



Minutes of the Management Board meeting held on Tuesday 11 September 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
Michelle Dunlop
David Riddell
George Rankin
Frances McLean

In attendance: Caroline Shepherd, Director
Pauline Burke, Depute Director
Duncan McKnight, Technical Manager
Stephen Watt (Minute-taker)

Chair J McFarlane welcomed and invited everyone present to introduce themselves at the beginning of the meeting.

1. Apologies

1.1 Apologies were received from Board Members T Diggory, L Stevenson, A Osagahe.

2. Declarations of interest

2.1 There were no declarations of interest.

3. Board Business

3.1 Since this was the first meeting following the Annual General Meeting (AGM) held on 30 August 2018, members appointed to the Board would need to elect

their office bearers for 2018-19. The following nominations were received and appointments made:

Chairperson

E Kerr nominated J McFarlane. J McFarlane accepted the nomination and this was then seconded by H Eakin.

No other nominations were received and J McFarlane was therefore duly elected as Chair.

Vice Chair

J McFarlane nominated P McBride. P McBride accepted the nomination and this was then seconded by E Kerr.

No other nominations were received and P McBride was therefore duly elected as Vice Chair.

Secretary

J McFarlane nominated H Eakin. H Eakin accepted the nomination and this was then seconded by E Kerr.

No other nominations were received and H Eakin was therefore duly elected as Secretary.

- 3.2 C Shepherd asked Board members to nominate themselves for the Audit, Risk and Staffing sub-Committee. The Standing Orders require a membership of between four and six people. The following people volunteered to service on the AR&S sub-Committee:

- J McFarlane
- P McBride
- H Eakin
- F McLean
- M Bowie

It was also suggested that T Diggory may be interested in joining the sub-Committee; there is one space and members asked if she could be invited at next month's meeting.

Action – C Shepherd

3.3 The **authorised signatories** for 2018/19 will be:

- M Bowie
- P McBride
- H Eakin (Secretary)
- P Burke
- C Shepherd

There will also be occasions when J McFarlane, as Chair, will be required to sign certain documents.

4. Invitations to Co-opted members

4.1 Due to there being a full complement, there were no further spaces available to invite Co-optees. C Shepherd expressed her appreciation for all F Russell and A Durnin's hard work and great support over the past twelve months, and it was agreed that flowers would be arranged to thank both.

Action – C Shepherd

4.2 C Shepherd informed the Board that F Russell would be happy to return in future if the opportunity presents itself.

4.3 The Board wished to record their thanks for the invaluable input from the co-optees over the past few years.

5. Minute of the previous meeting

5.1 The minute of the meeting on 7 August 2018 was proposed by Cllr E Kerr and seconded by P McBride.

6. Matters arising

6.1.1 Item 4.1: C Shepherd informed the Board that Joyce Orr, Director at Pineview, had proposed a joint tender for finance services with Cernach and Drumchapel. Pineview is not due to re-tender this until the middle of next year, however it was decided to postpone the Cernach/Drumchapel tender in order to ultimately obtain better value for money.

6.1.2 The Board noted this proposal.

6.2 Item 4.3: C Shepherd advised the Board that A Durnin had been successful in being elected to the SFHA Board and will take up her new position at the end of September 2018.

- 6.3 Item 5.6: Quinn Internal Audit Ltd. has been appointed as our internal auditor. A meeting has been arranged later in the month to discuss this year's programme.
- 6.4 Item 6.3: The Board were updated that the iPads had been purchased but not yet delivered. These devices will be introduced for the next meeting in October 2018.

7. Director's report

7.1 Regulatory Standards baseline assessment

- 7.1.1 C Shepherd advised the Board that, due to C Quinn sending her apologies for tonight, that the feedback from the baseline assessment would instead be postponed until the meeting in October 2018.

7.2 Management Accounts to June 2018

- 7.2.1 C Shepherd proposed that in the absence of FMD Financial Services, she would talk through the key points of narrative and then take any issues raised to F McDonald.
- 7.2.2 All points relating to the April to June first quarter surplus, overheads, employee costs, balance, money in the bank, pension deficits, and key performance indicators (KPIs) were discussed by C Shepherd. New Board members were further advised that a training session with FMD Financial Services would be organised in the near future.

Action – C Shepherd

- 7.2.3 The Board approved the Management Accounts to June 2018.

7.3 GDPR – update

- 7.3.1 C Shepherd advised the Board that staff have continued to incorporate GDPR into areas of our business, and that an initial meeting with the Data Protection Officer, Lorna Miller, P Burke and S Watt had taken place. A briefing session with all staff has been arranged for Friday 12 October 2018.

8. Depute Director's report

8.1 Scottish Social Housing Charter baseline assessment

8.1 C Shepherd advised the Board that, due to C Quinn sending her apologies for tonight, that the feedback from the baseline assessment would instead be postponed until the meeting in October 2018.

8.2 Performance Report to July 2018

8.2.1 P Burke presented the quarterly performance report, explaining “tenancy offers refused”, which was a red indicator, in detail.

8.2.2 There was discussion about the rollout of Universal Credit. It was noted that tenants with Post Office accounts were being assisted by the CAB’s Welfare Benefits Advisor in setting up bank accounts.

8.2.3 P Burke explained why the “percentage of tenants satisfied with home when they first moved in” was red even although the result was high at 95.74%.

8.3 Planned Maintenance

8.3.1 D McKnight explained to the Board that the Phase 1 window and bathroom replacement programme had been successful, and that CCG would continue to the next phase.

8.3.2 It was highlighted by D McKnight that the tender was marginally higher than what had been budgeted, but CCG’s experience and familiarity with the tenants and properties from Phase 1 would be advantageous in progressing Phase 2. Impact assessments carried out by FMD Financial Services have concluded no significant concerns that the planned works are £20,499 over budget.

8.3.3 Work will commence in mid-October with completion of Phase 2 being prior to the Christmas break.

8.3.4 C Shepherd advised the Board that the 30-year financial projections, due to be presented to the Board later in the year, would seek to take account of increases in tender prices.

8.4 Bad debt report

8.4.1 P Burke presented the bad debt report to the Board and sought former tenant arrears be written-off after all attempts of recovery have been exhausted. The Board agreed to write off a total of £2,849.62 for the second quarter.

8.4.2 The Board approved the bad debt write off.

8.5 Former tenant credit write off

8.5.1 P Burke referred the Board to former tenant rent accounts for the second quarter where we have been unable to refund £636.77.

8.5.2 The Board approved the credit balance write off.

8.6 AGM questionnaire feedback

8.6.1 P Burke presented the initial findings from the AGM survey to Board members and advised that feedback and follow-up action will be progressed shortly.

Action – P Burke

9. Policy review

9.1.1 The Board induction policy had been deferred to September so that new Board members elected at the AGM could be consulted. L Ewart has prepared the report and will present this at next month's Board meeting.

9.1.2 An induction pack for new Board members is being collated by S Watt and will be provided to all at a meeting to be arranged in the next month.

Action – S Watt

9.1.3 C Shepherd advised all new Board members that training will be arranged and, in the meantime, if anyone is interested in having a more experienced Board member as a mentor, to let her or S Watt know.

Action – C Shepherd

9.1.4 The Board approved the induction policy.

9.2 Financial procedures – interim review

9.2.1 C Shepherd referred the Board to the review of the financial procedures and regulations, and outlined the following proposed amendments:

- Current arrangements are that the budget-setting timetable starts in October 2018 with the sub-Committee considering the draft budget at its meeting in November prior to it being agreed by the Board in December. The final budget is then agreed prior to the end of March. Experience from last year's budget-setting programme is that this requires staff to begin the process too early in the year; the role of the sub-Committee was also queried given that the full Board also tends to discuss the draft budget in detail. It was therefore agreed to change the timetable to bring the draft

budget directly to the Board in January with the final budget no later than the March meeting.

- Some of the responsibilities currently falling to the Finance Agent would more appropriately be with a staff member. This is because the Finance Agent is an advisor and, from a governance point of view, we need to identify the staff members responsible for the various tasks in order to demonstrate greater accountability.
- The Finance Officer is a current budget holder for certain areas but is not able to commit expenditure in these areas. This is likely to be an oversight and it was therefore agreed to amend the regulations to allow the Finance Officer to authorise expenditure of up to £500 in the relevant budget headings. At the same time, it would seem appropriate to amend the Customer Service Advisor's level to £250.
- Approval of the Depute Director's expenses should be approved by the Director rather than being remitted to the Board.

9.2.2 The Board approved all of the above amendments.

10. Governance

10.1 Membership report

10.1.1 There were three Share Certificates to be issued to new tenants. These were signed by the Secretary and two Board members at the end of the meeting.

10.2 Ethical conduct and notifiable events

10.2.1 There was nothing to report.

10.3 Annual Declarations

10.3.1 C Shepherd distributed the Board Annual Declarations to all members and requested that these be returned to S Watt prior to the next meeting on 23 October 2018. Sample copies had been circulated with the papers so that members could read them in advance of the meeting.

Action – S Watt

11. Audit, Risk and Staffing sub-Committee

11.1 The minutes of the meeting on 8 February 2018 were noted without comment.

11.2 There was no business arising from the meeting on 16 August 2018.

12. Any other competent business

12.1 S Watt asked the Board if they would like the Co-operative to join Drumchapel Money Advice Centre as a corporate member. This was agreed.

Action – S Watt

12.2 Workshop and dinner choices for the EVH Conference in St Andrews were requested by S Watt to be passed to him by close of business. These would be passed on to the organisers to progress.

Action – S Watt

12.3 In response to a question from E Kerr regarding the allocations policy, P Burke advised that a Tenants Panel is due to take place tomorrow (12 September 2018) to discuss this matter and an update will be provided at the Board meeting next month.

Action – P Burke

13. Date of next meeting

13.1 The next meeting will take place on Tuesday 23 October 2018 at 6.00pm in the Co-operative's office.

The meeting closed at 7.10pm.