

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 27TH SEPTEMBER 2023 AT 6.00 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/ZOOM

Present: George Kelly Anne M Stuart MBE
Teresa McGowan Faye Mitchell
Harry Mills Chris O'Brien (Zoom, Part meeting)
Barbara Dusik (Zoom) Ryan Davidson (Zoom)

In Attendance: Clair Malpas Chief Executive Officer
Fiona McGowan Director of Operations
Paula Brownlie Head of Corporate, HR & Finance
Amanda Laing Finance Manager (Part meeting)
Redacted as contains sensitive information

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

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

Apologies were received from Jennifer McInnes, Julie McNeil and Gayle Fitzpatrick. Evelyn Ferguson is on leave of absence.

The Chairperson sought the Board's approval to bring Agenda Item 5 forward on the agenda to after agenda item 2. ***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)

Redacted as contains sensitive information.

5. *Redacted as contains sensitive information*

3a. MINUTE OF MEETING HELD ON 14TH AUGUST 2023

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

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

The minute of meeting held on 14th August 2023 where noted and approved on the motion of Faye Mitchell and seconded by Anna Stuart MBE.

3b. MATTERS ARISING FROM MEETING HELD ON 14TH AUGUST 2023

None.

3c. ACTION LIST FROM MEETING HELD ON 14TH AUGUST 2023

	Details	Person Responsible	Status
Actions from meeting held on 29th March 2023			
1.	<i>Redacted as contains sensitive information</i>	Housing Manager Director of Operations	Ongoing Awaiting information from
Actions from meeting held on 26th April 2023			
2.	Analysis of expenditure over the last 3-4 years to present to the Board at a future meeting.	Finance Manager	The Finance Manager presented at the Board Meeting held on 14th August 2023 the analysis of expenditure over the last 3 years. 2020/21 was COVID year.
Actions from meeting held on 21st June 2023			
3.	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>
4.	An update report on progress with the procurement in August 2023 to the Regeneration/Operations	Development Consultant	This report was presented to the Regeneration/ Operations Sub Committee in August 2023
5.	Stables Heating Project To utilise the Link Framework for the appointment of M+E Engineer and QS Services having successfully used this	Development Consultant	Ongoing

	<p>framework before and in order to keep the expenditure 'within the sector'.</p> <p><i>Redacted as contains sensitive information</i></p> <p>Board give delegated authority to the CEO to select the respective consultancy firms for M+E and QS Services from the Link Group Framework.</p> <p>That the Board give delegated authority to the CEO to seek external funding to assist with the cost of the project and to engage with the Scottish Housing Regulator (SHR) over the planned investment, as necessary.</p>	<p>Development Consultant</p> <p>CEO</p> <p>CEO</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>
6.	<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 14th August 2023			
7.	<p>Office Bearers</p> <p>Chairperson: George Kelly Vice Chairperson: Anna Stuart Treasurer: Richard Sullivan Secretary: Paula Brownlie</p> <p>Governance documents to be updated SHR website to be update with regards to Secretary position</p>	HCHR&F	<p>Some Governance Documents still be to returned SHR Portal updated</p>
8.	<p>Subsidiary and Sub Committee Membership</p> <p>Governance documents to be updated</p>	HCHR&F	Awaiting a few Trust Members governance documents
9.	<p>Policies approved</p> <p>Customer Care Data Protection Data Subject Rights Procedures Information Security and Personal Data Breach Management Procedure Asbestos Management Strategy</p> <p>Policy Register to be updated</p>	HCHR&F	Policy Register updated
10.	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>
11.	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>	<i>Redacted as contains sensitive information</i>

		<i>sensitive information</i>	
12.	Fraud, Bribery and Corruption Policy: The Board approved to defer review of this policy until the end of Quarter 3. Policy register to be updated	HCHR&F	Completed

4. **CHAIRPERSON'S REPORT**

Thursday 31st of August: The Chair attended 1-2-1 meeting with the Chief Executive.

The Chairperson also attended Regeneration and Operational sub-committee meeting that evening. The decisions from that meeting were outlined in Agenda Item 14.

Friday 1st September: The Chair attended the SFHA Governance Conference which was held in The SFHA Studio located in Hope Street. After opening remarks by Sally Thomas CEO of the SFHA, Michael Cameron CEO of the SHR gave a run down on the feedback of the Regulatory Review discussion paper. The Chair attended two workshops. The first being Linda Ewart's, Get Governance and the second was Charity Legislation and Legal Updates which was facilitated by Steve Kent of OSCR and Lauren Little of TC Young.

Three topics were discussed in the final plenary session: The four day week in practice by Calum Kippen of Kingdom HA; Unique internal systems aiding compliance with equalities data collection by John McMorrow of Melville HA and Unique challenges faced by fully mutual Co-ops. This was presented by Larke Adger of West Granton Housing Co-op. This was a very good conference and an enjoyable networking experience. All presentations are available on the SFHA web site.

Monday 4th September 2023: The Chair and Vice Chairperson met with Eamon Connolly Director of EVH who was visiting us during his retirement tour of all the RSL's currently associated with EVH. It was a very enjoyable meeting for myself as Anna and Eamon reminisced about their past endeavours and we had good conversations about most topics in the housing world.

Friday 6th September 2023: Attended Fiona McTaggart's retirement event. Fiona began her career with us as an administration assistant who then worked her way up the housing ladder to become Operations Director and then Deputy CEO before becoming CEO of Govan Housing Association.

During September, the Chair has been attending the EVH Leadership Programme and this will continue into next month.

Wednesday 13th September: Attended with other board members the final Assurance Workshop of the year. Topics covered were: Assurance & Notification, Charter Performance, Tenant and Service User Redress, Whistleblowing, Equality and Human Rights, Statutory, Guidance, Organisational and Constitution Details and Regulatory Standards Governance & Financial Management. Those in attendance agreed that we were fully compliant in all of these areas.

Thursday 14th September: The Chair attended the monthly Community Council Meeting. Fly tipping on the Braes was the big talking point.

The Community Locality Plan was mentioned. Lowering pavements for Disability Scooters was also talked about and the Core Links worker based in the Dougrie Practice went through

her portfolio in helping people suffering/recovering from illness and a host of other ailments. Guiding them to other agencies and helping out with fuel and food poverty.

Maureen Cope mentioned that the Maureen Cope Hall will be closing and a number of options for relocation was discussed.

Friday 15th September: Lisa Thomson, DRS Glasgow City Council met with myself and CEO to tour the estate and determine what work was required by the Association or the Council to bring it back to an acceptable standard of repair. It was found that a large amount of work is required from both the Council and the Association which will be discussed further.

Wednesday 20th September: The BBC held a debate evening in Rutherglen Town Hall. The Chair and Vice Chairperson were invited to participate in the audience.

The main topics discussed were Westminster cutbacks, carbon cutbacks, Council cutbacks, inflation and the cost of living crises. The programme can be found on BBC IPlayer.

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

6. 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 2023. Four workshops have been held with the Board to take them through the evidence against the Regulatory Framework.

The SHR had indicated that they wished two areas included in the Assurance Statement ie Equalities and Human Rights. As the Board are aware last year we included this area in our Assurance Statement outlining our plans for Equality and Human Rights.

This year's Assurance Statement includes confirmation that we have an effective approach to collecting equalities data and that this information is presented to the Board of Management or relevant sub-committees and that this information will continue to be used to inform our decision making. 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 and this will be further developed over the coming year.

The second area was in relation the Health & Safety. Our Assurance Statement confirms that we have met our landlord duties in relation to tenant and resident safety including:

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

Our approach to gas safety was externally audited this year and the Board were given high levels of assurance of our compliance and our overall landlord health and safety compliance was also externally audited with no material concerns raised.

After discussion, the Board unanimously approved the Assurance Statement for 2023.

7.00 pm – Chris O’Brien left the meeting

7. 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. The CEO informed the Board that the SHR have asked Housing Association’s to think of the rationale as to why we choose the RSLs to benchmark against ie Associations who carry out the same work as Cassiltoun.

Ryan Davidson enquired of the average days to relet, 42.60 days. Was this in relation to some areas that are particular difficult to let. The Director of Operations confirmed that it is across the board and in relation to the condition of the properties that we are getting back. It is not in relation to refusals of lets. Faye Mitchell enquired if meter issues are in relation to the relet figures. The Director of Operations confirmed that in some cases it is.

The Director of Operations intimated that the number of times we did not meet your statutory duty to complete a gas safety check is 0 compared to the Scottish Average of 1032. We think that this may be an error on the SHR website.

Summary

The agreed areas for improvement for 2023/24 contained within the Report Card are:-

- To reduce rent arrears (4.39%)
- Improved void loss performance (0.89%)
- Improved days to let (42.60 days)

To achieve, this we have:

- Introducing a new IT system HomeMaster.
- Increased staff training
- Regular audits
- Regular performance meetings with contractors.

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

The Board noted and approved the contents of the Charter presentation.

8. CHA MOVING TO 365

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

As the Board are aware, as part of our Digital Transformation Strategy, is to move from operating from an on site premise server to a cloud base server ie 365.

The benefits of 365 is that you can log in anywhere, can share all documents, our server is now coming to end of life and everything will be kept on the cloud, it is a lot more secure against cyber threats.

The Board had previously approved to move to 365 when the Digital Transformation Strategy was approved. Earlier in the year, before the end of the financial year we blocked purchased 365 licenses but did not roll them out until we needed them. Two member of staff have the 365 licenses as their current license had expired.

It was envisaged to implement the move to 365 once Homemaster had been embedded. However, the two members of staff who are operating 365 are having ongoing issues working with the current operating system. They have had to delete all emails, they cannot see other members of staff's calendars to arrange meetings or book rooms.

Potential new members of staff (funded posts) will need to operate the 365 system. It is becoming more imperative to move all staff onto 365.

It is proposed that the rollout of Office 365 is brought forward and completed in this financial year. This was not part of the planned budget. A further complication is that our contract with our current IT supplier ends on March 2024 and we are due to go out to procurement in the next quarter.

Redacted as contains sensitive information was attached as appendix 1 to the report. *Redacted as contains sensitive information* have provided 2 quotes with the difference being whether we have Microsoft Intune installed at a cost of *Redacted as contains sensitive information*. They propose the move over two stages, emails in the first instance and then files and folders. Staff will be asked to cleanse the current system as the more we move over, the cost will increase.

There are a number of benefits in having Intune including increased cyber security. A key benefit for Cassiltoun is its mobile device management. As many of our staff have smartphones and we will be purchasing tablets for both staff and Board members. Intune will allow Cassiltoun to remotely configure, manage, and monitor the mobile devices used by its employees. This feature enables businesses to enforce security policies, such as password requirements and manage devices remotely, such as wiping devices in case of loss or theft.

Ryan Davidson commented that being a user of Windows 10 to 365, will change users life for the better.

After discussion, the Board approved Redacted as contains sensitive information. This cost will be incurred during financial year 2023/24.

9. POLICIES

- 9a. **Damp and Mould Policy:** Director of Operations presented the Damp and Mould Policy (new). This policy has been drafted due to the ongoing issues around Damp and Mould. A detailed procedure is also being drafted and will be brought to the next Board meeting for approval. ***After discussion, the Board approved the Damp and Mould Policy.***

