

**Minutes of the Board Meeting held on
Wednesday 24 March 2021 at 6pm
via Zoom video conferencing**

Present:

S. Gaunt - Chairperson (SG)
J. Ayorinde
A. Edgar
M. Flaherty
E. Gotowicz
H. Gracie
M. Smith

In Attendance:

A. McKee, Chief Executive (AM)
N. Logan, Finance Director (NL)
J. Murray, Housing Services Director (JM)
D. Weir, Technical Director (DW)
M. Hutcheson, Corporate Services Manager (MH)
P. Bridges, Corporate Services Officer (Minutes)

- 1. Apologies and Declarations of Interest** (including agenda item to which this refers)

Apologies:

Apologies were **noted** on behalf of Board Members K. Barker, K. Clayton, F. Koroma, A. Loudon and M. Overthrow.

The Board **agreed** to extend P. McGinlay MBE's leave of absence until after the AGM in September 2021.

Declarations of Interest:

M. Smith declared an interest in Agenda Item 5(6) and will leave the meeting while this item is discussed.

See Confidential Minute

2. **COVID-19 Update** - verbal report

AM advised that the Association continues to follow Government guidance. The office remains closed and staff continue to work from home. A small number of staff are permitted to work from the office on Tuesdays and Fridays to carry out essential tasks, e.g. emergency repairs, voids and lettings. Cleaning staff work on Mondays when no other staff members are in the building. Tenants are able to contact staff in a number of ways, e.g. telephone, email, text, via our website or on social media.

AM provided a brief update on the reactive repair service, void repairs and the cyclical maintenance programme (full details are included in the Health & Safety report). Major repairs are currently suspended.

AM advised that the Association is keen to support staff during this difficult time and has put several wellbeing initiatives in place, e.g. free yoga classes. Following a suggestion from our Health and Wellbeing Working Group we have introduced regular informal meetings where staff can catch up with each other for a chat and a coffee. The Working Group have also set up a virtual walking group for staff and they continue to look for other ways we can support our team.

The Board **noted** the report.

3. **Minutes of previous Board Meetings**

(1) **Decisions taken between meetings** - *nothing to report*.

(2) **Board Meeting 24.2.21 & Confidential 24.2.21**

The Minutes were **approved** as an accurate record of the meeting.

(3) **Matters Arising/Tasks**

The Board **noted** the following:

Page 4, Item 5(7) - EVH Jargon Journal:

AM advised that EVH has split its original Jargon Journal into 5 individual booklets which focus on specific subjects, e.g. governance. AM confirmed that we already have a Glossary of Terms at the back of our Governance Handbook. T. Bridges has also added the Jargon Buster published by the Scottish Government to the Resources section on Decision Time. AM added that he believed that these documents were more than adequate. Board members were asked to read both documents and contact AM if they would also like the EVH booklets.

Page 5, Item 8(1) - Assurance Action Plan

Page 5, Item 9(1) - Risk Register:

NL is progressing both of these items with Decision Time.

Page 6, Item 20(3) - Gate at 56/76 Glen Esk Drive:

DW has spoken to the contractor and will ensure that the lock is replaced.

4. Minutes of Sub-Committees and other Meetings

(1) Housing, Technical and Health & Safety Sub-Committee 3.3.21 (draft)

The Board **noted** the draft Sub-Committee Minutes.

5. Matters for Discussion / Decision

(1) Business Plan 2021-2026

AM confirmed that all key measurements in the Business Plan had been reviewed and updated. The Board discussed and **approved** the Business Plan for 2021-2026.

See Confidential Minute

(2) Financial Appendix to the Business Plan

NL gave a detailed presentation on the Financial Appendix and the Budget. The Financial Appendix provides details of the Association's financial position over the next 30 years. The Board **approved** the Financial Appendix to the Business Plan for 2021-2026.

(3) Budget for the year to 31 March 2022

NL advised that the Budget for the year to 31 March 2022 was taken from the first year of the Business Plan, adding that all assumptions used in the Budget are outlined in the Financial Appendix to the Business Plan. In response to a question from the Chairperson, DW confirmed that the Stock Condition Survey report had been received. DW advised that some of the items highlighted in the Stock Condition Survey report required to be progressed fairly soon. The Board **approved** the Budget for the year to 31 March 2022.

(4) Treasury Management Strategy

The Board **reviewed** and **approved** the Treasury Management Strategy.

See Confidential Minute

(5) ICT Strategy

NL advised that the ICT Strategy sets out the programme of work required to ensure the staff team can securely access the information technology and communication resources they need to provide services to our customers and achieve the Association's objectives. NL confirmed that security has been increased this year to ensure that staff are able to work from home during the pandemic. NL highlighted Section 4 of the Strategy which details the achievements to date and the areas currently in progress. The Board **approved** the ICT Strategy.

(6) Development Report - Arden 7A & 7B

MS declared an interest in this item and left the meeting while the report was discussed by the Board.

See Confidential Minute

MS was asked to re-join the meeting.

(7) Garden Care Scheme

See Confidential Minute

(8) Landscaping - Arden 5

DW reported that the Association is working in partnership with Urban Roots on the community garden project planned for this site. It was hoped that the community garden would include raised beds, allotments, potting sheds, etc. JM advised that B. Whitelaw, Community Initiatives Manager, has been working with a small group of tenants who are keen to develop the community garden. JM added that funding sources are being pursued.

JM advised that the Association has been approached by Aberlour and Giffnock Soccer Club who are both looking to use the football pitch in Arden. In response to an enquiry from a Board member, JM advised that the Arden Community Hall has been closed for some time and the Association has not been informed of a date for the re-opening of the Hall.

The Board was pleased to **note** that the Arden Phase 5 development has been entered into the Homes for Scotland Architectural Awards competition. DW will report back to the Board on the Association's progress in the competition.

The Board **noted** the report.

(9) Procurement Strategy

DW advised that the Association is required to publish a Procurement Strategy if its procurement activity exceeds (or is likely to exceed) £5 million in any one financial year. DW has prepared a Procurement Strategy which will be reviewed annually by the Board. DW added that the Association is also required to produce an Annual Procurement Report to update the Government on the Association's procurement activity and any associated community benefits.

The Board **approved** the Procurement Strategy and **noted** the requirement to approve an Annual Procurement Report for submission to the Government as soon as reasonably practical at the end of the Financial Year 2021-22.

(10) Celebrating the Association's 30th Anniversary

AM was pleased to report that Glen Oaks is celebrating a significant milestone this year. The Association was registered in March 1991 and is now 30 years old. It was proposed to mark the occasion with a series of events which will take place over a 15 month period (due to the pandemic). AM advised that there were no definite plans yet because he was keen to discuss this matter with the Board first.

See Confidential Minute

6. Board Priorities

- (1) Board Training**
- (2) Rent Harmonisation**
- (3) Succession Planning and Staff Resources**
- (4) Office / Community Hub**
- (5) Tenant Communication / Transparency**

On hold during the Covid-19 pandemic.

7. Health & Safety

In addition to the items already mentioned by AM in his Covid-19 update, DW advised that several sections of the Health & Safety Control Manual (HSCM) had been updated recently. The updates have been circulated to staff and the Manual has been updated.

The Association will be audited on the HSCM in April. DW added that the Landlord Safety Manual will also be audited later this year. The results of both audits will be reported to the Housing, Technical and Health & Safety Sub-Committee.

A Board member asked if staff are being encouraged to claim the tax rebate for working from home. NL confirmed that staff have been advised of this.

The Board **noted** the Health & Safety report.

8. Assurance Statement

(1) Assurance Action Plan

NL advised that following the Board's approval of the Business Plan for 2021-2026, staff will finalise the Summary Business Plan for publication on the Association's website. The Board **noted** the Assurance Action Plan.

(2) Assurance Statement Review Programme

NL confirmed that additional legislative detail will be included in the review of Standard 3. The Board **noted** the Assurance Statement Review Programme.

(3) Standard 4

NL advised that the new template for Board reports had been added to the review document. The Chairperson added that the new report format is excellent and will provide the Board with additional assurance. The Board **noted** the review of Standard 4.

9. Risk Management

(1) Detailed Strategic Risk Register

The Board **noted** the report.

(2) Summary Strategic Risk Register

NL advised that a new risk had been added to the governance section of the Register - G11: Risk of cyber attack. NL added that this was especially important while staff are working from home during the pandemic. The Board **noted** the report.

10. Notifiable Events - *nothing to report.*

11. Staffing

The Board **noted** the report.

See Confidential Minute

12. Membership

(1) Ending of Membership

The Board **approved** the cancellation of one share as detailed in the report.

See Confidential Minute

13. Use of Seal - *nothing to report*

14. Policy Review

(1) Policy Register

The Board **noted** the Policy Register.

(2) Financial Regulations

NL asked the Board to note the minor changes made to authorisation levels in Appendix 2 which included the addition of the Community Initiatives Manager and the Senior Technical Officer. The Board **reviewed and approved** the Financial Regulations.

(3) Scheme of Delegated Authority

NL advised that the Scheme of Delegated Authority had been reviewed by the Corporate Management Team and the changes made, including the removal of the Approved List of Contractors, were listed in the report. The Board **reviewed and approved** the Scheme of Delegated Authority.

(4) Model Complaints Handling Procedure 2021

MH reported that there had been several amendments made to the Model Complaints Handling Procedure (MCHP) following a substantial review by the Scottish Public Services Ombudsman (SPSO) in 2020. MH provided the Board with a summary of the changes to the MCHP, commenting that the SPSO is keen to see a consistent approach to complaints handling across all public services in Scotland. MH added that the updated procedure encourages organisations to welcome and value complaints, and to record service improvements. The Board **noted** the Roles and Responsibilities of the Board of Management which are set out in the Governance section of the MCHP.

MH advised that training for the staff team was being arranged, adding that the training will focus on the key changes to the MCHP. The Board will receive an update on the staff training session at their next meeting in May. The Board **approved** the Model Complaints Handling Procedure.

(5) Housing, Technical and Health & Safety Sub-Committee Remit

The Board **noted** the review of the Remit which had been approved by the Housing, Technical and Health & Safety Sub-Committee at their meeting on 3 March 2021. The Board **approved** the updated Remit.

15. Community Regeneration - *nothing to report.*

16. Matters for Information - *nothing to report.*

17. Report back from Meetings / Conferences attended - *nothing to report.*

18. Correspondence and Other Matters for Decision

The Board **noted** the report.

19. Any Other Competent Business - *nothing to report.*

20. Date and Time of Next Meeting

- AM reminded Board members that they are invited to attend the online (Zoom) retirement event for Carol McDonald at 3pm on Friday 26 March 2021. M. Hutcheson will email the joining information to the Board.

- The Finance, Audit and Corporate Services Sub-Committee meeting will take place on 31 March 2021 at 6pm.
- A training session for the Board on Equalities and Human Rights has been arranged for Wednesday 28 April 2021 at 6pm.
- The next Board meeting will take place on **Wednesday 26 May 2021** at **6pm** via Zoom.

Signed:

Date: