

AGENDA ITEM: 3.1

MINUTE OF BOARD OF MANAGEMENT MEETING HELD

ON 24 JUNE 2025 AT 18:00 IN BEARDMORE HOUSE, 631 DUMBARTON ROAD, DALMUIR G81 4EU (Hybrid meeting option available via Teams)

In Attendance:

Board Members:	G Waddell – in person D McIndoe – in person D Edgar – in person M Donnelly – in person K Dyson – in person A Williamson – in person
Staff/Advisor(s):	Anne Marie Brown, Chief Executive Carla Cameron, Finance & Corporate Services Manager Dougie Wilson, Customer Services Manager Arlene Dickson, Care Services Manager Anne E Smith, Corporate Services Officer Jennie Cameron, Senior Customer Services Officer (online)
Observer(s):	Also in attendance: None

Board meeting minute prepared by **Anne E Smith, Corporate Services Officer** from the meeting recording.

ITEM	NOTE	ACTION
	WELCOME AND ORDER OF BUSINESS Chairperson welcomed all to the meeting and confirm that an interim pack was issued to members on Tuesday 18 June 2025 with the full meeting pack issued on Wednesday 19 June 2025	
1.0	APOLOGIES Apologies were received from: S Boag, S Smith, G Bruce (Finance Consultant) and J Murray (due to technical issues in accessing the meeting remotely).	
1.1	Approved Leave of Absence [REDACTED] is on an approved LOA.	

		<p>██████ requested a LOA for the next three months. Board approved LOA up until the AGM, which is being held on the 2 September 2025.</p>	
1.2	Non-Attendance	None	
2.0	DECLARATIONS OF INTEREST	Chairperson confirmed that there were no declarations of interests.	
3.0	MINUTES FROM PREVIOUS MEETINGS		
3.1	Board Meeting (INSERT DATE) – For Approval	Chairperson asked for accuracy and approval.	
		The minutes were approved on a proposal by M Donnelly and seconded by D McIndoe.	
3.2	People & Policy Sub-Committee (17.06.25) - For Noting	The Board noted the minutes from People & Policy Sub-Committee meeting held on 17 June 2025.	
4.0	Recommendations for approval from People & Policy Sub-Committee Meeting (17.06.25)		
4.1	Cyber Incident Response Plan		
Report Summary		A Smith presented the Cyber Incident Response Plan.	
Discussion		<p>Members were advised that the CIRP was previously incorporated within the Business Continuity Plan however on recommendation by our internal auditors and as part of the Association’s Digital Strategy, it is now a standalone document.</p> <p>The plan is based on the model plan produced by SFHA and one from the internal auditor.</p> <p>It was comprehensively reviewed and updated with current guidance and legislation, in particular Digital Operational Resilience Act (DORA January 2025). Guidance was taken from our IT consultants and our Data Protection Officer to ensure compliance and best practice. Key contact information for both internal and external parties were added.</p> <p>The revised document details our response to a cyber incident; it lists common threats and provides detailed information on what a threat looks like. It also includes instructions on handling a major data breach.</p> <p>AM Brown informed the Board that amendments to the risk matrix recommended by the Sub-Committee had been updated within the current plan. Members were referred to page 6.</p> <p>A Member enquired if the insurance broker had been consulted regarding in the event of a cyber-attack. Members were informed that they had not been, however it would be something we would look into.</p>	

AS

Decision	<p>The Board:</p> <p>Approved the Cyber Incident Response Plan.</p>
4.2	Equality, Diversity & Inclusion Policy & EIA
Report Summary	A Smith presented the Equality, Diversity & Inclusion Policy & EIA for approval.
Discussion	<p>This policy was recommended to Board for approval by People & Policy Sub-Committee. It was based on a model policy produced by EVH.</p> <p>The policy has had a name change from Equality & Human Rights to Equality, Diversity & Inclusion. The change signifies a commitment not only to Equality but to actively promote diversity and inclusion within our working practices and engagement.</p> <p>Members were advised that the change aligns with the Association's culture and current trends within the industry and societal expectations.</p> <p>Members were informed that DPHA model clauses would be updated to reflect the change to EDI.</p> <p>Members were advised that equalities data would be systematically collected at various points for different groups who are connected to the Association. This approach enables the Association to continue to be compliant with regulatory standards.</p>
Decision	<p>The Board:</p> <p>Approved the Equality, Diversity & Inclusion Policy at Appendix 1.</p> <p>Approved the EIA at Appendix 2.</p>
5.0	MATTERS ARISING SCHEDULE
Report Summary	AM Brown presented the following updates to the Board and asked them to note the content of the Matters Arising Schedule.
Discussion	AM Brown advised Board that no.2 on the schedule is progressing and should be live by the end of July 2025.
Decision	<p>The Board:</p> <p>Noted the Matters Arising Schedule.</p>
6.0	CHIEF EXECUTIVE'S PROGRESS UPDATE
Report Summary	AM Brown provided the Board with an update since its last meeting which was held on 27 May 2025 on work undertaken by the Chief Executive, and to notify the Board of any emerging matters that should be brought to the Board's attention.

