



Minutes of the Management Board meeting held on Tuesday 4 December 2018 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Ag3

Present: Joan McFarlane
Cllr Elspeth Kerr
Margaret Bowie
Helen Eakin
Paul McBride
David Riddell
George Rankin
Michelle Dunlop

In attendance: Caroline Shepherd, Director
Pauline Burke, Depute Director
Duncan McKnight, Technical Manager
David Ampofo, FMD Financial Services – Item 5.1
Jacqueline McGoran, Finance Officer – Item 5.1
Caroline Meiklejohn, Housing Officer – Item 7.2
Matthew Leach, Housing Officer – Item 7.2

Stephen Watt – minute-taker

Before the meeting, J McFarlane introduced everyone to Alex Cameron from Quinn Internal Auditors.

As part of the internal audit on financial reporting, A Cameron explained that he would find it useful to have an open discussion with Board members on the effectiveness of finance-related Board reports. Following a discussion during which most members made contributions, A Cameron thanked the Board for their input advising that their views would be reflected in his internal audit report.

A Cameron left the meeting at 6.20pm

1. Apologies

1.1 Apologies were received from Board Members T Diggory, F McLean, L Stevenson and A Osaghae.

2. Declaration of interest

2.1 H Eakin noted a declaration of interest in agenda item 8.1.

3. Minute of the previous meeting

3.1 The minute of the meeting on 23 October 2018 was proposed by Cllr E Kerr and seconded by P McBride.

4. Matters arising

4.1 There were no matters arising.

5. Director's report

5.1 Management Accounts to September 2018

5.1.1 J McGoran presented the management accounts to September 2018, highlighting the following:

- The statement of financial position showed a decrease in fixed assets of £314,000 over the period, with the total net assets just over £4 million.
- The “underspend” against planned maintenance is due to timing and the budget will be on track by the end of the year.

5.1.2 J McGoran advised the Board that we continue to show a robust financial position and invited any questions and approval of the management accounts.

5.1.3 The Board approved the Management accounts to September 2018.

J McGoran and D Ampofo leave the meeting at 6.35pm.

5.2 Risk management matrix – mid-year review

5.2.1 C Shepherd advised the Board that there were no significant changes to the mid-year review or risk register. She did, however, advise the ICT services procurement would be progressed before the end of March 2019.

5.2.2 The Board noted the mid-year review.

5.3 Board effectiveness review – action plan

5.3.1 The Board were invited to comment on the circulated paper. J McFarlane sought some clarification surrounding the communication group and strategy. This group and purpose were described by P Burke as meeting on a monthly basis to prepare our newsletter, website/reception content, and feedback to tenants on our performance.

5.3.2 The Board approved the effectiveness review action plan.

5.4 Regulatory Standards – validation of self-assessment

5.4.1 C Shepherd presented the key findings the validation exercise undertaken on the Board's own self-assessment of compliance with the Regulatory Standards of Governance and Financial Management.

5.4.2 The Board was pleased to note the positive findings.

5.5 Eviction – update (verbal) – CONFIDENTIAL

5.5.1 P Burke circulated a confidential report concerning the eviction of a tenant which had been carried out in September 2018. The Board noted the contents of the report.

6. Depute Director's report

6.1 Planned Maintenance update

6.1.1 D McKnight advised the Board that plans were on target for finishing the second phase of the planned maintenance before the festive break.

6.1.2 Cllr E Kerr advised the Board of a complaint which she had raised recently concerning contractors parking vehicles across driveways and forcing the elderly, parents with prams, and small schoolchildren to walk on busy roads. It was explained that the heavy weight of the windows being fitted has occasionally required CCG staff to park in zones which may obstruct pedestrians, and the issue will be raised with the contractors again to avoid this where possible – especially around times when young children are going to and from nursery/school.

Action – D McKnight

6.2 Rent review – 2019/2020

6.2.1 P Burke discussed the rent review for 2019/20, reminding members that the Co-operative's policy is to try to achieve a maximum increase of CPI year-on-year whilst ensuring that we remain financially viable. The October CPI was 2.4%.

6.2.2 Members discussed the following two consultation options:

- Proposing a 2.4% increase and explaining the rationale for this/highlighting "what tenants get" for this
- Consulting on 2.4% or 1.9% (ie CPI minus 0.5%)

6.2.3 Board and staff alike were keen to give an "inflation minus" option as this would not only help our rent convergence aim, but would also help many of our tenants who are facing financial challenges.

6.2.4 However, given the economic uncertainty surrounding Brexit and the potential this has to adversely impact the Co-operative, it was decided prudent not to provide an "inflation minus" option.

6.2.5 It was therefore agreed to consult on an increase of 2.4%, communicating to tenants how we (i) spent their rent money this year and (ii) how we plan to spend it next year.

Action – P Burke

6.2.4 The results of the consultation will be brought to the January Board meeting for the Board to make a final decision on the rent increase.

6.3. Scottish Social Housing Charter – baseline assessment

6.3.1 P Burke presented the results of the independent baseline assessment on the Co-operative's compliance with the Scottish Social Housing Charter. All outcomes are positive with action points already in place. Fourteen indicators are available in a full report should anyone wish to request to read them.

6.4 Welfare Benefit Monitoring – quarter 2

6.4.1 P Burke presented the welfare benefit monitoring report, highlighting that the cost of the services was around £8,000 whilst it resulted in almost £74,000 extra on tenant incomes.

6.4.2 The Board noted the report.

6.5 Eviction Report – CONFIDENTIAL

6.5.1 A confidential paper was circulated to all Board members. It was agreed that the tenant had not engaged, and the recommendation to proceed to eviction was approved.

6.6 Performance Exceptions Report

6.6.1 This is the first performance exceptions report and explains to Board members why some performance indicators have risen.

6.6.2 The Board noted the performance exceptions report.

7. Policy and practice

7.1 Policy Review

7.1.1 i. Treasury Management policy – interim amendment

Minimal changes to policy were discussed, with latest review date updated to October 2020 to December 2021 to maintain a three-year review cycle.

ii. Complaints Handling Procedure

The draft complaints handling policy, which was based on the Ombudsman's model and had been discussed with the tenant panel, was approved. It was also agreed that we would use a future newsletter to comment on Stage 1 and Stage 2 complaints received and lessons learned.

7.1.2 The Board approved both policies.

C Meiklejohn and M Leach joined the meeting at 7.30pm.

7.2 Bite size briefing – Universal Credit

7.2.1 C Meiklejohn and M Leach provided a short briefing session on Universal Credit highlighting:

- At present, fifteen tenants are receiving Universal Credit
- Arrangements for the migration to UC
- Sources of assistance, for example local support groups and the availability of crisis loans
- Some examples of how UC can affect a tenant's income during the waiting period and how this impact their ability to pay household bills, including rent

7.2.2 Following the briefing there was a short question and answer session.

7.2.3 The Board thanked C Meiklejohn and M Leach for an excellent presentation.

C Meiklejohn and M Leach left the meeting at 7.40pm.

H Eakin declared an interest in item 8.1 and left the meeting at 7.45pm.

8. Governance

8.1 Membership report

8.1.1 There were three Share Certificates to be issued to new tenants. These were signed by the Secretary and two Board members.

H Eakin re-joined the meeting at 7.50pm.

8.2 Ethical conduct and notifiable events

8.2.1 There was nothing to report.

9. Audit, Risk and Staffing sub-Committee

9.1 Minutes of meeting on 16 August 2018

9.1.1 The minutes of the Audit, Risk & Staffing sub-Committee held on 16 August 2018 were noted.

Due to the confidential nature of the next agenda item 9.2, S Watt, P Burke and D McKnight leave the meeting at 7.55pm.

As the meeting was unlikely to be concluded by 8.00pm, J McFarlane proposed that standing orders be suspended and the meeting be extended by up to 30 minutes. This was agreed by all present.

9.2 Recommendations from meeting on 8 November 2018

9.2.1 The recommendations from the sub-Committee meetings were agreed – please see separate minute.

S Watt, P Burke and D McKnight re-join the meeting at 8.05pm

10. Any other competent business

- 10.1 C Shepherd confirmed that a donation of £500 had been made to the local food bank in line with the Board decision earlier in the year.
- 10.2 Cllr E Kerr advised that area partnership work with a Holiday Hunger task group was available to support families who applied for support in advance.
- 10.3 S Watt informed the Board that the EVH members database form had been received and had been completed with appropriate details.

Action – S Watt

- 10.4 S Watt reminded Board members that the Board and staff Christmas Lunch would be held at the Burnbrae restaurant in Milngavie on Monday 17 December 2018 at 12.30pm. Transport to the restaurant will be provided.

Action – S Watt

- 10.5 S Watt advised that the SFHA membership fee for 2019/20 was £5,495 in comparison with £5,203 in for 2018/19. The Board noted the fee level and agreed to the renewal of this membership.

Action – S Watt

- 10.6 S Watt advised the Board that a bus trip to Largs was being organised for towards the end of March 2019. The trip will be open to all tenants and there will be a token charge.

Action – S Watt

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 29 January 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 8.15pm.