

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 24TH APRIL 2019 AT 6.00 PM
IN CASTLEMILK STABLES, 59 MACHRIE ROAD**

Present:

Anna Stuart MBE	George Kelly
Evelyn Ferguson	William Craig
Julie McNeil	Richard Sullivan (Co-opted)
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 James Garrow.

Leave of absence – Donna Ferguson.

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 20TH MARCH 2019

The minutes was noted and approved on the motion of George Kelly and seconded by Julie McNeil.

4. MATTERS ARISING FROM MEETING HELD ON 20TH MARCH 2019

Page 3, Item 7, Social Enterprise 4: On page 5 of the minutes, the Chief Executive Officer referred to Cassiltoun Housing Association providing a loan of £50k to Social Enterprise 4, Cassiltoun Environmental Services. This loan will be set up via Loan Agreement with the appropriate interest rate plus the Bank of England base rate. The Business Plan reflected this loan and the 2019/20 also took into account the £50k loan. **After discussion, the Board approved the loan facility of £50k to Cassiltoun Environmental Services on the motion of Anna Stuart and seconded by Evelyn Ferguson.**

Richard Sullivan enquired as to whether our lender's had given consent to the set-up of the new subsidiary. Director of Finance & IT confirmed that he was still to write to our lenders.

5. ACTION LIST FROM MEETING HELD ON 20TH MARCH 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 the disposal of the land.

Chief Executive reported that she was still awaiting approval from the Council.

2. VFM/Risk Register Workshop to be carried out with the Board in New Year

Chief Executive will include in new training plan for Board Members.

3. Further visit to Crudens Development to be arranged for Spring

Director of Operations is arranging. This visit is for Board Members who have not visited a Cruden site. Debbie MacKenzie, George Kelly and Teresa McGowan to attend. Visit to be arranged any time after 3pm. This may not be possible as most sites close at 4pm.

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

Chief Executive will include in new training plan for Board Members.

5. Adam Milligan – invite to next meeting to say farewell and thank Adam for his support and contribution

Chairperson reported that Adam Milligan is feeling a bit better. Contact to be made with Adam to ascertain if he is well enough to attend the next meeting to allow everyone to say their farewells.

6. TC Young to apply to OSCR re SE4

Chief Executive confirmed that she had to reply to an email from TC Young regarding questions in setting up the new Subsidiary. TC Young have confirmed that they have not commenced with the registration of the new subsidiary as yet.

The Board approved to delegate authority to the Chief Executive to work with TC Young to register the company.

7. Procurement Strategy - A copy to be sent to the Scottish Government tomorrow
CSM

Completed.

8. Pay Award – 2.5% approved. Staff to be informed

Completed

9. A copy of the Chief Executive's Bi Monthly Report will be circulated to those board members who were not able to make the meeting.

Completed

6. **CHAIRS REPORT**

The Chair reported.

21st March: GWSF Meeting: Discussion on Freedom of Information. The meeting was well attended and a question and answer session was facilitated.

22nd March: Mentoring session with a committee member from Hawthorn Co-op.

26th March: Sent an email to Saltire informing them that I could not participate in the panel any longer due to underlying health problem. They were very understanding and intimated that both the Chair and Secretary were on their guest list for the Award Ceremony (Scottish Parliament) in June.

1st April: Attend EVH's Annual General Meeting. Star Awards were presented to five of the Executive Committee for their long service.

2nd April: Attended the tender opening for Tenant Satisfaction Survey

11th April: Attended the Community Council Meeting – still no response from Mears

15th April: Attended the tender opening for Legionella Testing

17th April: Participated in the interviews for Participation and Funding Officer post.

18th April: Attended the funeral of Cathy Mulligan, Blairtumoch Housing Association with Evelyn Ferguson

23rd April: Carried out Chief Executive Officer's annual appraisal – copy circulated to the Board for their information

Letter from Jim Garrow, Board Member: Jim has asked for leave of absence due to his ongoing ill-health. The Board approved Jim’s request for a 3 month period.

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

7a. CHIEF EXECUTIVE’S BI MONTHLY REPORT

Clair Malpas, Chief Executive presented her Bi Monthly report previously circulated with the agenda.

90 Day Plan: It is recommended practice that incoming CEO’s have a 90 action plan. As well as getting on with ‘Business as Usual’, the focus for these first 90 days is to

- Review, prioritise and archive documentation/actions left by previous CEO including some historic information.
- Review some areas of governance
- Meet with staff
- Meet with Board members
- Meet tenants/be out in the estate.

At the end of June, the Chief Executive intimated that she will capture any actions from her discussions and draft a plan for the next 90 days (which is likely to include meeting with our stakeholders and suppliers)

Month	To be achieved
April	Commence staff discussion Review calendar of priorities Review governance timetable Business Away Day
May	Complete staff discussions Compile Board training plan/dates Start Estate visits with staff
June	Continue with Estate visits with staff Meet with the Board

Staff Interviews: As part of the CEO’s 90 day plan, she has met with a number of staff on a one-to-one basis. The staff have been asked the following questions:

1. What do you like about working here and what do we do really well?
2. What changes could we make to improve our services?
3. What changes could we make to your job to make it more fulfilling and what aspirations do you have for the future?
4. As your new CEO what would you like me to do?
5. Do you have any worries?

6. Do you have any questions for me?

To date, the interviews have been very positive and all meetings will be concluded by 10th May 2019.

Governance Timetable: Historically, the Governance Timetable has been approved at the Board meeting in August each year. As the Board are aware there are increasing pressures on them due to our current level of business activity. There are more meetings with increased agendas and more requirements from the Scottish Housing Regulator. Forward planning (as far as we are able) will assist us to accommodate these additional pressures. The proposed 18 month timetable will be refreshed each April so that Board and staff always have a minimum of the next 6 months of meeting dates set. Some of the times and days of the sub-committee meetings have also changed slightly. This is to accommodate Board members who are unable to attend in the middle of the working day and also to free up meeting space during day within the building. ***The Board approved the Governance Timetable for the next 18 months on the motion of Anna Stuart and seconded by George Kelly.***

Calendar of Priorities: ***The Board approved the Calendar of Priorities for 2019/20 on the motion of Kim McKee and seconded by Julie McNeil.***

Development Update

- **Barlia 3** – Construction is going well with no major issues to report. The first site expected to be completed is the old Labour Club site. We are hopeful the first homes will be ready in Quarter 2 of this financial year and the Operations Staff are now drawing up a lettings plan. We are ensuring that community benefits are being delivered and that the church legacy is instructed.

The Chief Executive reported that the Association may be required to sell (a disposal) a small piece of land on the church site to the energy company in order for them to maintain an electric pillar. We no longer need prior approval from the Scottish Housing Regulator in order to do this but it is a notifiable event. Our solicitors are currently looking at this issue.

- **Castlemilk Drive** – Discussions are underway with Crudens regarding the timescales, specifications and costs. Further discussions are required with Glasgow City Council regarding the tender price and grant level.
- **Nursery Site** – Good news is that the Council have given a positive response to the feasibility study and whilst some actions have been suggested by the Council's project team they have advised that they support the development. We are now looking to progress with some Site Investigations which will then inform how the project moves forwards (costs/timescale/layout). A meeting has been planned for Thursday 25th April to discuss housing mix, funding for site investigation etc. Richard Sullivan enquired as to some of the questions they might ask. Chief Executive intimated that they will have questions to ask re the electrical cable and property sizes.

The Board noted the progress of the Development Sites.

Freedom of Information: On 3 April 2019, the Scottish Parliament approved an Order bringing Registered Social Landlords (RSLs) and their subsidiaries under the scope of the Freedom of Information (Scotland) Act 2002 (FOISA). This means that the Cassiltoun Group will be subject to FOISA from 11 November 2019. Senior staff are attending information sessions to gather more information.

SFHA and GWSF are likely to produce information and guidance and an initial action plan will be put in place by the end of Quarter 1 of this year. The Commission have issued designation forms to be returned by the 30th April (these have been completed). **The Board noted the update position on Freedom of Information.**

EVH Pay Award: After a ballot of EVH employers and union members, the three year EVH proposal on pay has been approved. The award was a 2.3% increase for 2019/2020 with awards for year 2 and 3 matching October 2019 and October 2020 CPI figures. The Board awarded a 2.5% uplift of 2019/20 which leaves our pay scales slightly ahead of those organisations that are EVH full members. The Board discussed the option of the Association setting a 3 year deal once EVH discussions had concluded. A proposal will be drawn up and presented to a Staffing Sub-Committee for discussion (date to be confirmed). **The Board noted the update position of EVH's pay award.**

The Board noted and approved the contents of the Chief Executive's Bi Monthly Report.

7b. CASSILTOUN ENVIRONMENTAL SERVICES (SE4) – UPDATE ON BUSINESS PLAN

The Chief Executive informed the Board that the Shadow Board had met before the Board meeting to discuss the progress made to date and the proposed Business Plan and Budget.

The Business Plan has still to be finalised. The Association's lawyers have asked specific questions in relation to setting up the subsidiary before they register the company. The Chief Executive will answer these questions as soon as possible.

The Board will be kept up to date with the progress of SE4.

8. GOVERNANCE IMPROVEMENT PLAN

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

The Improvement Plan provides the Board with a planning framework that can be monitored to ensure effective compliance against the SHR's Regulatory Standards.

Director of Finance & IT informed the Board that the Business Plan should be based on up to date accurate major assumptions and we are awaiting Crudens build cost before we can progress. Paul McNeil has been commissioned to review the Business Plan.

The Board noted the contents of the 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.

9. TRAFFIC LIGHT REPORT – REVIEW OF OBJECTIVES 2018/19

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. Two objectives are amber as work is ongoing to achieve these.

The Board noted and approved the contents of the April 2019 Traffic Light Report on the motion of Julie McNeil and seconded by William Craig.

10. CHIEF EXECUTIVE OFFICER’S APPRAISAL 2019

As the Chairperson previously mentioned in her report, the Chief Executive’s appraisal had been carried out by herself and the Vice Chairperson. A copy of the appraisal was circulated to the Board for their information.

The Board noted the contents of the appraisal and the training requirements.

11. SENIOR MANAGEMENT TEAM AND HOUSING MANAGER’S SMART PLANS 2019/20

Chief Executive Officer presented the above SMART Plans for 2019/20. The SMART Plans takes into account the Association’s strategic and operational objectives.

The Board noted and approved the SMART Plans for 2019/20 on the motion of Julie McNeil and seconded by Richard Sullivan.

12. RISK REGISTER

The Chief Executive Officer presented the updated Risk Register previously circulated with the agenda.

After discussion, the Board unanimously approved the Risk Register.

13. OPERATIONS SERVICE PLAN

Director of Operations presented the above report previously circulated with the agenda.

George Kelly intimated that there was an overspend for 2018/19 on reactive repairs. Director of Operations confirmed the overspend was in relation to rot works, renewables and work carried out on void properties. The reactive repairs contract will go out to tender this year as the current contract ends in March 2020. The Chief Executive Officer intimated that the reactive repairs target is always a challenging target to meet.

George Kelly enquired if this overspend would have an impact on our covenants. Director of Finance & IT confirmed that it would not impact covenants as major repair were low this year.

Richard Sullivan enquired as to the new targets on pages 16 and 17. Director of Operations confirmed that the Advice Team targets are now under the remit of the Operations Department and that she will be reporting on their targets. These targets were no longer being set by the Big Lottery as the funding has now ceased. The Chief Executive confirmed that some of the targets set by the Big Lottery had not been met as they were an unrealistic target.

After discussion, the Board unanimously approved the Operations Service Plan for 2019/20.

14. MANAGEMENT ACCOUNTS – MARCH 2019

The Director of Finance & IT circulated the draft March 2019 accounts. He summarised that there were no large changes or surprises to the accounts.

A change to the accounts will reflect a £3,500 of reallocation of repairs to the balance sheet.

Past service deficit will be removed for the audit version as is required.

Major repairs under budget and £75k will roll over to the new financial year.

Richard Sullivan asked about the general spike in March and why this was the case. Director of Finance & IT confirmed that this was in relation to reactive maintenance and is quite common with firms billing out previous work in progress. Director of Operations confirmed that City Building are not producing invoices on time and staff time is spent chasing them to produce the invoices.

After discussion, the Board noted and approved the March 2019 on the motion of William Craig and seconded by Anna Stuart.

15. COMPLAINTS REGISTER

Director of Operations presented the Complaints Register for the year 2018/19 previously circulated with the agenda.

55 complaints were received – 1st stage
 3 – 2nd stage (progressed from 1st stage)
 2 – 2nd stage (progressed straight to 2nd stage)

Richard Sullivan intimated that a lot of the complaints had a high level of complaints upheld. Director of Operations confirmed that the Association will not uphold a complaint where service standards have not been met, for example, if a date and time has been arranged with a tenant for a repair to be carried out and the contractor does not attend and the tenant complains, this complaint will be upheld.

After discussion, the Board unanimously approved the Complaints Register for 2018/19.

16. EQUALITY AND DIVERSITY MONITORING

Director of Operations presented the above report previously circulated with the agenda.

Kim McKee intimated that the report was detailed and excellent and provided the Board with a lot of information on their tenants.

Richard Sullivan enquired as to how the stock reflected the needs of our disabled tenants. Director of Operations confirmed that some of our properties have been adapted to suit the needs of our tenants and our new properties will also cater for disabled tenants.

Richard Sullivan intimated that a lot of properties had been allocated to tenants with a single status. Director of Operations confirmed that these tenants may have single status but have a number of children.

Director of Operations confirmed that the Housing Team are endeavouring to keep up to date with this information.

After discussion, the Board noted and approved the contents of the Equality and Diversity Monitoring report.

17. CORPORATE/HR REPORT

The Corporate Services Manager presented the Corporate/HR Report for Quarter 4.

The absence figure for Quarter 4 stood at 0.63%

The overall absence figure for 2018/19 stood at 2.85%.

After discussion, the Board unanimously approved the contents of the Corporate/HR Report.

18. GDPR UPDATE

Director of Operations reported that there had been no requests made under GDPR.

The Association are working on data sharing agreements with some contractors.

19. CORRESPONDENCE

GWSF Regeneration Conference, 21st June, Cadder HA: Chairperson, Vice Chairperson, Richard Sullivan and Kim McKee to attend the conference with Chief Executive and Communities Co-ordinator.

Note from Steven Cole, Assistant Handyperson: Steven confirmed his committed to achieve his driving test by September 2019.

Thank you: Thank you card from Charlie Millar for all his retirement gifts and wished the Board every success for the future.

20. APPLICATIONS FOR MEMBERSHIP

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

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

The Board noted and approved on the motion of Evelyn Ferguson and seconded by Julie McNeil for the members to be added to the Share Membership Register and that the Share Certificates would be issued.

21. USE OF SEAL

Use of seal used on one occasion.

22. ENTITLEMENTS, PAYMENT AND BENEFITS

None

23. NOTIFIABLE EVENTS

Nothing to report

24. SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 21ST MARCH – 24TH APRIL 2019

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

Operations Sub Committee – 27th March 2019

1481 Former Credit write off changed from £853.65 to £183.22.

Policy Reviews – approved

Chip and Pin Policy

Gas Safety Policy & Procedure

Medical Adaptations

Allocation Policy – Workshop to be set up with Board members to allow them to be part of the review process

Electrical Servicing Contractor – approval to appoint Magnus Electrical Services Ltd.

Court Actions

Approval was unanimously granted to proceed with court action if required regarding the cases below:

- Approval to proceed with court action if necessary re 18 live cases for rent arrears
- Approval to proceed with court action if necessary re 2 live case for anti-social behaviour.

Regeneration Sub Committee – 18th April 2019

Universal Credit – Refresher Training – CEO looking at training plan for the Board and will revert back.

Regeneration Plan Approved

57-85 Castlemilk Drive:- Delegated authority to CEO:

- To enter into a Heads of Terms agreement with Crudens to progress with the development of 57-85 Castlemilk Drive.
- Instruct Crudens to progress with the detailed design of the project, in line with the budget figures detailed in section 8.3 of agenda item 7b.

Nursery Site:-

- a) That delegated authority be given to the Chief Executive to formally submit an addendum to Feasibility Study the Council to address matters in line with the proposals detailed within this report
- b) That the Board note the previous approval given to appoint a design team on receipt of a Scheme Approval from GCC and to add to this the appointment of Ian White Associates as Landscape Architect for a fee of 0.2% of works cost.
- c) That delegated authority be given to the Chief Executive to procure a Mechanical and Electrical Engineer to join the design team and to achieve this with a call-off from a suitable framework if available, failing which a tender will be advertised on PCS.
- d) That the Board give delegated authority to the Chief Executive to progress the scheme to RIBA Stage 2 'Concept Design' on receipt of a Scheme Agreement from GCC.
- e) That the Board acknowledge the financial implications of progressing to the next stage (Completion of RIBA stage 2) and specifically accept that there may be abortive costs incurred should the scheme not be given grant approval by GCC. These would amount to £199,720 in 2019/20 and £62,326 in 2020/21.

Procurement Policy – Approved

Procurement Report – Approved

Church Legacy – Approval to plant a tree within the church site and to erect a plaque on the wall with the inscription "You shall love your neighbour as yourself"

Church Site – Approval to name the street Miller Way.

Community Plan – Approval to spend £9k working in partnership with Ardenglen HA.

The Board noted the subsidiary and sub-committee decisions made between 21st March – 24th April 2019.

25. HEALTH & SAFETY/HWL

Health & Safety: No issues to raise.

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.

26. A.O.C.B

Richard Irvin Energy Solutions (RIES): The Board were reminded at the Board Meeting on 28th November 2018 that delegated authority was given to the Chief Executive Officer to sign a novation agreement with Richard Irvin (FM) to transfer the contract for the facilities management of Buchanan Lodge to the new company. The Chief Executive informed the Board that this novation agreement has now been signed.

Group Business Away Day: Friday 26th April 2019, Lighthouse. Transport will leave the Association's offices at 12.45 pm.

27. **DATE OF NEXT MEETING**

Wednesday 22nd April 2019 at 6.00 pm

There being no further business the meeting concluded at 7.31 pm

Signature:
Chair of Board of Management

Date: