

**CASSILTOUN HOUSING ASSOCIATION**

**MINUTE OF MEETING OF BOARD OF MANAGEMENT  
HELD ON WEDNESDAY 23<sup>RD</sup> OCTOBER 2019 AT 6.00 PM  
IN CASTLEMILK STABLES, 59 MACHRIE ROAD**

**Present:**

George Kelly	Anne M Stuart MBE
Evelyn Ferguson	Teresa McGowan
William Craig	Debbie MacKenzie
Richard Sullivan	Chris O'Brien
Kim McKee	Barbara Dusik (Co-opted)

**In Attendance:**

Clair Malpas	Chief Executive Officer
Gamal Haddou	Director of Finance/IT
Fiona McGowan	Director of Operations
Paula Brownlie	Corporate Services Manager
John Williams	Housing Manager (Property)
Lorna Shaw	Research Resource (Part Meeting)

**1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES**

George Kelly, Chairperson welcomed everyone to the meeting.

George introduced the Lorna Shaw from Research Resource who will be presenting the findings of the Tenants Satisfaction Survey.

Apologies were received from Julie McNeil.

The Chair sought the Board's approval to bring forward Agenda Item 7 to allow Lorna Shaw to present the findings of the Tenants Survey first to the Board of Management. ***The Board noted and approved this request.***

The Board were reminded that they were to speak through the Chair.

No fire drill planned for today.

**1b. QUORUM**

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members.

**2. CONFLICT OF INTEREST (PERMANENT REGISTER)**

None

7. Lorna Shaw, Research Resource presented the main findings from the Tenants Satisfaction Survey which was carried out between 1st July and 2nd August 2019.

The survey is carried out, for the Board of Management to:

- To understand tenant satisfaction with the services provided.
- To understand tenant priorities and identify areas for improvement
- To provide data for the Annual Return on the Charter

There were 400 interviews carried out and these were spread across the Association's stock to ensure representation of the tenant population. 400 interviews provides robust data accurate to +4%.

Analysis of the respondent profile shows that the survey sample is broadly representative by geography, age, property type and property size. This provides robust data upon which the Association can be confident about making decisions.

#### **Overall Satisfaction:**

2019	91%
2016	90%
2013	96%

#### **Keeping tenants informed**

2019	100%
2016	96%
2013	95%

#### **Internet Access**

74% of tenants use the internet (up from 62% 2016)

79% of under 35s use a mobile to access the internet

60% of 65+ do not use the internet

46% would use an app or online portal to access Cassiltoun services

#### **Satisfaction with opportunities to participate**

2019	100%
2016	86%
2013	99%

#### **Repairs Satisfaction**

2019	90%
2016	84%
2013	85%

#### **Quality of the Home**

2019	91%
2016	85%
2013	92%

**Priority for improvement to the home**

Bathroom (41%)  
 Kitchen (39%)  
 Windows (29%)  
 Internal doors (25%)

**69% were aware of the Money Advice Service**

2019	99%
2016	100%
2013	96%

**Value for money**

2019	83%
2016	79%
2013	75%

**Affordability of rent**

2019	61%
2016	57%
2013	51%

**Neighbourhood Management**

2019	94%
2016	87%
2013	95%

**Perception of problems**

31% believe rubbish to be a problem (up 7%)  
 17% believe dogs to be a problem (down 3%)  
 12% believe drug dealing to be a problem (up 10%)

**What do you like most/ least about your local community?**

**Like Most**

Neighbours/ people (44%)  
 Quiet (20%)  
 Always lived here (15%)  
 Amenities (14%)  
 Good area (14%)  
 Local transport (8%)  
 Friends/ family close by (8%)

**Least Like**

Nothing (58%)  
 Anti social behavior (14%)  
 Rubbish/ litter (6%)

Condition of area/ houses (5%)  
 Lack of shops/ amenities (5%)

**Community Events**

2019	96%
2016	96%
2013	95%

Chief Executive enquired as to how Cassiltoun were comparing with other RSLs. Lorna Shaw confirmed that we were comparing well with other RSLs.

Debbie MacKenzie intimated that some the issues raised in the survey were outwith the Association's control.

Director of Finance & IT intimated that 74% of tenants have internet access and asked Lorna Shaw how we compared with other RSLs. Lorna Shaw confirmed that we were sitting on par with other RSLs.

Chief Executive intimated that with regards to affordability, 61% felt that their rent was affordable. This is a positive result.

Teresa McGowan enquired if the Association will be looking at the Survey in full to analyse the results. Director of Operations confirmed that the Operations Sub Committee will look at the results and develop an action plan on the areas that the Association will need to address.

Chief Executive intimated that a copy of the Tenants Satisfaction Survey will be emailed out to all Board Members. It will form part of the next Board agenda.

The Board noted the contents of the Tenants Satisfaction Survey and thanked Lorna Shaw for the work that she had carried out.

**3. MINUTE OF MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2019**

Amendment to the Minute: Debbie MacKenzie was not included in the attendance list at the meeting.

The minutes were then noted and approved on the motion of Anna Stuart and seconded by William Craig.

**4. MATTERS ARISING FROM MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2019**

**Page 10, Item 12:** James Dornan MSP MacMillan Cancer Coffee Morning: Anna Stuart MBE and Evelyn Ferguson were unable to attend on Friday 4<sup>th</sup> October 2019 due to other commitments.

**Page 13: Item 20:** Afternoon Tea: Anna Stuart enquired if the afternoon tea had been arranged for Teresa Sadler and Adam Milligan. Chief Executive confirmed that we would invite both and also other ex board members in the New Year to a suitable occasion.

5. **ACTION LIST FROM MEETING HELD ON 25<sup>TH</sup> SEPTEMBER 2019**

3. Notifiable Event re properties at 46, 48 and 50 Machrie and 99 and 113 Barlia Drive Still outstanding
7. Social Enterprise Funding : Ongoing funding still being sought
8. Christmas Eve: Staff have agreed to use a days leave to close on Christmas Eve
10. All Pay: Written to Allpay to set up a meeting to take forward

All other actions have been completed.

6. **CHAIRS REPORT**

The Chair reported.

**Thursday 26<sup>th</sup> September:** Attended nursery board meeting. Debbie MacKenzie was elected as Chairperson

**Thursday 10<sup>th</sup> October:** Attended Community Council meeting and AGM. Main item of business was election of office bearers

**Tuesday 15<sup>th</sup> October:** Attended Harvest Festival at Stables and presented Amy Turner (Volunteer) with a card and voucher for her success in achieving the Princes Trust Award.

**Thursday 17<sup>th</sup> October:** Attended Regeneration Sub Committee and the Value for Money training & Housing beyond 2021

**The Board noted the contents of the Chairperson's report.**

8. **MANAGEMENT ACCOUNTS – SEPTEMBER 2019**

Director of Finance & IT presented the Management Accounts for September 2019.

The Accounts will be sent to CAF and Barclays after the meeting.

Surplus of £155k – slightly below pro rata budget.

Rental income receivable in line with budget, however the forecast is lower due to the Barlia developments not being completed until around February.

Major repairs spend is broadly in line with budget if excluding last year's rollover.

IT Replacement all went well. However, the IT budget of £25k was for replacing the ageing desk top computers. There is a forecast of £29k as a result of more users/equipment. £6k is also required for Sophos anti-virus hardware and 3 year licence if needed.

April 2018 SHAPS has always been treated as a global scheme valuation, whereas Cassiltoun's valuation is now recorded as a £780k deficit.

The actuaries have been criticised for changing the scheme's assumptions without consultation and consequently there was a delay with the September 2018 global valuation. In September new results were released show an improved position of £8m broadly in line with the deficit reduction plan.

Anna Stuart enquired if the Budget had reduced for Board training. Clair Malpas confirmed that the budget was the same as last year and that it was sitting at a healthy position.

***After discussion, the Board unanimously approved the Management Accounts for September 2019.***

**9a. CASSILTOUN ENVIRONMENTAL SERVICES - UPDATE**

Housing Manager (Property) gave the Board an update as to the current position of setting up the new subsidiary Cassiltoun Environmental Services.

OSCR had written to the Association again asking for clarification on areas around training etc. The Association has provided a written response. The Association have asked TC Young if OSCR have any further queries that they extend an invitation to OSCR to meet so that we can go through the Business Plan in further detail. We have also asked for a deadline for the application to be approved by the end of November 2019.

If there are any delays beyond this date, the Board will need to discuss options including another legal structure.

The Board noted the progress on Cassiltoun Environmental Services.

Cassiltoun Environmental Services Shadow Board had met prior to the Board of Management Meeting.

The Shadow Board had agreed to adopt Cassiltoun Housing Association's policies on

1. Entitlement, Payments and Benefits
2. Staff Code of Conduct
3. Dignity at Work
4. Equality and Diversity
5. Health & Safety Statement
6. ICT and Acceptable Use
7. Whistleblowing

***The Board of Management unanimously approved for Cassiltoun Environmental Services to adopt the above Group policies.***

**9b. MINUTES FROM CASSILTOUN ENVIRONMENTAL SERVICES SHADOW BOARD AND BOARD OF MANAGEMENT MEETING HELD ON 22<sup>ND</sup> MAY 2019**

Housing Manager (Property) presented the above minutes from the meeting held with Cassiltoun Environmental Services Shadow Board and the Board of Management on 22<sup>nd</sup> May 2019.

***The Board noted and unanimously approved the minutes of 22<sup>nd</sup> May 2019.***

**10a. SELF ASSESSMENT OF REGULATORY FRAMEWORK ACTION PLAN**

Chief Executive presented the above Action Plan previously circulated with the agenda.

The action plan has been based on the SFHA/GWSF toolkit (July 2019).

The action plan will scrutinise our compliance against the SHR's Regulatory Framework.

Director of Operations confirmed that with regards to Standard 3, the Association are endeavouring to improve the rent consultation with tenants. We are preparing a 4 page rent consultation leaflet that will be circulated to all tenants.

Anna Stuart MBE enquired if we could hold a Tenant Conference. Director of Operations confirmed that we had tried this option before, however it was unsuccessful. Kim McKee suggested pragmatic decisions on how to consult with tenants.

Debbie MacKenzie suggested consulting with tenants when they attend events during the year. Chief Executive intimated that this is not practical as we need to have options to allow a viable consultation to take place. We have used this method before by asking tenants about Value for Money. Director of Finance & IT confirmed that he would be presenting a Rent Consultation paper at the next board meeting.

The Board were reminded of the Assurance Scrutiny Workshop dates

**Assurance Scrutiny Dates**

11th December 2019

12th February 2020

8th April 2020

All board members will be encouraged to attend the workshops and report back on their findings.

***The Board noted and unanimously approved the Self-Assessment of Regulatory Framework Action Plan and agreed to monitor it regularly.***

**10b. 6 MONTH TRAFFIC LIGHT MONITORING REPORT 2019/20 : 6 MONTH REVIEW**

Chief Executive presented the above 6 month traffic light monitoring report.

***The Board noted and unanimously approved the traffic light monitoring report.***

**10c. RISK MANAGEMENT POLICY AND RISK REGISTER**

The Chief Executive outlined that the review of Risk Management Policy and Risk Register should form the remit of the Group Audit & Risk Sub Committee. Both reviewed documents will come back to the main Board for information.

***The Board unanimously approved for the review of the Risk Management Policy and Risk Register to come under the remit of the Group Audit & Risk Sub Committee.*** The next Group Audit & Risk Sub Committee will take place on 11<sup>th</sup> November 2019.

**11a. CORPORATE & HR REPORT**

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

The absence figure for quarter 2 is sitting at 0.20% compared to 0.56% quarter 2 in 2018.

***The Board unanimously noted and approved the Corporate and HR Report for Quarter 2.***

**11b. BOARD TRAINING PLAN 2019/20**

The Corporate Services Manager presented the Board Training Plan for 2019/20 previously circulated with the agenda.

***The Board unanimously noted and approved the Board Training Plan for 2019/20.***

**11c. STANDING ORDERS AND DELEGATED AUTHORITY**

Corporate Services Manager presented the Standing Orders and Delegated Authority Policy.

The Standing Orders set out the procedures for managing the business of the Cassiltoun Group, Board of Management and its sub committees. The scheme for delegation describes who is responsible for making different types of decisions and the financial limits that the Board of Management sets for commitment and expenditure.

***After discussion, the Board unanimously approved the Standing Orders and Delegated Authority Policy.***

Corporate Services Manager to arrange a workshop with the Board to take them through the Policy in detail.

**11d. POLICIES**

The Corporate Services Manager presented the undernoted policies for approval:-

Data Protection Policy  
Freedom of Information Policy  
Environmental Information (Scotland) Regulations 2004 – (EIR Policy)  
Guide to Information (GTI)

***The Board unanimously approved the above policies.***

**12. COMPLAINT REGISTER**

Corporate Services Manager presented the Complaints Register for the period 17th June 2019 – 11th October 2019.

The Board noted the contents of the Complaints Register for this period.



13. **EQUALITIES REPORT**

Director of Operations presented the Equalities Report previously circulated with the agenda.

The Board noted the contents of the report.

14. **FREEDOM OF INFORMATION/GDPR**

Chief Executive reported to date there had been no GDPR Data Access Requests. As the Board are aware, Freedom of Information comes into force on 11<sup>th</sup> November 2019, the Chief Executive sought the Board's approval to move this agenda item to quarterly in line with the quarterly submission to the Scottish Information Commissioner.

***The Board unanimously approved to report GDPR/FOI quarterly.***

15. **CORRESPONDENCE**

***SHARE Annual Conference, 13<sup>th</sup> March – 15<sup>th</sup> March 2020:*** The Board approved to reserve 4 places. Anna Stuart, Evelyn Ferguson and Barbara Dusik registered an interest in attending.

***Ardenglen Annual Review 2018/19:*** Copy available at the Association's office

***SHARE Committee/Board Development Training Bulletin, January – March 2020:*** Copy available at the Association's offices

***Letter from Cojac:*** Request for a donation towards their Halloween Fundraiser. The Board approved to donate a bottle of spirits.

***Letter from Ian Brennan, concerns re Tenant and Resident Safety, Cyber Security and Brexit:*** A copy of the letter was circulated to the Board for their attention. Chief Executive reported that the Regulator had written to all RSLs.

16. **APPLICATIONS FOR MEMBERSHIP**

The Board considered one membership application as outlined by the Corporate Services Manager.

The Board noted the eligibility of the application had been checked.

The Board noted and unanimously approved for the member to be added to the Share Membership Register and that the Share Certificate would be issued.

17. **USE OF SEAL**

Used on 4 occasions

18. **ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER**

Nothing to report.

19. **NOTIFIABLE EVENTS**

Nothing to report.

20. **SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 26<sup>TH</sup> SEPTEMBER AND 23<sup>RD</sup> OCTOBER 2019**

**Cassiltoun Stables Nursery – 26<sup>th</sup> September 2019**

Debbie MacKenzie – new chairperson

Amanda McGongile – new parent board member

Management Accounts for August 2019 – approved

Pending the outcome of the funding application to the Scottish Government's Empowering Communities Fund (due at the end of October 2019), the Board approved to extend temporary contracts until the end of March 2020 on the nursery's salary scales.

**Regeneration Sub Committee – 17<sup>th</sup> October 2019**

Anna Stuart MBE – New chairperson

Approval to deviate from the Procurement Policy and give delegated authority to the CEO to negotiate fees for the design of the Social Enterprise and Well-being Centre with the same team that are designing the housing element of the planned development

***The Board noted and approved the Sub Committee and Subsidiary decisions.***

21. **HEALTH & SAFETY**

**H&S Committee Meeting held on 16<sup>th</sup> September 2019:** Copy circulated with the agenda for the Board's attention.

**HWL:** Work Positive Survey carried out with staff. Deadline as at 31<sup>st</sup> October 2019. Report to be presented to the Board at a future meeting.

22. **AOCB**

**New Cassiltoun Housing Association Website:** Chief Executive launched the new website to the Board and outlined its functionality.

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

Wednesday 27<sup>th</sup> November 2019 at 6.00 pm

There being no further business the meeting concluded at 7.50 pm

Signature:  
**Chair of Board of Management**

Date: