMMENDATIONS TO THE BOARD FOR APPROVAL FROM AUDIT & RISK COMMITTEE MEETING (9 OCTOBER 2023) :</p>
4.1	<p>Annual Assurance Statement 2023: Outcome of review of Self-Assurance Process & Draft Annual Assurance Statement</p>
Report Summary	<p>A M Brown presented the report, providing the Board with the outcome of the Association’s validation of its own ongoing self-assurance process, demonstrating Dalmuir Park Housing Association’s compliance with the Association’s regulatory and legal requirements.</p> <p>An update was provided to members regarding a recommendation from Audit & Risk Committee, with tenant consultation and participation in the assurance statement process, revised and amended to - ongoing. Nine areas identified as areas of improvement have been added to the Governance and Financial Improvement Plan.</p> <p>Members were referred to regulatory assurance around tenant health and safety, with confirmation being given that the independent stock condition survey due to</p>

take place this year will verify if properties owned by the association are effected by RAAC.

A M Brown invited comment from D Edgar who carried out test sampling of the assurance statement spreadsheet on behalf of members. D Edgar noted that the information and hyperlinks contained within the spreadsheet were comprehensive and could give assurance to members with the content sampled.

Discussion Chair thanked D Edgar for carrying out the sampling on behalf of members.

Members noted changes made to the report following full discussion at Audit & Risk Committee with thanks given to Leadership team and staff for producing and maintaining the document.

Decision The Board:

- **Noted** the contents of this report.
- **Agreed** that it has gained appropriate assurance through DPHA’s self-assurance process to conclude that DPHA meets its regulatory and legal requirements as contained within Chapter 3 of the SHR’s Regulatory Framework.
- **Approved** the draft Annual Assurance Statement, 2023 (**Appendix 3**), noting the deadline date for submission to the SHR, and uploading to DPHA’s website is 31 October 2023.

5.0 BOARD MATTERS ARISING SCHEDULE

Report Summary A M Brown presented an update to members.

Additional update to item 11; due to staff absence, members were asked for a postponement to pension consultation with a view to it being commenced on the staff member returning.

Discussion Board members noted and confirmed the delay to the commencement of pension consultation.

Chair acknowledged workload of the team however, requested that Item no 2; deposit accounts be reprioritised as it had been on the schedule for some time. C Cameron advised that the team start looking at deposit accounts as a matter of priority.

CC

Decision The Board noted the contents of the report.

6.0 CHIEF EXECUTIVE’S PROGRESS UPDATE: CONFIDENTIAL

Report Summary [Redacted content]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

Discussion

[Redacted text block]

[Redacted text block]

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KJ/AMB

Decision

[Redacted text block]

[Redacted text block]

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7.0	GOVERNANCE
7.1	Governance & Financial Management Improvement Plan 2023/2024 update as at 24.10.2023
Report Summary	<p>A M Brown presented the report providing a progress update on actions the Association has taken to implement the areas for improvement contained within the Governance & Financial Management Improvement Plan (GFMIP).</p> <p>Confirmation was given to members that recommendations from the self-assurance statement had been added to the plan.</p> <p>Satisfaction survey results are actioned by the Customer Services Team as standard operational practice and suggested to members that it be removed from the plan.</p> <p>Confirmation was given to members of AM Brown’s annual review has been scheduled.</p>
Discussion	<p>Chair asked members for feedback on the board portal with members advising that they had no issues.</p> <p>Members were advised that for item 5.3 – equality data collection process, a meeting has been scheduled for the end of October to review the processes the association has in place for the collection and retention of equalities data and this will meet assurances required by the Regulator.</p>
Decision	The Board approved the updated GFMIP at Appendix 1 .
7.2	Board Member Application: S Boag
Report Summary	C Cameron presented the report recommending the appointment of S Boag, a shareholding member to the Board of Management.
Discussion	Members noted that S Boag would bring local knowledge and business knowledge to the Board.
Decision	The Board approved S Boag’s appointment onto the Board until the next AGM, which is taking place on 3 September 2024.
7.3	Draft Annual Report 2022/23
Report Summary	C Cameron presented the report providing the Board with a draft copy of the Annual Report for 2022/23.
Discussion	<p>Members commented that the content of the report was well put together with no grammar or spelling mistakes were highlighted by members.</p> <p>It was confirmed that the annual report was being delivered to tenants and I Lennox confirmed that they received their copy today.</p>

Decision	The Board noted and the contents of the Annual Report for 2022/23. Noted the Annual Report will be issued to our customers by the 31 October 2023 and a copy uploaded to the Association’s website.
7.4	Shareholder Membership
Report Summary	C Cameron presented the report to cancel a Shareholder membership for those members who no longer meet the requirements to be one.
Discussion	No discussion
Decision	The Board approved the cancellation of the Shareholder membership number 531 and remove the Shareholder from the member’s register as outlined in section 3.2.1. and noted the summary of Shareholders at section 3.3.1.
8.0	STRATEGY
	None
9.0	FINANCE
	None
10.0	STAFFING
10.1	Wellbeing Report, September 2023
Report Summary	A M Brown presented the Wellbeing Consultant’s final report that will be presented in full at the Staffing Committee in December 2023.
Discussion	Members noted at the last staffing Committee meeting, positive feedback was received from S Corry regarding staff involvement in wellbeing programme. Members commented that they were impressed by the depth of the 1-2-1 interviews and their outcome. Confirmation was given to members that staff wellbeing was a focus following Covid, the current cost of living crisis and the impact that both had on staff health and wellbeing, with the Association investing in staff and their welfare.
Decision	The Board: Noted the contents of this report, and that the Association will continue to work with S Corry for the next calendar year. Noted the content of the final Wellbeing Report attached at Appendix 1 , which will be discussed in detail at the December 2023 Staffing Committee.
10.2	Investors in People Reaccreditation Report Confidential
Report Summary	[REDACTED]
	[REDACTED]
	[REDACTED]
	[REDACTED]
Discussion	[REDACTED]
	[REDACTED]
	[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Decision

[REDACTED]

11.0 OPERATIONS

11.1 Performance Report – Quarter 2

Report Summary J Cameron presented the report outlining progress against Key Performance Indicators (KPIs) in Q2 and year to date for 2023 – 2024.

The drop in positive feedback from satisfaction survey results were being reviewed with an increase in the number of tenants responding as neither satisfied or not satisfied and, these were being investigated for additional information as tenants are probably not aware of the impact that the results have on overall performance. Confirmation was given to members that where a result was returned as not satisfied, that the tenant was contacted for additional information to address any issued or concerns.

Rent arrears have increased, and an error in last quarters figures reported has now been corrected.

New software will allow more accurate reporting with some work still needing to be carried out, outstanding works order need to be updated or closed so may impact on figures given.

Arlene – update from Care / DOSCG

A Dickson gave an update in relation to DOSCG fees analysis for the quarter. Review of the budget, it is hopeful that we will be in on budget if usage remains unchanged. Project planned for the end of the year to look at the model and advertising the service of DOSCG.

KPIs information was missing from pack and will be emailed to members.

JC/KT

Discussion Members discussed their concern regarding increase in rent arrears and were

	<p>tenants aware the impact arrears had on our service provision and, did we have articles within the newsletter. It was suggested that tenants should be made aware of arrears and the impact that it has in a future newsletter.</p> <p>Confirmation was given to members that complaint statistics included first time resolved complaints.</p> <p>Member noted that in relation to customer satisfaction, tenants who are long term may not always appreciate how good the reactive maintenance service is at DPHA, compared to other housing associations or WDC.</p>	DW
Decision	The Board noted the content of the Q2 Performance Report, 2023/24, including Appendix 1 and the general updates provided within this report.	
Suspension of Standing Orders		
19.59pm	Chair asked for the members to approve the suspension of standing orders as the meeting was approaching 2 hours.	
Decision	Members agreed to suspend the Standing Orders to allow all agenda items to be presented.	
11.2 Stonework Repairs and IWI & EWI Installation at 820-830 Dumbarton Road and 8-10 Scott Street: Update Report		
Report Summary	J Cameron presented the report on the progress of the stonework repairs and internal and external insulation works currently taking place at 820- 830 Dumbarton Road and 8-10 Scott Street.	
	<p>Confirmation was given that the project was going well and should be completed on target, and feedback from the tenants to date is that they were satisfied with the work carried out.</p> <p>A satisfaction survey will be issued to tenants after winter to find out if tenants notice a difference to cost of heating their home.</p>	
Discussion	<p>Members were advised that following the delay in the delivery of stone, the contractor remained confident that they will make up the lost time. Members were advised that close attention was being paid to project completion date as the aim was for it to be finished in advance of the break for Christmas.</p> <p>Members asked for thanks to be passed on to D Wilson for overseeing the project.</p>	
Decision	<p>The Board:</p> <p>Noted the content of this progress report.</p> <p>Noted the funding that has been drawn down to assist with costs.</p> <p>Noted the project is progressing well. There are no issues of concern to bring to the Board’s attention as per the Risk Assessment at Appendix 1 and email verification received from A Grant, Architect.</p>	
11.3 Proposed Changes to Office Opening Hours		

Report Summary	<p>A M Brown presented the report asking the Board’s permission to amend the office opening hours for Beardmore House on a trial period of 1-year.</p> <p>Members were advised that an additional section was added to the original report that contained tenants feedback from the survey carried out.</p> <p>Confirmation was given that the current arrangement would only be for a trial period of a year with the board given an update at the trial end.</p>
Discussion	<p>Members noted that they were given assurance from tenant survey and responses with tenants being reminded how they can access our service.</p>
Decision	<p>The Board agreed to the following changes to the opening hours of Beardmore House:</p> <ul style="list-style-type: none"> • Close for lunch from 12:30 to 13:30. • Friday closure from 16:00. • Open late till 18:00 every Wednesday. • Continue to close for staff training every Thursday 09:00 to 12:30 (this closure has been in place for a few years now). <p>Agreed that the changes are for an initial trial period of 1-year effective from 13 November 2023.</p> <p><i>David Edgar left the meeting at 8.15pm.</i></p>
11.4	Current Rent Arrears Report for Cases Over £250
Report Summary	<p>J Cameron presented the report giving the Board an update on the current levels of arrears more than £250.00 and to demonstrate the actions that are being taken by the Association regarding the recovery of these monies.</p> <p>Confirmation was given that an internal meeting has been arranged to discuss rent arrears and how to address the situation.</p> <p>It was noted that moving forward the quarterly performance report will include more analysis information on rent arrears to give the Board more assurance on work being undertaken to reduce rent arrears. The quarterly performance report will not contain any information on action being taken on specific arrears cases as this is too operational. The recommendation is that this will be the last separate report on rent arrears over £250.</p>
Discussion	<p>Members agreed that there was too much detail within the report and, that the report should only contain numbers in relation categories and, to see the split with total arrears and current arrears.</p>
Decision	<p>The Board:</p> <p>Noted this report and the accompanying appendices.</p> <p>Agreed that from now on a more detailed analysis of rent arrears will be included within the Quarterly Performance Report.</p>

12.0	HEALTH AND SAFETY	
12.1	Health and Safety Update	
Report Summary	<p>C Cameron presented the report, providing an update on actions being taken to ensure the Association complies with its Health & Safety legal obligations as an employer and landlord.</p> <p>Changes to energy performance certificates, energy efficiency standards, fire risk assessments, unwanted fire alarm signals and damp and mould with confirmation that new policy was being reported at the next PRWG meeting. Full H&S document has been uploaded to Board portal.</p> <p>Confirmation was given that there were no near misses or accidents in quarter 2 with emergency first aid refresher training and general H&S training ongoing.</p> <p>Members were advised that their annual declaration will be issued in February 2024.</p>	KT
Discussion	No comments or issues were raised.	
Decision	<p>The Board:</p> <p>Noted the general updates provided in this report.</p> <p>Noted the revised H&S Control Manual Sections as attached at Appendix 1.</p> <p>Noted that the Landlord’s H&S Manual is available on the Board Portal</p>	
13.0	USE OF DELEGATED AUTHORITY	
	None	
14.0	ANY OTHER COMPETENT BUSINESS	
14.1	Correspondence	
	None	
14.2	Updated Board/Committee Workplan 2022-2023	
Report Summary	A M Brown noted an addition to work plan with the Board budget planning session scheduled for 7 November 2023 would be postponed and rearranged for the new year. This would be added to workplan with the new date.	
Discussion	Noted for update was an Budget Review and 30 Year projections in October 2023 removed and will be reschedule for a future date.	AMB
Decision	The Board noted the contents of the report.	
13.0	DATE OF NEXT MEETINGS VIA MICROSOFT TEAMS	
	<p>The dates of next meetings:</p> <ul style="list-style-type: none"> • Board Meeting: 28 November 2023 at 6pm • Audit and Risk: 13 November 2023 at 6pm • Budget Planning Training: rescheduled <p>The meeting closed at 8.30 pm</p>	

Signed _____ Date _____

(Chairperson)