

Minutes of the Management Board meeting held on Tuesday 13 April 2021 at 6.00pm using ZOOM Video Communications.

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## Ag3

**Present:** Joan McFarlane (Chair)  
Tiffany Harvey  
Elspeth Kerr  
David Riddell  
Josephine Barnshaw  
Andrew Loen  
David O'Hara

**In attendance:** Pauline Burke, Interim Director  
Duncan McKnight, Technical Manager  
Jackie McGoran, Senior Finance Officer  
Stephen Watt, Corporate Services Assistant

Freya Lees (North Star Consultancy) from 6.18-6.43pm

In light of the current coronavirus situation and Government guidelines, Board and staff agreed that the meeting would be via Zoom video communication.

The Chair welcomed and introduced everyone to Freya Lees from North Star Consultancy who will present agenda Item 5.6.

### **1. Apologies**

- 1.1 Apologies were received from H Eakin, M Bowie and P McBride.
- 1.2 P Burke informed the Board that member T Diggory had resigned for personal reasons which the Board duly accepted.
- 1.3 The Board discussed and agreed a recruitment drive for new members was required.

### **2. Declaration of interest**

- 2.1 There were no declarations of interest.

### **3. Minute of the previous meeting**

- 3.1 P Burke informed the Board that an edit was required to be made to the minute of the last meeting. Agenda item 9.1 recorded that Board noted the minutes from the sub-Committee meeting held on 5 November 2020. This should have read approved and is duly corrected.
- 3.2 Subject to the proposed edit above, the minute of the meeting on 2 March 2021 was proposed by J Barnshaw and seconded by E Kerr. These minutes will be signed at the first available date due to Covid-19 restrictions.

**Action – S Watt**

### **4. Matters arising**

- 4.1 There are no matters arising.

### **5. Interim Director's report**

#### **5.1 Scottish Housing Regulator (SHR) – Engagement Plan**

- 5.1.1 P Burke invited members to note the formal notification of the Regulatory Status of the Co-operative for the period 2021-2022 is 'Compliant'.
- 5.1.2 The Board were informed that two areas of engagement with the SHR remain in place. These relate to i) the monitoring of the Co-operative's response to Covid-19 and ii) the recruitment of the senior officer position.
- 5.1.3 The Board noted the SHR engagement plan update.

#### **5.2 Entitlements, Payments and Benefits – annual report**

- 5.2.1 P Burke highlighted the two entries in the annual Entitlements, Payments and Benefits report for 2020/21.
- 5.2.2 The Board noted the entries in this report.

#### **5.3 Board Training 2020-21**

- 5.3.1 P Burke presented the past year's training programme and attendance of Board members. It was highlighted that attendance at training remains to be an important condition of the Board's Code of Conduct and members were encouraged to continue attending as frequently as possible.
- 5.3.2 The Board noted the training plan and attendance.

#### **5.4 Strategic Objectives 2020/21**

5.4.1 P Burke provided the Board with an update on Strategic Objectives. The good progress in achieving many of the objectives during the Covid-19 restrictions was recognised. Some areas still to be progressed due to Covid-19 restrictions were also documented in the report and brought forward for the Board's attention.

5.4.2 The Board noted the progress made on the Business Plan objectives.

#### **5.5 Board Effectiveness Review – action plan**

5.5.1 P Burke presented the action plan at Appendix 5.5(i) as requested by the Board at the March 2021 meeting. The Board were informed the actions noted in the plan will be progressed within updates provided at future meetings.

5.5.2 The Board considered and approved the Action Plan.

F Lees joined the meeting at 6.18pm.

#### **5.6 Affordability Study report**

5.6.1 F Lees from NorthStar Consultancy presented the findings from the study into the affordability of the Co-operative's rents.

5.6.3 Detailed evaluation of the Co-operative's rents were made against rent levels, peer comparisons, Tenant Satisfaction surveys, comparison with other tenures, deprivation, income and occupation, and affordability. While it was recognised that recent surveys had returned positive feedback from Co-operative tenants, room for improvement was identified in order to present a clear and transparent rent structure. It was agreed that P Burke would continue discussions with F Lees to initiate a strategy which will address the areas identified in the report.

#### **Action – P Burke**

5.6.4 The Board noted the affordability study and thanked Freya for the comprehensive report and presentation.

F Lees left the meeting at 6.43pm.

