

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT

**HELD ON WEDNESDAY 25TH SEPTEMBER 2024 AT 6.00 PM CASTLEMILK STABLES, 59
MACHRIE ROAD, GLASGOW**

Present: Anne M Stuart MBE, Chairperson
Julie McNeil, Vice Chairperson, (Zoom)
Teresa McGowan
Jennifer McInnes, Zoom
Chris O'Brien, Zoom
Gayle Fitzpatrick
Faye Mitchell
Mark Tedford, Zoom
Ryan Barclay
Bridget Crossan

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Fiona McGowan Director of Operations (Part meeting)
Pamela Gibson Observer
Linda Frame Observer

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There was no fire drill planned and reminded Board Members of the evacuation procedures.

Apologies were received from Allana Hammell and Natalie Tobin.

The Chairperson welcomed two observers who have expressed a wish to join the Board of Management. All board members and staff introduced themselves to the observers.

The Chairperson sought approval to take agenda item 5 before agenda item 4 on the agenda.
The Board approved.

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)

None

3a. MINUTE OF MEETING HELD ON 12TH AUGUST 2024

The Chairperson asked all board members present at the meeting if that had received their board papers on time and if they had read and understood the papers.

All board members present confirmed that they had received their board papers on time and that they had read and understood the papers

The meeting of meeting held on 12th August 2024 were noted and approved on the motion of Teresa McGowan and seconded by Faye Mitchell.

3b. MATTERS ARISING FROM MEETING HELD ON 12TH AUGUST 2024

None

3c. ACTION LIST FROM MEETING HELD ON 12TH AUGUST 2024

	Details	Person Responsible	Status
Actions from meeting held on 24th October 2023			
1.	<i>Redacted as contains sensitive information.</i>	<i>Redacted as contains sensitive information.</i>	<i>Redacted as contains sensitive information.</i>
Actions from meeting held on 26th June 2024			
2.	<i>Redacted as contains sensitive information.</i>	<i>Redacted as contains sensitive information.</i>	<i>Redacted as contains sensitive information.</i>

3.	Official opening of lights in the park. – Board of Management to be sent invitations	Communities Team	Ongoing – issues with GCC. CEO intimated that she had raised with the GCC re additional funding for fly tipping removal. This has now been approved. A date to be agreed for when this will happen. After this has been completed, there will be an official opening.
Actions from meeting held on 12th August 202			
4.	Attendance Register to be updated	HCF	Completed
5.	SHR Portal to be updated with all new board members and resignations	HCF	Completed
6.	<i>Redacted as contains sensitive information.</i>	HCF	Completed
7.	Policies approved Disposal CCTV Financial Regulations Policy register to be updated. Staff notified	HCF	Completed
8.	<i>Redacted as contains sensitive information.</i>	HCF	Completed
9.	<i>Redacted as contains sensitive information. to attend SHARE Board Convention</i>	HCF	Completed
10.	<i>Redacted as contains sensitive information.</i>	FO	Completed

5. **CHIEF EXECUTIVE OFFICER'S BI MONTHLY REPORT**

The Chief Executive Officer presented her Bi Monthly Report previously circulated with the agenda.

Regulatory Status/Assurance process 2024

The Chief Executive Officer informed the Board that the Annual Assurance review process has now been completed and she thanked all Board members who were able to attend the workshops.

For those Board members who were unable to attend the workshops, the information that board members receive at board meetings should give board members a sufficient level of information to confidently sign off the Assurance Statement. The workshops are there to provide an overview of information that board members have already received and to allow for an opportunity to review of the Standards and highlight any areas of material or non-material improvements

The Chief Executive Officer reminded the Board of further guidance/information that they could review with regards to Assurance Statement, ie SFHA Tool Kit (the Association currently uses the SFHA Tool Kit to take us through the Assurance Review process); letter from SHR in March 2024; guidance from SHR in February 2024 and the SHR's thematic review (details best practice in the sector). All links were detailed in the Chief Executive Officer's report.

The Board members that attended the workshops did not identify any areas of material non-compliance. There were some areas for improvement and they form the Association's rolling Assurance plan which has now been updated. The current Assurance Improvement Plan was attached as Appendix 1 to the Chief Executive Officer's report.

Refresher training on Assurance Statements will be provided to Board members during 2024/25.

As the Board are aware, the Assurance Statement needs to be submitted to the SHR by the 31st October 2024. A draft Assurance Statement was provided at Agenda Item 4.

The Board noted and approved the Assurance Improvement Plan and also approved the Assurance Statement for 2024. The Board approved for the Chief Executive Officer to submit to the SHR.

Notifiable Event

Redacted as contains sensitive information.

Subsidiary Matters

Cassiltoun Trust: There are no concerns to raise, it is operating within budget and meeting

At the August Board meeting, Faye Mitchell indicated that she would be interested in joining the Trust Board. Clarification was sought with regards to whether there was a limit on the number of people from the Housing Association Board who could sit on the Trust Board. After checking the Articles of Association there is no limit as to how many parent board members can sit on the Trust Board of Management.

The Board approved to appoint Faye Mitchell to the Board of Cassiltoun Trust.

Cassiltoun Stables Nursery: There are no concerns to raise, it is operating within budget and meeting its governance requirements.

Feedback from Tenants Conference held on 11th July 2024

Feedback from the Tenants Conference were detailed in the report. The Association will pick up on this feedback and will report back either through social media or our next newsletter.

CEO Training/networking

Chief Executive Officer highlighted the training and network that she had attended over the past few months.

Staff interviews/succession planning

The month of September has been spent having meetings with all members of staff at the Association. The questions being asked are:

- What do you like about working at Cassiltoun and what do we do well

- What can we do to make our services/the organization better
- Do you have all the skills and knowledge to excel in your current role, if no what are the gaps and what skills/knowledge would you need to be able to progress in the future
- Where do you see yourself in 5 years time
- What can the CEO do more or/less of
- Any worries?

Once the meetings have concluded a full report with any actions will be provided to the Staffing Sub Committee

Policy Reviews

The Chief Executive Officer sought the Board's approval to extend the review date, until the November Board meeting, for the following policies under the remit of the CEO:

- Donations Policy
- Value for Money Strategy
- Risk Policy (To be presented to the Audit and Risk Sub Committee in Oct 24)
- Rent Setting Policy

This extension will allow for a more comprehensive review.

The Board approved to extend the review date of the above policies to the November 2024 Board Meeting.

Industry Updates

As part of the Chief Executive's Bi-monthly she highlights recent publications that she recommends for the Board to read. The Board were reminded, if after reading the publications, that they would prefer separate workshops to go over the documents and discuss any implications that these can be scheduled.

Business Planning Session 2024

A reminder that the Business Planning session is taking place on the 1st November 2024.
Redacted as contains sensitive information.

Staff Team Building 2024

The staff held their teambuilding day on 30th August 2024. The morning session reviewed business activity for the first 6 months of the year, our weaknesses (SWOT analysis) and had a session on positive psychology. The afternoon was spent working on a variety of fun and challenging tasks to promote communication and team work.

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

4. **ASSURANCE STATEMENT**

The Chief Executive Officer presented the Assurance Statement previously circulated with the agenda.

As the Board are aware, the Assurance Statement is required to be approved by the Board of Management and presented to the Scottish Housing Regulator (SHR) by the end of October 2024. Four workshops have been held with the Board to take them through the evidence against the Regulatory Framework.

The Statement confirms that we have an effective approach to collecting equalities data which will continue to be used to inform our decision making. Our approach was audited in October 2023, where the Board received strong levels of assurance. With regards to human rights we are working collectively with other local landlords to consider how the work we already undertake complies with human rights legislation and best practice. We can also confirm that we have taken into account tenant and service user feedback on our services.

The Statement also confirms that the Association has met its landlord duties in relation to tenant and resident safety including:

- Gas safety
- Electrical safety
- Water safety
- Fire safety
- Asbestos
- Damp and Mould
- Lift safety

The Association's approach to damp and mould was audited in June 2024. The Board were given substantial levels of assurance of our compliance and our overall landlord health and safety compliance was also audited with no material concerns raised.

After discussion, the Board approved the Assurance Statement for 2024.

6. **CHARTER BENCHMARKING**

The Director of Operations presented Charter Benchmarking information via a power point presentation which had been previously circulated with the agenda.

As the Board are aware, every year after the ARC has been submitted, the SHR provides benchmarking information around September that feeds into the Report Card.

We benchmark against our local landlords, Wheatley Homes Glasgow (half of our stock came from GHA) and the Scottish Average.

Summary

The agreed areas for improvement for 2024/25 contained within the Report Card are:-

- To reduce rent arrears (6.28%)
- Improved void loss performance (0.75%)
- Improved days to let (38.03 days)

To achieve this, we have:

- Continued training on IT system HomeMaster.

- Continued staff training
- Regular audits
- Regular performance meetings with contractors.
- Also continue to improve levels of tenant satisfaction
- Monitor complaint trends
- Tenant Satisfaction Survey to commence September 2025

The Chairperson and Vice Chairperson thanked the Director of Operations for the detailed presentation.

Gayle Fitzpatrick enquired of the internal audits that are being carried out in 2024/25. The Chief Executive Officer confirmed that the areas to be audited are:-

Reactive Maintenance

Electrical Safety

Budgetary and Financial Reporting

The Board noted and approved the contents of the Charter presentation and agreed that the information contained within the presentation is detailed in the Report Card 2024.

6.45 pm Director of Operations left the meeting

7. *Redacted as contains sensitive information.*

8. *Redacted as contains sensitive information.*

9. *Redacted as contains sensitive information.* – **EXTERNAL AUDITOR ENGAGEMENT LETTERS**

The Chief Executive Officer presented the External Auditor Engagement Letters.

After discussion, the Board approved the content of the Engagement Letters and agreed the Chairperson who sign them on behalf of the Board.

10. **POLICIES**

10a. **Chip & Pin:** The Chief Executive Officer presented the revised Chip & Pin Policy previously circulated with the agenda. ***After discussion, the Board approved the revised Chip and Pin Policy.***

10b. **Group Policy and procedure for Serious Complaints against the CEO:** The Head of Corporate, HR & Finance presented the revised policy previously circulated with the agenda. ***After discussion, the Board approved the revised Group Policy and Procedure for Serious Complaints against the CEO.***

- 10c. **Protocol for Managing an Alleged /Suspected Breach of Code of Conduct by Governing Body Members:** The Head of Corporate, HR & Finance presented the revised policy previously circulated with the agenda. The Board were reminded that this policy is a template policy provided by the SFHA. ***After discussion, the Board approved the revised Group Policy and procedure for Serious Complaints against the CEO policy.***

11. **CORRESPONDENCE**

SHARE: The Head of Corporate, HR & Finance informed the Board that she had received correspondence from SHARE indicating that all our board members had been registered onto the SHARE training portal. The Board were advised that they should have received an email from SHARE asking them to activate their account. Board members were asked to check if they had received the email and if not to contact any member of the Corporate Team.

SHARE Annual General Meeting: SHARE's Annual General Meeting will take place on Thursday 3rd October 2024 at 9.30 am at Willow House, Kestrel View, Bellshill, ML4 3PB or via Zoom. Anyone wishing to attend, should contact any member of the Corporate Team.

Thank you notes: *Redacted as contains sensitive information.*

Castlemilk Lived Experience: Castlemilk Lived Experience Group have been shortlisted under the "partnership category" in CIH's Scotland Housing Awards, 8 November 2024, DoubleTree by Hilton Glasgow Central, 36 Cambridge Street Glasgow G2 3HN. The Board agreed to send 4 representatives from the Association, ie 2 staff and 2 board members. The Chairperson will attend as she forms part of the Castlemilk Lived Experience Group. Anyone wishing to attend, should contact any the Head of Corporate, HR & Finance. Names will be put in a hat if we received more than one interested party.

Letter from SHR, Consultation on the Annual Return on the Charter: On 16th September 2024, the SHR launched its consultation on the proposed changes to the Annual Return on the Charter. The consultation will close on Friday 8th November 2024.

GWSF – Invitation to attend the Glasgow Citizen's Panel, 7th October 2024: Anyone interested in attending should contact any member of the corporate team.

Redacted as contains sensitive information.

GWSF Annual Conference, 29th November 2024 in Radisson Blu Hotel, Glasgow: The chairperson will attend the Conference on behalf of the Association. Anyone else wishing to attend should contact any member of the corporate team.

EVH's Brief Monthly Report, August 2024: A copy was distributed via email to the Board for their information.

Glasgow Council for the Voluntary Sector (GCVS): GCVS are running free training courses for Board members ie

Board members as Employers, Know your Responsibilities, 31 October 2024, 5.30 – 7.30 pm via zoom

Better Governance, 6th November 2024, 5.30 – 7.30 pm via zoom

Anyone interested in attending, should contact any member of the Corporate Team

Chairperson's Report

20th August 2024: Attended Poverty Alliance Conference. Interest among attendees as to the work of the Castlemilk Lived Experience Group.

27th/28th August 2024: Attended the DTAS Conference with the Head of Asset Management, Glasgow Caledonian University.

Day One: Attended a presentation from Lesley Riddoch, Broadcaster on 'Scottish Democracy: How can our Democracy Thrive and Exploring Intrinsic Drive Within Us'

Attended a presentation from the Newtongrange Development Trust who outlined how running their Online Charity Shop benefits their community

Attended a presentation from Democratic Finance Scotland on transforming community wealth

Attended the Wellbeing: A Goal Setting Masterclass

Day Two: Attended the Celebrating 'Board'om Workshop (Learning about the success of Boards) and Managing Energy Use in your Building (cost cutting problems)

3rd & 4th September: Attended SHARE's Governance Conference at Seamill Hydro. Main speakers were:-

All about Retrofit: This subject keeps coming up at every meeting. Heard so much but no answers. No funding from the Government.

Being Good Board Members: Who sits on the board; are questions asked; do we diversify; what is our age group. Alison Smith led this workshop.

Engagement with the Regulator: Yorker HA gave an outline as to their engagement with the SHR re age and length of time members served on the Board of Management

Scottish Community Alliance, seeking Housing Association's to join

17th September: Attended the Castlemilk Lived Experience Group. John Summers, Scottish Government and his Depute Director attended the meeting. The Group spoke to John about problems with funding for more houses; building homes for the elderly. The Commissioner for Scottish Human Rights will speak at the next session of the Group.

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

12. APPLICATIONS FOR MEMBERSHIP

None

13. USE OF SEAL

None

14. **ENTITLEMENT, BENEFIT AND PAYMENTS**

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

After discussion, the Board approved the contents of the Entitlement, Benefit and Payments report.

15. **NOTIFIABLE EVENTS**

Factoring – Notifiable event ongoing

16. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 13TH AUGUST 2024 – 25TH SEPTEMBER 2024**

Noted and approved

Cassiltoun Stables Nursery meeting took place on 19th September 2024. Decisions will be reported at the next Board meeting.

17. **AOCB**

Office closure: *Redacted as contains sensitive information.*

The Board approved for the office to close on Tuesday 14th November 2024.

Board meeting to be held on 30th October 2024 at 6pm: Board approval was sought to move the date of the next Board meeting from 30th October 2024 to 29th October 2024 to allow staff and board members to attend the Spooky Walk. Anyone interested in volunteering to assist at the spooky walk to contact any member of the corporate team.

Redacted as contains sensitive information.

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

Tuesday 29th October 2024 at 6pm

There being no further business the meeting concluded at 7.28 pm

Signature:
Chair of Board of Management

Date: