

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 22ND MAY 2019 AT 6.00 PM
IN CASTLEMILK STABLES, 59 MACHRIE ROAD

Present: Anne M Stuart MBE George Kelly
Evelyn Ferguson Teresa McGowan
William Craig Julie McNeil
Debbie MacKenzie Kim McKee (Co-opted)

In Attendance: Clair Malpas Chief Executive Officer
Fiona McGowan Director of Operations
Gamal Haddou Director of Finance/IT
Paula Brownlie Corporate Services Manager
John Williams Housing Manager (Property)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

Apologies were received from Teresa Sadler and Richard Sullivan.

Leave of absence – Donna Ferguson and James Garrow.

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

3. MINUTE OF MEETING HELD ON 24TH APRIL 2019

The minutes was noted and approved on the motion of George Kelly and seconded by Evelyn Ferguson.

4. MATTERS ARISING FROM MEETING HELD ON 24TH APRIL 2019

Page 4, Item 7a; Chief Executive's Bi Monthly Report, 90 Day Plan: The first sentence should read "..... 90 day action plan".

Page 5, Development Update, Nursery Site: The Regeneration Sub Committee had given the Chief Executive delegated authority to progress the scheme to RIBA Stage 2 'Concept Design' on receipt of a Scheme Agreement from GCC. However, the Chief Executive informed the board that an electrical cable is running through the site and that an M&I Engineer has been appointed to look at this cable.

5. ACTION LIST FROM MEETING HELD ON 24TH APRIL 2019

1. Notifiable Event re properties at:-

- 46, 48 and 50 Machrie Drive
- 99 and 113 Barlia Drive

Delegated authority given to CEO if consent is required from SHR
Awaiting approval from the Council for their disposal of the land.

2. Cassiltoun Environmental Services – Banks to be notified/confirm their consent to setting up of new subsidiary. Currently waiting on feedback from the Banks

3. VFM/Risk Register Workshop to be carried out with the Board – Date to be confirmed.

4. Further visit to Crudens Development to be arranged for Spring. Director of Operations to arrange.

5. GWSF Response to Housing Beyond 2021 – workshop to be set up to discuss further our response. Date to be arranged.

6. CEO to draft at end of June a report based on her discussions with staff & Board CEO. To be presented at next meeting.

All other actions were completed.

6. CHAIRS REPORT

The Chair reported.

25th April 2019: Attended My Place Awards with Charlie Turner (Trust Board Member). Unfortunately, we did not win. Some of the projects were fantastic.

10th May 2019: Chair is part of the EVH Mentoring Facility offered to Board members. She is working with another board member in a mentoring capacity.

12th May 2019: EVH One Day Seminar attended by the Chair and Secretary. This is the new format rather than holding their AGM and the training session. It is being split into two different events. The morning session was facilitated by Eamonn Connelly. He highlighted the work of Albert Speers and the next session was about social media.

We attended a workshop facilitated by Fiona Murphy from Spireview Housing Association. Excellent video made by Board and staff.

13th May 2019: Meeting in EVH's offices regarding the mentoring programme. There are ten pairs of which Anna is one of. Everyone thought it was beneficial. Chair to raise with other board members at their appraisals.

15th May 2019: Community Links Focus Group – good mix of older and young people.

16th May 2019: Completed first board member appraisal.

Attended the GWSF Forum Open meeting with Julie McNeil, Evelyn Ferguson and Director of Finance & IT. Topic was ways on how to deal with social media.

17th May 2019: Board appraisals

18th May 2019: Lost Lives – placed a bouquet of flowers in memory of our tenants and families who have passed away

20th May 2019: Attended the tender opening of Legionella Testing

Attended the H&S Committee Meeting – nothing to report.

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

7. ARC

Fiona McGowan, Director of Operations presented the ARC findings via a powerpoint presentation.

The ARC Folders containing all verification were on display at the Board Meeting for members to look through.

Director of Operations advised that she had been working along with John Williams and Clare MacLean to collate all the performance information and produced evidence and reports as verification. The Governance verification has been produced by Paula Brownlie and Karen Graham and were checked by Clair Malpas, Chief Executive Officer.

In order to provide the Board with assurance that the performance information is correct, the Director of Operations advised that Cassiltoun have retained the services of ex-regulator Christine Dugan (Tenants Charter Audit) who has interrogated our performance and robustly checked our verification evidence prior to being presented to the Board for approval and submission to the Regulator. A copy of Christine's final report will be presented at the next Board Meeting for information and discussion. Christine has recommended a few action points which will be collated into an action plan for the way forward.

It has been another great year and performance remains good.

Debbie MacKenzie enquired as to Anti Social Behaviour cases and the matter being resolved. Director of Operations confirmed that they were resolved in line with Association's policies and procedures.

The Chair enquired as to why furnished flats were not included in the statistics. Director of Operations confirmed that as they are not our tenants, they should not be included.

The Chair enquired as to postal survey of factored owners. Director of Operations confirmed that on appointment of the Factoring Assistant (CJS Placement), it is her intention for this employee to concentrate on factored owners and go out and knock on doors to ascertain their views.

Julie McNeil enquired as to why some Lets were refused. Director of Operations confirmed that some of Section 5 Referrals do not wish to live in the Castlemilk area.

Corporate Services Manager informed the Board that after checking the absence figure, the % days absent from work as at 31st March 2019 should read 2.89% and not 2.85% as previously reported.

The Board unanimously noted and approved the ARC Return.

The CEO will authorise the online submission of the ARC Return on behalf of the Association.

8. CASSILTOUN ENVIRONMENTAL SERVICES – BUSINESS PLAN, CASH PROJECTIONS AND ARTICLES OF ASSOCIATION

The Chief Executive and Housing Manager (Property) reported that the Board of Management and members of the Shadow Board of Cassiltoun Environmental Services met prior to the Board Meeting to discuss in detail the Business Plan, Cash Projections and Articles of Association for Cassiltoun Environmental Services.

The Board of Management of Cassiltoun Housing Association approved all three governance documents.

The Chief Executive will notify the Scottish Housing Regulator accordingly. TC Young will also be notified.

9a. GOVERNANCE IMPROVEMENT PLAN - UPDATE

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

The Board noted the areas in red which were still outstanding:-

Area of Improvement	Action/Response	When	Officer Responsible	Status
Final version approval to have 30 year business plan along with strategic plans.	Normally this is the case however due to 2018 review timing the 30 year business plan was approved separately. Re-align this for next year	IMP will be updated Q1/Q2 2019	Gamal	Awaiting figures for Castlemilk Drive
Board Training	Training to be identified from Board appraisals. Specifically: Long term financial planning. Notifiable events Induction training	September 2019	Paula	Training sessions/ dates to be circulated Q1 2019

The IMP would benefit from reflecting comparator information on satisfaction levels.	Include in next review * add from SHR tenant report cards, Castlemilk HA's and Scottish average	IMP to be updated in Q2/Q3 2019 with new benchmarking information & then annually	Fiona	
Website should be updated	Acknowledged that current website is very informative however requires update.	2019/2020 Procurement to begin Q2 2019	Clair	Website should be updated
Add more benchmarking info on how CHA is performing in key service delivery areas.	Include in next review.	Update in Q2/Q3 2019 and then annually with benchmark information	Fiona	
Include info on steps CHA takes to ensure integrity and robustness of the data it uses.	Include in next review & GDPR Update	March 2019	Fiona to update	Due to be completed by end May 19
Include short summary of Asset Management plan.	To be updated by next review * Current Asset Management plan to be approved September 2018.	Nov/Dec 2018	Fiona	Due to be completed by end May 19

The Board noted and unanimously approved the updated Governance Improvement Plan. The Plan will continually be monitored to ensure compliance and to assist the Board with assurance for the completing the new Regulatory Assurance Statement in October 2019.

9b. INTERNAL MANAGEMENT PLAN

The Chief Executive presented the revised Internal Management Plan (IMP) and reminded the Board of the key review dates that form part of the annual review.

Annually in Q1 (Strategic & operational objectives, SMART plans, risk register, operational plans, SWOT)

Annually in Q2/Q3 (sector benchmarking, 30 year financial plans, SWOT, risk register subsidiary business plans)

Reactive changes (risk register, staffing, board and structures, feedback from SHR/external consultants/sector best practice).

With regards to business critical and the Scottish Housing Regulator updates, the IMP has been updated.

The Board have already approved during the year:-

The Association's Strategic & Operational Objectives
SMART Plans for the Senior Team

Risk Register
SWOT analysis
Operational & Regeneration plans

The Internal Management Plan is available from the Association's Web Site or a hard copy can be made available or a copy can be emailed.

The Chief Executive reassured the Board that we will continue with planned updates during the year including:

30 Year business plan
Benchmarking
Updated Business Plans for subsidiary companies
Updated development plan

The Chief Executive intimated that it is her intention to refresh the format and content of the IMP read for 2020/2021.

After discussion, the Board unanimously approved the revised Internal Management Plan.

10. FINANCIAL CONDUCT AUTHORITY RETURN

The Chief Executive informed the Board that the return to the Financial Conduct Authority had been carried out. The Association is required to complete this return as we provide Debt Management Services.

The Board noted that the return had been sent to the Financial Conduct Authority.

11. SHR FINANCIAL RETURNS

Loan Portfolio: Director of Finance & IT advised previously that this information was given verbally to the Board because the report agreed with the Annual Accounts. However, due to the greater external scrutiny, it was felt prudent to formally include with the agenda.

After a short discussion, the Loan Portfolio was unanimously approved for submission.

5 Year Financial Plan: Director of Finance & IT presented the report previously circulated with the agenda and explained where the source of information comes from budget and business plan. Director of Finance & IT informed the Board that he will be working with Paul McNeil, Financial Consultant to assist with our new Business Plan.

Teresa McGowan enquired of the newbuild coming off site and the amount of voids we may have, has there been an increase in the budget to accommodate. Director of Operations confirmed that the new Budget had been increased by £80k to take into account work to be carried out to void properties.

Chief Executive informed the Board that a report would be presented to the Operations Sub Committee next week outlining the Letting Plan for Barlia 3. Director of Operations confirmed that house inspections of perspective tenants will be carried out.

A short discussion was held on some of the assumptions and headings.

The Board unanimously approved the 5 year financial plan.

12. BANK SIGNATORIES

Item redacted due to sensitive information

13. BOARD OF MANAGEMENT TRAINING PRIORITIES

The Chief Executive presented the above report previously circulated with the agenda. The Chief Executive proposed that due to time commitments of board members, that the training sessions (where possible) will be tied in with Sub Committee meetings so that Board members do not have to come out on a different evening. The Corporate Services Manager will work on the dates for the training and will circulate these at the next meeting.

The list of training priorities for the next year were unanimously approved by the Board.

14. GDPR/FOI

GDPR: No further requests received. Data sharing agreements to be drafted up.

FOI: Association is preparing for implementation of Freedom of Information. Staff attending training sessions with SFHA/GWSF/TC Young and Commissioner. Awaiting templates from GWSF/SFHA. Director of Finance & IT had attended a training session with the SFHA/GWSF and he confirmed that he was clear on the way to proceed with Freedom of Information. The Chief Executive confirmed that the Board will receive training on Freedom of Information.

15. CORRESPONDENCE

SHARE Training Bulletins: Committee/Board Training Bulletin for July – September 2019. A copy is available from the Association's offices

SHARE Spring News Bulletin: Available from the Association's offices

SHARE Committee/Board members network: Anyone interested in joining the HR Committee/Board network, please let the Corporate Services Manager know.

16a. APPLICATIONS FOR MEMBERSHIP

The Board considered 5 membership applications as outlined by the Corporate Services Manager.

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

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

16b. SHARE MEMBERSHIP – ENDING MEMBERSHIP

The Corporate Services Manager presented the above report previously circulated with the agenda.

In accordance with the Association's Rules, Section 11, Ending Membership, if Committee are satisfied that "you have failed to attend five annual general meetings in a row and you did not submit apologies", we will end your membership and cancel your share.

The Board unanimously approved to write to those members contained within the report who have not complied with Section 11 of the Association's Rules to inform them of the decision to end their membership. The members will be removed from the share register.

17. **USE OF SEAL**

Use of seal used on four occasions.

18. **ENTITLEMENTS, PAYMENT AND BENEFITS**

None

19. **NOTIFIABLE EVENTS**

Cassiltoun Environmental Services : Chief Executive reported that she would notify the SHR regarding approval given by the Board to set up Cassiltoun Environmental Services.

20. **SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 25TH APRIL – 22ND MAY 2019**

Chief Executive informed the Board that there had been no Subsidiary or Sub Committee meetings held during this time.

21. **HEALTH & SAFETY/HWL**

Health & Safety: Nothing to report.

HWL: The Corporate Services Manager informed the Board that the HWL Working Group were working in conjunction with the HWL Action Plan for December 2018 – December 2019.

22 **A.O.C.B**

Leases between Cassiltoun Trust and Cassiltoun Housing Association:- Chief Executive informed the Board that the leases for rooms within the Stables were normally drawn up on a yearly basis. However, it is recommended that the leases are drawn up on a 5 year term and an annual rent increase letter is sent out detailing the rent increase for that year. The mezzanine area still remains a 13 year lease. This will not change.

After discussion, the Board unanimously approved for the leases to be on a 5 year term with an annual rent increase sent out.

Letter from Police re Operation Venetic: Chief Executive informed the Board that the police had read out a letter from the Police requesting funding to assist with the extension of Operation Venetic until October 2019 (police vehicle presence). Operation Venetic was pulled together because of the volume of anti-social behaviour, disorder and violent crime that was synonymous with the area of Castlemilk. They had approached other local Housing Associations requesting funding as well. They will be attending the next Castlemilk Directors Meeting in June where more information can be gained.

After discussion and after the Board had different views on the funding, the decision was taken to a vote to seek more information:-

In favour: 6
Against: 2

It was agreed to seek further information and to delegate authority to the Operations Sub Committee who would be meeting on 30th May 2019 to make a decision.

Date for Staffing Sub Committee: The Chief Executive reminded the Board that the Staffing Sub Committee will meet on 12th June 2019 at 4.30 pm.

23. DATE OF NEXT MEETING

Wednesday 26th June 2019 at 6.00 pm

There being no further business the meeting concluded at 7.42pm

Signature:
Chair of Board of Management

Date: