



**Minutes of the Board Meeting
held on Wednesday 30 March 2022 at 6pm
(via Zoom video conferencing)**

Present:

S. Gaunt - Chairperson (SG)
J. Ayorinde
K. Barker
A. Edgar
H. Gracie

In Attendance:

N. Logan, Finance Director (NL)
D. Weir, Technical Director (DW)
P. Bridges, Corporate Services Officer (Minutes)

Observer:

Patricia Gallagher

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

Apologies:

Apologies were noted on behalf of Board Members K. Clayton, F. Koroma, M. Overthrow and M. Smith. Staff members A. McKee and J. Murray also submitted their apologies for this meeting.

Declarations of Interest:

There were no Declarations of Interest.

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

NL provided this update because the Chief Executive is currently off sick with Covid. The Association's office is open to customers on an appointment-only basis although NL advised that the demand for appointments is low. The number of staff members in the office is being kept to a minimum but this has not had a negative impact on performance. NL reported that hybrid working is going well and we will shortly start working with an organisation called Flexibility Works. They are a social business who have worked with a number of organisations and are experts at creating a flexible working culture that helps people and businesses perform at their best.

3. Minutes of previous Board Meetings

(1) Decisions taken between meetings

Factoring Service - Annual Management Fee Review: The Chairperson advised that this report had been circulated to the Board in February. The Board **ratified** the decision made in February to approve an increase of 3.5% to the Factoring Management Fee for 2022-2023.

(2) Board Meeting 19.1.22 & Confidential 19.2.22

A Board member pointed out a typing error in the list of Board members present at the meeting - staff will correct this. The Minutes were then **approved** as an accurate record of the meeting.

(3) Matters Arising: Actions/Decisions

Actions

See Confidential Minute

Decisions

The Board **noted** the Decisions report.

4.0 Minutes of Sub-Committees and Other Meetings

The Board **noted** the minutes of the Sub-Committee meetings.

5.0 Matters for Discussion/Decision - Confidential

5.1 Reactive Maintenance Contract 2022-2023

See Confidential Minute

5.2 Risk Appetite

NL referred to the report and suggested that it might be best for the Finance, Audit and Corporate Services Sub-Committee to look at this item in detail. The Board **agreed** with this proposal.

5.3 Rent Consultation Feedback - comment trends

The Board reviewed the trends highlighted in the report, noting that window replacement was our tenants' top priority in both the Service Improvement and Value for Money sections. DW advised that Housing Services and Technical staff had contacted all of the tenants who gave us comments, although most tenants said they were only giving feedback and did not want to make a complaint. NL advised that the Association is currently carrying out a full Tenant Satisfaction Survey which will also include questions about Value for Money.

A Board member was surprised that tenants are not more interested in engaging with Glen Oaks. NL replied that we do ask tenants to participate but there is very little response. The Chairperson asked DW to ensure that tenants get feedback from the Association about the window replacement programme to show that we do listen to what our tenants say. DW will update tenants in the next newsletter.

A Board member suggested that it may be necessary to extend the consultation on the Communication Strategy (currently due to end 31.3.22). NL will look into this and report back to the Board.

The Board **noted** the report.

5.4 Complaints - October to December 2021

SG advised that the Finance, Audit and Corporate Services Sub-Committee had discussed this report in detail at their last meeting. However, SG was keen for all Board members to see the report. A Board member commented on tenants' concerns about the lack of response from staff to issues raised. NL advised that the Service Improvement Group has been helping to develop the Association's Communication Strategy which should reduce the number of complaints concerning communication. The Chairperson hoped to see this reflected in the next quarter's report. The Board **noted** the report and the service improvements that have been introduced following complaints received.

5.5 Business Plan 2022-2027, Financial Appendix and Savings

(i) Business Plan

NL confirmed that the Business Plan had been updated following consultation with the Board and Corporate Management Team (CMT) in November 2021 and the staff consultation event in March 2022. NL advised that the main objectives remain the same but the key measurements for each objective have been updated. NL confirmed that the Business Plan financial appendices demonstrate that the Business Plan objectives are affordable.

See Confidential Minute

The Board **approved** the Association's updated Business Plan for the period 2022-2027.

(ii) Financial Appendix to the Business Plan

See Confidential Minute

The Board **approved** the Financial Appendix to the Business Plan for 2022-2027.

(iii) Business Plan Savings

See Confidential Minute

The Board **noted** the report.

5.6 Treasury Management Strategy

NL reported that the SFHA has produced a new Treasury Management guidance document which follows the CIPFA Code and the Scottish Housing Regulator's Regulatory Standards. NL has revised the Association's Treasury Management Policy in line with the new guidance and has included the revised policy in the papers for this Board meeting. NL confirmed that the Association continues to meet all lender's covenant requirements. The Board **reviewed** and **approved** the Treasury Management Strategy.

5.7 Budget for the Year to 31 March 2023

NL referred to the draft budget document and commented that a detailed analysis of all costs has been included Appendix 1, with a summary of the Wider Role projects at Appendix 2.

See Confidential Minute

The Board **approved** the Budget for the year to 31 March 2023.

5.8 Quarterly Business Plan Review - Quarter to 31 December 2021

See Confidential Minute

The Board **noted** the Quarterly Business Plan Review report.

5.9 Management Accounts for the Period to 31 December 2021

The Board noted and **approved** the Management Accounts for the period to 31 December 2021. The Board also **noted** the Wider Role Summary for the period to 31 December 2021.

See Confidential Minute

5.10 Treasury Management Report

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

5.11 Landscape Maintenance Report

(1) Backcourts

(2) Garden Care Scheme

See Confidential Minute

7.0 Health & Safety

DW highlighted 2 items in the report:

- (i) **Scottish Housing Regulator - Health & Safety Survey:** DW advised that the survey and back-up information had been completed and returned to the Regulator by the due date (copy return and back-up at Appendix 1 & 2 of the Health & Safety Report).
- (ii) **See Confidential Minute**

The Board thanked DW for the update and **noted** the report.

8. Assurance Statement

8.1 Assurance Statement Review Programme

The Board **noted** the updated review programme.

8.1 Regulatory Standard 4

The Board **noted** the review of Regulatory Standard 4.

8.2 Regulatory Standard 7

The Board **noted** the review of Regulatory Standard 7.

NL advised that all Regulatory Standards will be reviewed again prior to the preparation of the Annual Assurance Statement.

9. Update on the Association's Development Programme

9.1 Arden 7

The Board **noted** the report.

See Confidential Minute

9.2 Old Darnley

The Board **noted** the report.

See Confidential Minute

10.0 Risk Management

10.1 Risk Management Update

NL advised that the latest version of the report lists the risks in order from highest to lowest. All risks have been reviewed and the dates of any changes are recorded in the report. The Detailed Risk Report contains information on controls, etc. NL confirmed that risks are reviewed and any necessary adjustments made to the report on a monthly basis. The Board **noted** the report.

11. **Notifiable Events** - *nothing to report.*

12. **Staffing** - *nothing to report.*

13. **Membership** - *nothing to report.*

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

15. **Policy Review**

15.1 **Policy Register**

A Board member was concerned about the volume of policies due for review this year and suggested that adjusting the review frequency could resolve this. NL will discuss this with the CMT and report back to the Board. NL advised that the HR Strategy has been completed however it is being updated to include information about hybrid working. The Board **noted** the Policy Register.

Due to the number of policies on the agenda, the Chairperson had asked Board members to ensure they had reviewed the policies in advance of the meeting. Policies would only be discussed in this meeting if Board members had specific points to raise as a result of their pre-reading. The Board **approved** the following policies:

15.2 **B01 - Board Remit**

15.3 **B02 - Finance, Audit and Corporate Services Sub-Committee Remit**

15.4 **B04 - Board Succession Plan**

15.5 **B05 - Board Members Induction Policy**

15.6 **C04 - Competitions and Prize Draws Policy**

15.7 **C05 - Charitable Donations Policy**

15.8 **G04 - Scheme of Delegated Authority**

15.9 **G07 - Risk Management Strategy**

15.10 **G09 - Treasury Management Policy**

NL advised that this policy had been completely revised to follow the template provided in the Treasury Management Guidance produced by the SFHA with input from the Scottish Housing Regulator. The Board **approved** the revised policy.

15.11 **C08 - Community Regeneration Strategy (draft)**

This new document sets out the ways in which Glen Oaks can develop and deliver its Community Regeneration services for the period 2022-2025. The Board **approved** the Strategy.

17. **Matters for Information**

17.1 **Calendar of Meetings (including dates of SIG meetings)**

The Board **noted** the updated Calendar of Meetings which now includes the dates of the Service Improvement Group meetings.

18. Report back from Meetings/Conference attended.

K. Barker advised that she had recently joined the Board of Parkhead Housing Association.

20. Any Other Competent Business

(1) Approval of Amendment to Bank Signatories

See Confidential Minute

(2) Sub-Committees

All Board members who are not already members of one of the Sub-Committees were encouraged to consider joining.

(3) Ballot

All staff members left the meeting while this item was discussed by the Board.

See Confidential Minute

21. Date and Time of Next Meeting

The next Board meeting will take place on Wednesday 25 May 2022 at 6pm.