



Celebrating 30 years of working with the community

**Minutes of the Board Meeting
held on Wednesday 27 October 2021 at 6pm
via Zoom video conferencing**

Present:

S. Gaunt - Chairperson (SG)
J. Ayorinde
M. Flaherty
H. Gracie
M. Smith

In Attendance:

A. McKee, Chief Executive (AM)
N. Logan, Finance Director (NL)
D. Weir, Technical Director (DW)
P. Bridges, Corporate Services Officer (Minutes)
L. Strang, Corporate Services Officer (for Assurance item only)

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, A. Edgar, F. Koroma, A. Louden and M. Overthrow, and J. Murray, Housing Services Director (annual leave).

Declarations of Interest:

Agenda Item 10: M. Smith is a personal friend of the Managing Director of AS Homes (Scotland) Limited, Developers. M. Smith will leave the meeting room while this item is discussed by the Board.

See Confidential Minute

2. Assurance Statement

AM commented that the Board has reviewed and assessed the evidence relating to our compliance with Chapter 3 of the Regulatory Standards on an ongoing basis throughout the year. AM thanked L. Strang for taking the lead on this task and also thanked the Corporate Management Team for their input.

AM advised that the Board is asked to approve the Assurance Statement and to agree that the Chairperson should sign the Statement on behalf of the Board. The Statement will then be submitted to the Scottish Housing Regulator and published on our website.

The Chairperson asked if Board members had any questions on the Assurance Statement or the procedure followed.

See Confidential Minute

The Chairperson thanked LS, recognising the amount of work she has carried out in order to create and maintain the evidence bank and for producing such detailed reports against each Regulatory Standard.

The Chairperson added that he is very reassured that the Association is complying with all regulatory requirements and statutory obligations and asked if the Board agreed and was happy for him to sign the Assurance Statement.

The Board **approved** the Assurance Statement and **agreed** that the Chairperson should sign the Statement prior to submission to the Scottish Housing Regulator.

3. COVID-19 Update - verbal report

AM advised that there wasn't much to update the Board about with regard to this item. Our office is currently open on Tuesday and Friday each week on an appointment only basis. This will increase to 3 days per week from mid-November (still appointments only). AM commented that most housing associations are operating in a similar way to Glen Oaks, although a small number of housing associations have resumed their usual opening hours. AM will be discussing Glen Oaks' long-term plans for hybrid working with the Finance, Audit and Corporate Services Sub-Committee at their meeting in December.

AM suggested that all Sub-Committee and Service Improvement Group meetings should now be held in person (although Sub/SIG members would still be able to attend the meetings online if that was their preference). It was proposed that the November Board meeting would be a hybrid meeting. Board members who wish to meet face-to-face will attend the office and those who wish to join the meeting online can continue to do so via Zoom. AM commented that a hybrid meeting would allow the Association to consider the individual needs of the Board members and staff who are required to attend. A Board member asked if this format would still be an option after the pandemic. It was **agreed** that future Board meetings would be hybrid meetings if they proved to be successful.

See Confidential Minute

4. Minutes of previous Board Meetings

(1) Decisions taken between meetings

Nothing to report.

(2) Board Meeting 18.8.21 & Confidential 18.8.21

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

(3) Special Board Meeting 15.9.21

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

(4) Matters Arising/Tasks

The Board **noted** the following:

Page 3, Item 5 - Minutes of Previous Board Meeting (23.6.21):

See Confidential Minute

Page 4, Item 7(3) - Board Learning & Development Plan:

AM has contacted SHARE to arrange trainers for the sessions on governance/regulatory framework and the tender/procurement process. AM suggested having one session in December and the other in January. AM will report back to the Board as soon as SHARE confirm the availability of the trainers.

Page 5, Item 7(5) - 30th Anniversary:

AM advised that P. Bridges and our graphic designer have designed a new logo to mark our 30th Anniversary. AM will circulate the logo to the Board. AM commented that it is difficult to arrange any events to celebrate the anniversary due to the uncertainty around numbers/venues as a result of the pandemic.

Page 7, Item 11 - Update on the Association's Development Programme:

- Football Pitch in Darnley - DW is now progressing this item and is arranging for a survey to be carried out. DW will report back to the Board on this item at a future meeting.
- Asset Management Strategy - this item will not be discussed at the Strategy Session and will now be reported to the January Board Meeting.

5. Minutes of Sub-Committees and other Meetings

Nothing to report.

6. Matters for Discussion / Decision

(1) Audit Findings Response Letter

The Board **noted** the report and **approved** the Audit Findings Response letter.

(2) Business Plan Strategy Event

See Confidential Minute

(3) CIH Scotland Housing Awards

The Board was pleased to **note** that the Association has been shortlisted in 2 categories at the CIH Scotland Housing Awards. AM advised that the Association has booked a table at the Awards dinner and asked the Board to decide which Board members would attend this event.

See Confidential Minute

(4) Arden Community Hall - update

See Confidential Minute

(5) Complaints relating to communication

AM referred to M. Hutcheson's report and confirmed that there were no major problems with regard to communication, adding that service improvements had been introduced which should reduce the number of complaints of this type in future. AM advised that staff have also recently received customer service training which covered many aspects of communication. The Board **noted** the report.

7. 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.

8. Health & Safety

The Board **noted** the Health & Safety report. DW added that an update to the Landlord Safety Manual had been received recently and would be reported to the next Housing, Technical and Health & Safety Sub-Committee meeting.

9. Assurance Statement

Already discussed under Agenda Item 2.

M. Smith declared an interest in the following item and left the meeting.

10. Update on the Association's Development Programme

See Confidential Minute

M. Smith re-joined the meeting.

11. Risk Management

(1) Risk Management Update

NL advised that the CMT have reviewed the risks and NL will be updating the Risk Report for the Strategy Session. The Board **noted** the report.

12. Notifiable Events - *nothing to report.*

13. Staffing - *nothing to report.*

14. Membership - *nothing to report.*

15. Use of Seal - *nothing to report.*

16. Policy Review

(1) Policy Register

NL advised that the HR Strategy would be presented to the Finance, Audit and Corporate Services Sub-Committee at their December meeting. DW added that the Factoring Debt Recovery Policy was approved by the Housing, Technical and Health & Safety Sub-Committee at their June meeting. The Board **noted** the Policy Register.

(2) Governance Handbook - summary of changes

The Board thanked P. Bridges for reviewing the Governance Handbook and providing a summary of the proposed amendments. The Board **approved** the updated Governance Handbook, Code of Conduct for Board Members, and the Roles and Responsibilities of Board Members and Office Bearers.

(3) Entitlements, Payments and Benefits Policy (EPB)

AM thanked P. Bridges for reviewing the EPB Policy. The Board **noted** the summary report and **approved** the proposed amendments to the Entitlements, Payments and Benefits Policy.

(4) Consent to Disposal of Land and Assets Policy

The Board thanked D. Weir for reviewing this policy and **approved** the Consent to Disposal of Land & Other Assets Policy.

- 17. **Community Regeneration** - *nothing to report.*
- 18. **Matters for Information** - *nothing to report.*
- 19. **Report back from Meetings / Conferences attended** - *nothing to report.*
- 20. **Correspondence and Other Matters for Decision** - *nothing to report.*
- 21. **Any Other Competent Business**

All staff members left the meeting prior to the discussion of the following item.

(1) EVH Salary Negotiations

See Confidential Minute

22. Date and Time of Next Meeting

The online Strategy Session has been arranged for **Saturday 20 November 2021** from **9.30am - 2pm**.

The next Board meeting will take place on **Wednesday 24 November 2021** at **6pm** via Zoom. *(Post meeting note: the next meeting will now be on Wednesday 1 December 2021 at 6pm).*

Signed:

Date: