

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 27TH APRIL 2022 VIA ZOOM**

Present:	George Kelly William Craig Chris O'Brien Kim McKee (via Zoom)	Anne M Stuart MBE Teresa McGowan (Via Zoom) Julie McNeil (Via Zoom)
In Attendance:	Clair Malpas Paula Brownlie	Chief Executive Officer Corporate Services Manager

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting.

The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

Apologies were received from Evelyn Ferguson and Barbara Dusik. Richard Sullivan was on leave of absence until 6th May 2022.

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

Agenda Item 5 – CEO and Corporate Services Manager registered an interest.

3a. MINUTE OF MEETING HELD ON 23RD MARCH 2022

The minute of meeting held on 23rd March 2022 where noted and approved on the motion of Anna Stuart MBE and seconded by Teresa McGowan.

3b. MATTERS ARISING FROM MEETING HELD ON 23rd MARCH 2022

Page 2, Item 3c: No.7 – Anna Stuart MBE enquired as to Insurance and what was meant by other areas pending. Chief Executive Officer confirmed that these areas were in connection with Public Liability Insurance, Cyber insurance etc. These areas have been completed.

3c. ACTION LIST FROM MEETING HELD ON 23RD MARCH 2022

	Details	Person Responsible	Status
Actions from meeting held on 23rd June 2021			
1.	Benchmarking on reactive repair costs to be carried out Qrt 3	CEO	CEO and DoO to discuss on queries that have been allocated to reactive maintenance contract. Board should receive this information by May or June 2022
2.	Set up workshops for next review of Regulatory Standards – dates to be sent out prior to Christmas	CEO	As the Board are aware, internal auditor Wylie and Bisset will carry out this piece of work and workshops will be set up with the Board in due course. Wylie & Bissett will be carrying out the audit in July and will report back to the Board of Management.
Actions from meeting held on 24th November 2021			
3.	Community Advisory Report – Estate Management Action plan of recommendations to be presented to the next Advisory Panel. Updates on Action Plan to be given to Board.	CEO	Ongoing
Actions from meeting held on 26th January 2022			
4.	<i>Redacted as contains sensitive information.</i>	CEO	Ongoing
Actions from meeting held on 23rd February 2022			
5.	Recruit an additional board member with skills and knowledge in Corporate and Finance	CSM	Ongoing
6.	Procurement of a Facilities Management Contractor for Buchanan Lodge Approval granted to <i>Redacted as contains sensitive information.</i>	DoO	Ongoing
7.	Appointment of Insurance Company – <i>Redacted as contains sensitive information.</i>	CEO	Completed
Actions from meeting held on 23rd March 2022			
8.	Procurement Report for 2021/22 to be sent to the Scottish Government and a copy uploaded to the Association's website	CSM	Completed
9.	Procurement Policy approved. Policy register to be updated and staff informed	CSM	Completed

10.	Sustainable Procurement Strategy for April 2022 - March 2023 approved. Copy sent to Scottish Government and a copy uploaded to the Association's website	CSM	Completed
12.	City Building contract 2021/22 – <i>Redacted as contains commercially sensitive information.</i>	CEO	City Building notified - completed
13.	Pension Review Options paper – to be presented to Board in June	CEO	Completed – on Board Agenda for June 2022
14.	Data Retention Policy and Schedule – approved. Policy register to be updated and staff informed	CSM	Completed

4. **CHAIR'S REPORT**

Wednesday 30th March 2022 - CEO's appraisal facilitated by Stuart Eglington.

Vice Chairperson, Anna Stuart MBE was also in attendance.

This was a very in depth and comprehensive appraisal of the CEO during the very challenging and testing year 2021–2022.

The CEO has once again shown her strong resilience to external and internal forces affecting the duties of her position. Under severe pressure she has shown outstanding commitment to her role and as a magnificent leader has achieved and delivered the outcomes of the Association.

The Chair passed on his thanks to the CEO for all that she had done and will continue to do now and into the future.

Thursday 14th April 2022 - Regeneration Sub Committee

The Regeneration Sub Committee noted development reports from Laura Edwards and the excellent work being done to complete our new builds on Barlia 3 and Castlemilk Drive.

The Committee also noted the fantastic work and all the events that Paddy McKenna and her team have developed and delivered throughout the year.

Wednesday 20th April – Data Protection training for Board Members

Attended Data Protection training session facilitated by Claire Beckley, Data Protection Officer.

This was an interesting catch up on the rules and legislation of Data Protection and the breaches that could happen in the housing sector and the checks on how to avoid them.

Thursday 21st April - Operations Sub Committee

Sub Committee decisions will be highlighted under Agenda Item 20.

5. STAFFING REVIEW

Chief Executive Officer presented the Staffing Review report previously circulated with the agenda.

The purpose of the report was to finalise the staffing review/structure to address the staffing requirements that have arisen in the business due to staff changes, succession planning, post COVID changes and the Director of Finance & IT leaving the organisation.

The Chief Executive Officer took the Board through each section of the report in detail.

Redacted as contains sensitive information.

After discussion, the Board unanimously approved.

6. TRAFFIC LIGHT REPORT – REVIEW OF OBJECTIVES 2021/22

Chief Executive Officer presented the above report previously circulated with the agenda.

The Board are aware that the operational objectives are regularly monitored by Sub Committees, Senior Management Team and by the Board throughout the year.

The Traffic Light Report provides the Board with additional assurance on “How” the Association is performing against the various objectives and targets set each year. Nine objectives are amber due to COVID-19; staff resources; matters outwith our control and awaiting guidance etc. One was deferred due to COVID.

The Board noted and unanimously approved the contents of the Traffic Light Review of Objectives 2021-22.

7A. CASSILTOUN HOUSING ASSOCIATION BUSINESS PLAN

The Chief Executive Officer presented the Cassiltoun Housing Association Business Plan which has been updated with regards to the year ahead.

Updates

Investment plan: page 4

Improve performance

Continue with strong governance and financial controls

Supporting and engaging with our tenants – ie tenants conference etc

Digital transformation

Page 12: revised strategic and operational objectives

Page 15: Staff structure – Business Plan needs to be updated with the new staff structure

Page 17-19: PEST and SWOT section – Reflects the Board and staff input that they worked on at the Business Planning Away Day

Page 24: Planned maintenance section needs to be updated. CEO to liaise with

Page 26 & 27: Awaiting the 30 year plan from Fettes McDonald

Page 30: Next 3 years for Cassiltoun Group

Appendices: To be updated as awaiting information from Fettes McDonald

After discussion, the Board unanimously approved the Business Plan 2022-23

7B. CASSILTOUN STABLES NURSERY BUSINESS PLAN

The Chief Executive Officer presented the Cassiltoun Stables Nursery Business Plan previously circulated with the agenda.

Cassiltoun Stables Nursery Board had previously approved the processes that form part of their Business Plan at their meeting held on 3rd March 2022.

The Chief Executive Officer confirmed Fettes McDonald will be assisting with the financial projections of the Business Plan.

The Board unanimously approved the Cassiltoun Stables Nursery Business Plan.

7C. CASSILTOUN TRUST BUSINESS PLAN

The Chief Executive Officer presented the Cassiltoun Trust Business Plan previously circulated with the agenda.

The Business Plan had been approved by the Cassiltoun Trust Board at their meeting on 2nd March 2022.

Cassiltoun Trust's financial projections will need to be revised but we await the results of the Stock Condition survey before this is completed. Fettes McDonald will be assisting the Association with this piece of work.

The Board unanimously approved the Cassiltoun Trust Business Plan.

8. CHIEF EXECUTIVE OFFICER'S APPRAISAL – APRIL 2022

The Chairperson informed the Board that he, Stuart Eglinton and the Vice Chairperson had carried out the Chief Executive's Officer's annual appraisal on 30th March 2022 and was circulated for the Board's attention with the agenda. As previously reported, Chairperson intimated that the Appraisal had gone well and that the Chief Executive had worked well during the last year.

The Board noted and approved the contents of the CEO's appraisal.

9A. AZETS AUDIT ENGAGEMENT LETTER

The Chief Executive Officer presented the Audit Engagement Letter from Azets previously circulated with the agenda and informed the Board that this letter and the other letters on the agenda forms part of our standard engagement with the Auditor and is part of the requirements needed for the audit.

The Board noted and approved the Audit Engagement letter which will be signed off by the Chairperson.

9B. AZETS AUDIT NON-ENGAGEMENT LETTER

The Chief Executive Officer presented the Non-Audit Engagement Letter from Azets previously circulated with the agenda.

The Board noted and approved the Non-Audit Engagement letter which will be signed off by the Chairperson.

9C. AZETS GROUP PLANNING LETTER

The Chief Executive Officer presented the Group Planning Letter from Azets previously circulated with the agenda.

The Board noted and approved the Audit Group Planning letter which will be signed off by the Chairperson.

10. GOVERNANCE TIMETABLE 2022/23

The Corporate Services Manager presented the revised Governance Timetable for 2022/23.

The Board noted and approved the Governance Timetable for 2022/23.

11. **COMPLAINTS REGISTER**

The Corporate Services Manager presented the Complaints Register for 2021/22.

The Board noted and approved that we had received 82 complaints during the year and they were all completed within timescales.

12. **CORPORATE/HR REPORT**

The Corporate Services Manager presented the Corporate/HR Report previously circulated with the agenda.

Redacted as contains sensitive information.

The Board noted and approved the Corporate/HR Report.

13. **GDPR/FOI – QUARTERLY RETURN TO SCOTTISH INFORMATION COMMISSIONER**

Quarterly Return statistics were circulated with the agenda. For the last quarter there were 2 SAR requests; 2 FOI requests and 1 EIR.

The Board unanimously approved the contents of the Quarterly Return to the Scottish Information Commissioner. The return will be sent to the Scottish Information Commissioner.

14A. **OPERATION SERVICE AGREEMENT WITH CASSILTOUN STABLES NURERY**

The Operations Service Agreement for 1 April 2022 – 31 March 2023 with Cassiltoun Stables Nursery was previously circulated with the agenda.

The Board unanimously approved the Operation Service Agreement with Cassiltoun Stables Nursery for 1 April 2022 – 31 March 2023.

14B. **OPERATION SERVICE AGREEMENT WITH CASSILTOUN TRUST**

The Operations Service Agreement for 1 April 2022 – 31 March 2023 with Cassiltoun Trust was previously circulated with the agenda.

The Board unanimously approved the Operation Service Agreement with Cassiltoun Trust for 1 April 2022 – 31 March 2023.

15. **CORRESPONDENCE**

Email from Christine O'Ready, Change HR Ltd: Christine facilitated the Equality & Diversity Workshop at the Board/Staff Business Away Day on 9th March 2022. Christine thanked everyone for welcoming her on the day and for board and staff input on the day.

Thank you note from Emma Scott: Thank you to both Board and Staff for all their help and support during her time at Cassiltoun.

16. APPLICATIONS FOR MEMBERSHIP

None

17. USE OF SEAL

None

18. ENTITLEMENT, BENEFIT AND PAYMENTS

None

19. NOTIFIABLE EVENTS

Redacted as contains sensitive information.

20. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 24TH MARCH 2022 – 27TH APRIL 2022

Regeneration Sub Committee – 14th April 2022

Community Development Strategy Action Plan – approved

Cassiltoun Community Plan – approved

Digital Inclusion Strategy – Committee approved for the Digital Inclusion Strategy to form part of the Community Development Strategy

Operations Sub Committee – 21st April 2022

Court Action – Approval to continue the necessary action for those who have breached their tenancy agreement, including court action up to and including decree for eviction for recovery or possession, debt outstanding and expenses which if granted will result in the repossession of the property.

Operation Service Plan 2022/23 – approved.

21. HEALTH & SAFETY/HWL

Healthy Working Lives – progressing through the HWL Action Plan

- 21A. **H&S CONTROL MANUAL – MINUTES OF 28/3/2022:** The Board noted the contents of the Minutes from meeting held on 28th March 2022.
- 21B. **H&S LANDLORD MANUAL – MINUTES OF 28/3/2022:** The Board noted the contents of the Minutes from meeting held on 28th March 2022.
- 21C. **COVID 19 UPDATE:** Chief Executive Officer informed the Board that COVID 19 Guidance from the Scottish Government strongly recommends wearing masks walking about the office. Cleaning and hygiene measures as still in place. No room restrictions needed. Staff are asking if masks can be made optional. Chief Executive Officer will email staff to ask their opinion on this matter.

Office doors are open at 8.30 am – 5pm. Close at 12.30 pm on a Wednesday.
We are still closed at lunch time.

The Board noted and approved the content of the COVID 19 update. COVID Risk Assessment will be brought to the next Board Meeting.

22. **MEMBERSHIP POLICY**

Corporate Services Manager presented the Membership Policy previously circulated with the agenda.

The Board noted and approved the changes to the Membership Policy.

23. **AOCB**

Pay Award: Redacted as contains sensitive information.

24. **DATE AND TIME OF NEXT MEETING**

Wednesday 25th May 2022 at 6.00 pm

There being no further business the meeting concluded at 7.59 pm

Signature:
Chair of Board of Management

Date: