

Minutes of the Management Board meeting held on Tuesday 28 January 2020 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Present: Joan McFarlane
Helen Eakin
David Riddell
Sheila Smyth
Jonathan McAllister
Elspeth Kerr
Emma Stowell
Margaret Bowie
Tanith Diggory

In attendance: Pauline Burke, Acting Director
Sharon Flynn, Depute Director (temporary)
Duncan McKnight, Technical Manager
Jackie McGoran, Senior Finance Officer
Stephen Watt, Corporate Services Assistant
Geraldine Taylor (EVH) from 6.30pm to 7.00pm

The Chair asked for the confidential item 5.4 to be brought to the beginning of the meeting, Board agreed. Staff left the meeting and returned after the discussion.

The Chair asked also for agenda item 6.1 Rent Increase 2020/21 to be discussed before item 5.1 Final Budget 2020/21, Board agreed.

1. Apologies

- 1.1 Apologies were received from P McBride.
- 1.2 P Burke advised that Board member S McCotter has resigned from the Board due to personal reasons but may reconsider re-joining in future.
- 1.3 The Board were also asked to consider the casual vacancy position. It was agreed that P Burke would contact previous Co-optees about returning and will feed back to the Board their response.

Action – PB

2. Declaration of interest

2.1 There were no declarations of interest.

3. Minute of the previous meeting

3.1 T Diggory advised that she had been omitted from the attendance list in the minute on 3 December 2019. This would be corrected.

3.2 The minute of the meeting on 3 December 2019 was proposed by E Kerr and seconded by D Riddell.

3.3 The confidential minute of the meeting on 3 December 2019 was proposed by E Kerr and seconded by E Stowell.

4. Matters arising

4.1 There were no matters arising.

5. Acting Director's report

5.1 Final budget – 2020/2021

5.1.1 J McGoran presented the final budget for review and comment. It was noted that in the initial draft budget, updates had not been processed for Reactive maintenance. These updates have now been incorporated into the final budget with a reduction in budgeted costs of £13.4k on previous year. All other amendments were minor.

5.1.2 The Board approved the final budget for 2020/21.

5.2 Maturity of 1-year fixed saver

5.2.1 J McGoran retrospectively requested approval to deposit funds of £250,000 to 95 Day Saver Deposit with Nationwide Building Society Business. J McGoran advised that the organisation will re-assess the deposit in April when Bank of Scotland one-year fixed rate saver is due to mature.

5.2.2 The Board approved the Deposit.

5.3 Scottish Housing Regulator letter (December 2019) – update

5.3.1 J McGoran presented a report on fraud to provide assurance to Board concerning matters raised in the letter from the Scottish Housing Regulator to all registered social landlords on 11th December 2019

5.3.2 J McGoran discussed in detail the safeguards in place provided by DHCL's robust policy and procedures that reduce the risk of fraud. Areas discussed included those highlighted in the SHR letter with the additional areas of cyber and rent accounting fraud.

5.3.3 The Board noted the report.

5.4 Co-operation Agreement

5.4.1 This item was discussed by Board at the beginning of the meeting, with advice and guidance led by Employers in Voluntary Housing.

5.4.2 The Board noted the update.

5.5 Board Effectiveness Review

5.5.1 The Board were invited to comment on the report at item 5.5(i). Members agreed for an action plan will be brought to the next meeting for approval.

Action – PB

5.5.2 The Board noted the report.

5.6 Corporate succession plan – Board members progress report

5.6.1 The updated succession plan progress report was discussed. A review of the succession policy will take place as part of 2020/21 policy review programme.

5.6.2 A discussion took place regarding creating individual CVs for members demonstrating the varied skillset of our Board. Members agreed this would be taken forward in due course

Action – PB

5.6.3 The Board noted the update.

5.7 Value for money

5.7.1 The updated value for money progress report was discussed. A review of the value for money statement will take place as part of 2020/21 workplan.

5.7.2 The Board noted the update.

6. Temporary Depute Director's report

6.1 Rent increase 2020/21

6.1.1 This item was discussed by the Board at the beginning of the meeting.

S Flynn advised the Board that 119 replies had been received during our recent Rent Consultation survey:

- 89% opted for 1.5% increase
- 11% opted for 2.1% increase

6.1.2 New methods of consultation had resulted in 25% return rate, the SMS test message survey was most successful, and S Flynn advised we will use more opportunities to text tenants. Board members voiced opinion that texts had been more suitable while the newsletter/paper copy survey had been received during the festive period.

6.1.3 The Board approved the 1.5% increase for 2020/21.

6.2 Tenancy allocation

6.2.1 S Flynn advised the Board of an exception to the policy and sought the Board's approval concerning granting the tenancy.

6.2.2 The Board approved the tenancy allocation.

6.3 Letting Plan for Glasgow City Council

6.3.1 The Board noted and approved the requirement to provide 43% of lets to Section 5 referrals.

STANDING ORDERS WERE SUSPENDED BY THE CHAIR AT 8PM

6.4 Performance report – Quarterly KPI's

6.4.1 S Flynn presented the new Quarterly Performance Report which demonstrates trends against KPI's as discussed at previous Board meetings.

6.4.2 Rent Management and Arrears are below target, the Board were advised that Universal Credit cases will be included in future reports. There are presently 76 people claiming UC in the Co-operative area; 33 in arrears over the month, and 52 tenants in arrears in total.

6.4.3 The Board endorsed the comparison table provided by S Flynn and noted the performance report.

6.5 Planned Maintenance progress

6.5.1 D McKnight presented a report on current planned maintenance projects and recommended procurement routes for future works.

6.5.2 Both window and bathroom replacement contracts are complete. These were procured via the Scottish Procurement Alliance (SPA) framework. This is the first time that Co-operative has used the framework and outcomes were noted to be very positive, with projects delivered on time, within cost and demonstrating high levels of tenant satisfaction.

6.5.3 Kitchens replacements 2019/20 are due to commence in February with completion in early March.

6.5.4 The Board noted the report.

7. Policy review

7.1 P Burke requested the Board approve the following policies distributed to members November 2019 for approval at this meeting:

- Reward and Recognition policy
- Disaster Recover/Business Continuity policy
- Information Security policy
- Data Retention policy
- Data Breach Management policy

7.2 The Board approved the policies.

7.3 S Watt to provide an overview of the website portal to members on request.

Action – S Watt

8. Governance

8.1 Membership Report

8.1.1 The Board approved Membership applications for prospective members and the two Share Certificates to be signed and issued to new tenants.

8.2 Ethical Conduct and Notifiable Events

- 8.2.1 J McFarlane discussed the letter from Cernach Housing Association regarding the ending of the shared Director service on 31 January 2020. J McFarlane confirmed this was a notifiable event and was reported to the Scottish Housing Regulator via their portal 20 January 2020.

8.3 Assurance update

- 8.3.1 The first Assurance meeting of 2019/20 has taken place on 9 January 2020 and was attended by staff, J McFarlane, Chair and H Eakin, Vice Chair. Progress has been made using the SFHA and SHR toolkit.

8.4 Donations

- 8.4.1 The Board approved the senior management team decision to provide hampers to tenants at Christmas rather than donate to Drumchapel foodbank as this meant DHCL tenants were benefiting directly.
- 8.4.2 Discussion took place on the process of identifying eligible tenants and it was agreed that the process should be fair, open and transparent.
- 8.4.3 Board agreed going forward to provide DHC tenants with food hampers twice a year.

STANDING ORDERS WERE SUSPENDED BY THE CHAIR AT 8.30PM

9. Audit, Risk and Staffing sub-Committee

- 9.1 The meeting due to take place on 7 November was cancelled as it would otherwise have been inquorate. Sub-Committee members were advised that there were no immediate issues which needed addressed, so it was agreed to carry over the business to the meeting scheduled for 6 February 2020 rather than set a re-arranged date in November.
- 9.2 The Board noted the update.

10. Any Other Competent Business

- 10.1 The Finance tender has been progressed by Cernach Housing Association as agreed at the previous Board meeting.

- 10.2 The Board were advised compensation of £250 was received from the Bank of Scotland. Suggestions were sought for how best to use this money, and it was proposed a decision will be taken at the next meeting.

Action – P Burke

- 10.3 The Decree referred to at the October 2019 meeting had gone to a proof hearing prior to being awarded decree in December. The Depute Director advised that no payments had been made and the eviction is set for February 2020.

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 3 March 2020 at 6.00pm in the Co-operative's office.

The meeting closed at 8.35pm