Discussion

AM Brown highlighted the following to the Board:

- A notifiable event had been registered with the SHR. This was in relation to the change in Auditors due to a business takeover.
- After a request from the Scottish Government via the Scottish Housing Regulator in relation to external cladding installed on properties, the Board were given assurance that the Association did not have any properties that fall into the new criteria.
- Two new suppliers had been added to the supplier list and Board were reminded to inform the Corporate Services team if they had a connection to them.
- Board was informed that a prospective new Board member who observed an earlier Board meeting will not now be joining the Board. However, the Association has been approached by another person who is interested in joining the Board.
- A notifiable event was reported to the Care Inspectorate.
- Development opportunity is ongoing with no further update currently available.
- A recent application to the Homeless Prevention Fund was not successful.
- An application for funding to Cycle Scotland was successful for the provision of the Association's first cycle bin at a cost of just over £7000.
- Board members were referred to the QEF annual statistic report which compared DPHA performance against 17 other Associations. The Board were referred to section 11, the VFM scorecard. Members were informed of key areas where the Association performed well against the peers and where there were areas of improvement required.

Members discussed at length the potential impact of comparing statistics between larger and smaller Associations.

A member suggested that the housing team should become more visible to tenants which was acknowledged by the Chief executive as valid and positive feedback.

Chairperson queried the Anti-Social Behaviour stats with the Senior Housing Officer, and she advised the Board it was due to four cases being open at year end. The Senior Housing Officer confirmed that three of these cases were now closed and were closed within timescales.

In relation to the notifiable event to the Care Inspectorate noted in the report, members were informed that the tenant had contacted the Police, and the Association had followed our protocol for dealing with such incidents.

When staff were asked about one of the new suppliers and members were advised the supplier has been engaged for this year's staff away day.

Decision

The Board:

Noted the contents of the report, especially:

- a. Appendix 1 – Chief Executive's Work Objectives 2025 update.

	b. Noted the details of the two new suppliers.	
7.0	GOVERNANCE	
7.1	Improvement Plan – Quarterly Update Report	
Report Summary	AM Brown provided an update to the Board on the Strategic Improvement plan and asked the Board to note the contents and approve the updates.	
Discussion	<p>Members were informed that a number of areas of improvement had been completed since the plan was last discussed by the Board.</p> <p>A total of seven areas were on the plan with four now being completed, leaving three areas outstanding. As reported to the Board earlier in the meeting, one of the areas for improvement has now been completed, resulting in a balance of two outstanding areas in the plan.</p>	
Decision	<p>The Board:</p> <p>Approved the updates to the Strategic Improvement Plan at Appendix 1.</p>	
7.2	Draft Board Training Plan, 2025/2026	
Report Summary	A Smith provided the Board with an update on the Board’s collective training plan and asked them to note the contents and approve the revised training plan at Appendix 1.	
Discussion	<p>Members were advised that the draft training plan took in to account training topics that came from this year’s annual appraisals of each Board member, which were completed by Share. Appendix 1 shows the complete list of courses available through the Share’s e-Learning portal.</p> <p>Details of courses highlighted in the appraisals were noted in the training plan, along with the trainer and course duration. Members were informed that they have the opportunity of completing the online courses through the eLearning portal, or if there was an appetite then in person training with an Industry expert could be arranged. Joint partnership training with another Housing Association could be advantageous to the Board and also cost effective.</p> <p>Members were advised that notice of training and events will continue to be emailed to them.</p> <p>Chairperson asked if a note of the regulatory standard relating the training topic could be added for information purposes.</p>	
Decision	<p>The Board:</p> <p>Noted the contents of the covering report.</p> <p>Approved the Board training plan at Appendix 1.</p>	AS
7.3	Annual Return on the Charter 2024/2025: Amended Indicators & Validation Report by Scotland’s Housing Network	

Report Summary	D Wilson provided the Board with the amended Annual Return on the Charter summary indicators for retrospective approval, and the ARC validation report for information purposes only.	
Discussion	<p>Members were advised of the summary of the ARC indicators that were amended between the May 2025 Board meeting and submission to the SHR. The Board were given assurance that there were non-material changes and the changes had been approved by the Chief Executive.</p> <p>Changes made to the ARC following Board approval on the 27 May 2025 were highlighted in red type in Appendix 1 for ease of reference.</p> <p>The validation process found that whilst reporting had improved, some areas still needed better reporting. SHN noted that in some areas the Association still relies too heavily on spreadsheets and manual calculations and the housing management system in place should be utilised more effectively.</p> <p>Member were advised that recommendations contained within the SHN's report will be added to the Recommendations Monitor and reported to the Audit & Risk Sub Committee until the actions are complete.</p>	DW
Decision	<p>The Board:</p> <p>Noted the contents of the covering report.</p> <p>Approved retrospectively the amended ARC summary as per the submission to the Scottish Housing Regulator attached at Appendix 1.</p> <p>Noted the SHNs audit report attached at Appendix 2, noting that the recommendations within this report will be added to the Recommendations Monitor.</p>	
8.0	STRATEGY	
	Nothing to report.	
9.0	FINANCE	
9.1	Debt Write Offs	
Report Summary	C Cameron presented the report to the Board to seek approval to write off bad debt where there is no prospect of recovering the debt.	
Discussion	<p>Members were advised that approval was being sought to write off bad debt of £6452.76, which related to one former tenant.</p> <p>Members are asked to note that there was also a write back totalling £588.46.</p> <p>Additionally, it was proposed to write off arrears for three former tenant arrears totalling £165.08 which relates to balances of less than £100 and is in line with the Association's Write off policy.</p>	

	<p>Members sought clarity around the amount of arrears accumulated before going to court. They were advised that a normal case would take approximately three months with arrears of roughly £1500. The case in question noted in the report occurred during Covid where court process took nearly three years for an eviction decree to be obtained.</p> <p>A question was raised around the use of debt recovery agencies, and the Board were assured that the Association uses the same agency as the other RSLs in the area with the much the same outcomes.</p> <p>Decision</p> <p>The Board:</p> <p>Noted the contents of the covering report.</p> <p>Approved the debt write off contained in Appendix 1 to the sum of £6,452.76.</p> <p>Approved the debt write back contained in Appendix 1 to the sum of £588.46</p> <p>Noted the debt write off of £165.08 (former tenant arrears) in relation to balances of less than £100 has been written off in line with the Write Off Policy.</p>
9.2	Property Acquisition Report
Report Summary	C Cameron presented a financial appraisal for buying back a shared ownership property to the Board for detailed review and approval.
Discussion	<p>Board was informed that a request had been received from a sharing owner for the Association to buy back the 25% of the property.</p> <p>The appraisal of the property showed a positive value in year 13 which met the criteria defined in point 4.6 within the Acquisition Policy.</p> <p>Members were advised that the property was in good condition and does not require major investment at present.</p> <p>The Association received a valuation of £140,000 for the whole property from the District Valuer.</p> <p>The costs of purchasing shared ownership buy-backs are not eligible for funding from the Scottish Government's ROTS (Rental off the Shelf) Programme.</p>
Decision	<p>The Board:</p> <p>Noted the contents of this report and attached financial appraisal at Appendix 1.</p> <p>Approved for the Association to engage with its legal representative to commence conveyancing and make an offer to purchase the 25% share from the sharing owner at a maximum cost of £35,000.</p>
10.0	Operations & Care
10.1	DOSCG: Business Development Opportunities

Report Summary	A Dickson presented the Board with an update on two potential business development opportunities currently being explored for expanding the services offered at DOSCG (Dalmuir Out of School Care Group).	
Discussion	<p>Members were informed of the two potential business development opportunities in detail, with much discussion taking place.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>One member highlighted to the rest of the Board that there is a need for a project like this in the area identified and it is beneficial having the support of the local MP.</p> <p>Members were informed of how these new developments opportunities are having a positive effect on staff, that staff are all motivated and eager to see how these projects develop.</p> <p>Option appraisals will be carried out on both business development opportunities with recommendations being reported to the Board for approval around October 2025.</p> <p>One member enquired about the possibility of hiring staff experienced in working with children with additional needs. A Dickson responded that such an opportunity would be dependent on securing funding to proceed with the recruitment of staff to carry out specialist roles. A Dickson added that while DOSCG would consider this at some point in the future, members were informed that funding and expertise would be essential, in order to ensure the safety and security of each child using DOSCG's services.</p>	
Decision	<p>The Board:</p> <p>Noted the contents of this report.</p>	AD
10.2	Tender Report: Kitchen & Bathroom Replacements, Window & Door Replacements & Gas Boiler Replacements	
Report Summary	D Wilson presented the Board with the tender report in relation to Kitchen & Bathroom Replacements, Window & Door Replacements & Gas Boiler Replacements.	
Discussion	Members were advised that the Measured Term Contract (MTC) will be for a maximum period of 5 years; it will initially run for 3 years and then will have the option to extend for a further 2 x single 12-month periods at DPHAs discretion. Year 1 of the contract period is 2025/2026.	

Gold Consultancy along with F3 Surveyors and DPHA staff oversaw the procurement process.

It was highlighted that the tenders were evaluated on the basis of a Quality and Cost assessment which was split – 60% Quality and 40% Cost. The highest overall score achieved by the bidder has been selected for the contract award.

Members were informed that the successful contractors from the procurement exercise for Lot 1 was MCN, for kitchens and bathroom replacement at a cost of

for Window and Door Replacements at a cost of contract and was awarded to costing a total of

Members were informed that there was scope in the contracts for prices to increase during the contract period.

Decision

The Board:

Noted the contents of the covering report.

Awarded contracts for component replacements to the following contractors (costs are for year-1, 2025/2026 and exclude VAT & fees):

Agreed that the Measured Term Contract (MTC) is for a maximum period of 5 years; **noting** the contract will initially run for 3 years with DPHA having the option to extend for a further 2 x single 12-month periods at DPHAs discretion.

11.0 PEOPLE AND CULTURE

11.1 **Confidential** Report from the Chief Executive Closed Session

Report Summary Discussion Decision
At the request of the Chairperson, the Board agreed that agenda item 11.1 be moved to the end of the meeting so that it could be discussed after agenda item 14.2.

12.0 HEALTH AND SAFETY

Nothing to report.

13.0	USE OF DELEGATED AUTHORITY	
Report Summary	The Chief Executive used delegated authority and approved minor amendments to the following policies (amendments noted at People & Policy Sub-Committee):	
Discussion	13.1 Alcohol & Substance Misuse Policy 13.2 Board Members Expenses Policy 13.3 Hybrid Working policy 13.4 Medication Administration Policy	
Decision	The Board: Noted the minor amendments made to the following policies by the Chief Executive using Delegated Authority: 13.1 Alcohol & Substance Misuse Policy 13.2 Board Members Expenses Policy 13.3 Hybrid Working Policy 13.4 Medication Administration Policy	
14.0	AOCB	
14.1	Correspondence	
	There were no items correspondence at this time.	
14.2	Updated Board/Committee Workplan 2024-2025	
Report Summary	AM Brown presented the Board with the Board and Sub-Committee's workplans.	
Discussion	It was noted that there was nothing further to add to the workplans.	
Decision	The Board: Noted the updates of the workplans.	
11.0	PEOPLE AND CULTURE	
11.1	Confidential Report from the Chief Executive Closed Session	
Report Summary	As this is a closed session item with only the Board members present, it was agreed to discuss this item immediately after agenda item 14.2 and that way staff did not need to return to the meeting as the remaining agenda items would be discussed with only the Board present. All staff left the meeting at 19:18 and the meeting recording stopped.	
Discussion	The Chair presented the report that the Chief Executive had issued separately to all Board members. Board members confirmed that they had received the report and read it. Discussion ensued on the content of the report [REDACTED]	
Decision	The Board: Noted the contents of the report and request.	

	Agreed [REDACTED]
	Agreed [REDACTED] [REDACTED]
	Noted that a progress report is likely to be presented to the Board in August 2025.
14.3	Additional Confidential Closed Session Items Under AOCB
14.3a	Joint Training Opportunity With Cloch & Barrhead Housing Associations
Report Summary	The Chair advised that the Association has been asked to take part in a joint training opportunity with Cloch & Barrhead HAs on the 12 August 2025 at 6pm. The topic is Statutory Accounts, & Year-end Audit [REDACTED] [REDACTED]
Discussion	[REDACTED]
Decision	The Board: Agreed [REDACTED] [REDACTED]
14.3b	Pension Update
Report Summary	The Chair provided the Board with a verbal update [REDACTED] [REDACTED]
Discussion	[REDACTED]
Decision	The Board: Agreed [REDACTED] [REDACTED]
15.0	DATE OF NEXT MEETINGS
	Chair confirmed the dates of the next meetings: Audit & Risk Sub-Committee: 12 August 2025 at 18:00 (online) Board Meeting: 26 August 2025 at 18:00 (In-person) The meeting closed at 19.49pm

Signed _____ Date _____

(Chairperson)