#### **5.7 Quality Assurance Update – Q4 2020/21**

5.7.1 P Burke advised the Board that the working group continued to meet with the last meeting held March 2021. An updated action plan was attached at Appendix 5.7(i) for Board's information.

5.7.2 The Board noted the assurance and action plan update.

## **5.8 Management Team Report**

5.8.1 P Burke referred to the Management Team report and the ongoing position with Covid-19 restrictions as directed by the Scottish Government.

5.8.2 The Scottish Government provided an update on lockdown restrictions on 2 April 2021. The latest review indicates travel restrictions in Scotland will lift from 16 April 2021. Glasgow remains at level 4 restrictions until the end of April 2021.

5.8.3 J McGoran referred to the finance actions in the Management Team report. Funding was secured from Glasgow City Council for £5,000 which will aid the Co-operative in assisting tenants during the Covid-19 pandemic.

5.8.4 Further positive news was the acquisition of over £19,500 in disabled grant funding. This brings the total funding claim for the year to just over £27,000.

5.8.5 The Board were informed, as per agreement, that £140,000 has been transferred to the Nationwide Instant access deposit, with the balance £544,900 transferred to a 1yr fixed rate saver, attracting interest of 0.3%.

5.8.6 D McKnight provided the Board with an update on planned maintenance work. Further information on this would be explained at item 6.3.

5.8.7 Board noted the Management Team report and update.

## **5.9 Strategy Day 2021/22**

5.9.1 P Burke informed the Board that a provisional booking with the Golden Jubilee Hotel in Clydebank and facilitator Brian Coyle had been made for our annual Strategy Day. On reflection, it was recognised that the agreed date conflicted with a public holiday and it was proposed that the event is moved to Thursday 27 May 2021, providing this is in agreeance with the Board. Board agreed to the new date and S Watt will liaise with the venue and facilitator to ensure availability.

**Action – S Watt**

5.9.2 P Burke recommended that the focus of this year's programme concentrates on key strategic objectives, performance against key performance indicators and plans to address the impact of Covid-19.

5.9.3 In the event that restrictions are further lowered, E Kerr requested an option for digital attendance to be made available for any attendees who would feel

uncomfortable attending in person. P Burke agreed that an option to hybrid the Strategy Day would be provided to ensure everyone's safety. In the event of restrictions not permitting indoor gatherings, the event would proceed over Zoom.

- 5.9.4 The Board agreed to the recommendations outlined above and approved a programme to be prepared by the staff team.

**Action – Staff**

## **5.10 External Audit – Pre-audit programme**

5.10.1 J McGoran presented the Board with the pre-audit programme prepared by Findlays Chartered Accountants for the annual external audit which is due to commence week beginning 7 June 2021. This report also included the dates for presenting accounts to Board and the AGM meeting.

5.10.2 The pre-audit planning memo attached at Appendix 5.10(i) was presented to the Board, wherein the scope of the audit was relayed to members. A reminder was provided to Board members that auditors can be approached directly during any time of the audit without the need to go through staff.

5.10.3 The Board considered and approved the pre-audit planning memo attached at Appendix 5.10(i).

## **6. Housing and Technical report**

### **6.1 Performance Exception report**

6.1.1 J McGoran presented the Performance Exceptions report to 28 February 2021 to the Board.

6.1.2 The average time to re-let properties was highlighted as the sole performance target not being met. This reflects varying restrictions imposed throughout the year as a result of the Covid-19 pandemic. By 31 March 2021 staff have managed to almost halve the average relet time to 13.07 days, compared with May 2020 at 25.67 days.

6.1.3 The Board noted the report.

### **6.2 Approved contractors for 2021/22**

6.2.1 D McKnight requested Board approve the list of maintenance contractors and consultants at Appendix 6.2(i) for the forthcoming year. The Board were also

asked to note that the current list may require to be adjusted over the course of 2021/22 in accordance with procurement activity or works of a specialist nature being necessary.

- 6.2.2 D McKnight informed the Board of an additional contractor – Richardson and Starling – who was added to the contractors list in March 2021. The works being provided by this company were below £1,000 and are due to commence in April 2021.
- 6.2.3 An error was highlighted at Item 4 in the Board papers wherein the heading is ‘Anticipated procurement activity 2020/21’. This should read ‘2021/22’. Board were advised of the procurement activity scheduled to take place in the forthcoming year.
- 6.2.4 No declarations of interest in regard to the approved contractors for 2021/2022 were noted.
- 6.2.5 The Board approved the list of approved contractors and noted the anticipated procurement activity for 2021/22.

### **6.3 Planned Maintenance programme 2021/22**

- 6.3.1 On the provision of Scottish Government easing the Covid-19 restrictions to level 3 on 26 April 2021, it is anticipated that tradespeople will resume work in people’s homes. This is on the provision of following the guidance on working safely. D McKnight informed the Board that liaison with contractors is ongoing and that planned maintenance work will commence on the following dates:

| Project                        | Start date      | Duration |
|--------------------------------|-----------------|----------|
| Kitchen and boiler replacement | 26/04/2021      | 4 weeks  |
| Bathroom replacement           | 27/04/2021      | 5 weeks  |
| Window replacement             | To be confirmed | 4 weeks  |

- 6.3.2 The Board noted the planned maintenance update.

### **6.4 Liberation project report**

- 6.4.1 Board considered the information provided in the Liberation project in association with the Scottish Prison Service (SPS) and Glasgow City Council (GCC) and approved the agreement to work in partnership with GCC.

### **6.5 Annual complaints report**

6.5.1 D McKnight presented the annual complaints report for the period 2020/2021 which noted 38 complaints received: 37 Stage 1 complaints and one Stage 2 complaint.

6.5.2 The Board noted the complaints report.

## **7. Policy review**

### **7.1 Policy Review report**

#### **7.2.1 Equality and Human Rights policy**

7.2.2 The Board discussed the review of the Equality and Human Rights policy in line with legislation and guidance. Members approved the consultation of the policy Action Plan by way of a Working Group consisting of staff, Board members, tenants and service users. The Working Group will be facilitated by Stuart Eglington, SE Training.

7.2.3 Board approved the Equality and Human Rights policy and the consultation on the Action Plan.

#### **7.3.1 Postponement of other policies**

7.3.2 Board agreed to postpone the timescale of housing policies including the neighbour disputes and anti-social behaviour policy, rent and rent management policies to later in the year following the departure of the lead officer who had been reviewing these policies.

## **8. Governance**

### **8.1 Membership Report**

8.1.1 There were 11 prospective members brought to this meeting and 5 Share Certificates which were approved by the Board. This figure includes a late additional prospective member who was not included on the list when the Board papers were disseminated.

### **8.2 Ethical Conduct and Notifiable Events**

8.2.1 The notifiable events report was presented to the Board.

8.2.2 No further notifiable events were submitted to the Scottish Housing Regulator due to Covid-19 restrictions in place remaining the same. One notifiable event concerning the senior office position remains open.

8.2.3 The Board noted the notifiable events update.

## **9. Audit, Risk and Staffing sub-Committee**

9.1 There are no sub-Committee meetings this month.

## **10. Any Other Competent Business**

10.1 D McKnight informed the Board that a letter had been received from Glasgow City HSCP. Referring to the proposed implementation of the Local Letting Plan (LLP) 2021/2022, the Board were informed that there had been a successful reduction in live homelessness cases in the previous year. The aim for 2021/2022 is for all Housing Associations to provide 60% of their lets, subject to adequate stock turnover and Section 5 referrals.

Board agreed to this request.

10.2 S Watt informed the Board that Equality & Human Rights training with SE Training has been organised for Friday 30 April. This training will be split into two sessions– from 10.00 to 12.00 and 13.30-15.30 comprising of Board members, staff, and tenants panel members. Thereafter, a Working Group will be formed from these sessions who will meet on Friday 21 May and Monday 14 June to discuss the action plan referred to at item 7.2.2.

All attendees have been notified of which session they will be expected to attend by e-mail and a Zoom invitation will be sent closer to the date.

**Staff left the meeting at 7.45pm due to confidential business.**

10.3 Please refer to the confidential minute.

**Staff member P Burke returned to close the meeting 7.55pm**

## **11. Date of next meeting**

11.1 The next Board meeting will take place on Tuesday 25 May 2021 at 6.00pm using ZOOM Video Communications.

**The meeting closed at 7.55pm**