- 9b. Garden Care Policy:** Director of Operations presented the Garden Care Policy (revised) previously circulated with the agenda. Teresa McGowan enquired under GDPR have we got the right to ask tenants to “produce evidence of any medication currently being prescribed”. The Director of Operations confirmed that we can ask the tenants as part of the policy to produce evidence but we would not share this evidence with anyone. Ryan Davidson intimated that in his opinion it as a great policy. ***After discussion, the Board approved the Garden Care Policy (revised).***
- 9c. Chip & Pin Policy:** Director of Operations presented the revised Chip and Pin Policy previously circulated with the agenda. This policy is required to be reviewed annually. There are no changes to the policy. ***After discussion, the Board approved the revised Chip & Pin policy.***
- 9d. Financial Regulations Policy with appendix outlining authorisation limits:** The Finance Manager presented the revised Financial Regulations Policy. All changes were highlighted in red within the policy. The background to the revision of the policy was in preparation for the implementation of Homemaster (Housing/Finance software). At the present time, the SLT approve invoices (2 members). Any invoice above £10k needs to be approved at Board level. The proposed changes to the policy give the staff team authorisation to spend (purchases orders) as per their Grade as well as approving invoices. The Board should be assured that their will always be a dual approval process. The policy will be amended to take into account the dual approval process as well as including Nursery staff.

After discussion, the Board approved the revised Financial Regulations Policy which will include the two amendments as discussed.

10. APPLICATIONS FOR MEMBERSHIP

The Board considered 1 membership applications as outlined by the Head of Corporate, HR & Finance.

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

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

11. USE OF SEAL

None

12. 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.

13. NOTIFIABLE EVENTS

Redacted as contains sensitive information

14. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 15TH AUGUST 2023 – 27TH SEPTEMBER 2023

Regeneration & Operation Sub Committee – 31st August 2023

- Julie McNeil was elected as Chairperson - Approved
- Policy Statement on Construction (Design and Management Regulations) 2015 – Approved.
- Sustainability Policy – Approved
- The continuation of 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 – Approved.
- Gas Safety Policy and Procedures – Approved
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Cassiltoun Trust AGM – 6th September 2023

- Audited accounts for 2022/2023 - Approved
- Board Membership:-
 - Anna Stuart MBE
 - Christine Devine MBE
 - Charlie Turner
 - Charlie Millar
 - Glenn Elder
 - Lewis MacSween
 - Susan Casey
 - Councillor Margaret Morgan
 - Deborah McGlashan
 - Bridget Crossan
- Office Bearers:-
 - Chairperson – Anna Stuart MBE
 - Vice Chairperson – Lewis MacSween
 - Treasurer – Charlie Millar

Cassiltoun Trust Board Meeting – 6th September 2023

- *Redacted as contains sensitive information*
- Management Accounts to June 2023 – approved
- ICT & Acceptable Use Policy - approved
- Group Risk Management Policy - approved

Cassiltoun Stables Nursery – 14th September 2023

Board membership 2023/24

Anna Stuart MBE
Jean Farrell
Jennifer McInnes
Leanne Gardner

Anna Stuart MBE – Chairperson

Minute of Board Meeting held on 20th June 2023 – approved
Minute of Special Board Meeting held on 24th July 2023 – approved

Operational Report – noted and approved

Staff Team Building Day 30 September 2023 – Board approved overtime to be paid to those who attend

Management Accounts for June 2023 – approved

Traffic Light Report as at 31st August 2023 – approved

Staff Report re Catering and Domestic Staff structure – approved

Policies – approved

Group Risk Management Policy
ICT Acceptable Use Policy
Child Protection Policy
Complaints – Duty of Candor
Confidentiality and Record Keeping
Responsive Card and Safe Sleep

15. **CORRESPONDENCE**

Ardenglen HA Newsletter: Copy available from office. This is their last paper version as they will be going digital in future.

Northview HA Newsletter: Copy available from the office.

Garr Gorm’s Summer Newsletter: Copy available from the office.

SHARE, hosting McMillan Coffee Morning: Tuesday 10th October 2023, 10-12noon in Saracen House. Chair and Vice Chairperson to attend.

Invitation from Impact Arts: Invitation to attend The Boardwalk on Thursday 12th October for the opening of Impact Arts Craft Café Exhibition between 2-4pm, 105 Brunswick St, Glasgow G1 1TF

EVH SHAPS Group member Governing Body event: The event will be held on Thursday 16 November 2023 from 2:00 pm until 3:30 pm in Betty’s Room, EVH 137 Sauchiehall Street or via Zoom

A 5 star google review received: The review stated “my housing all good”

Potential SFHA Governing Body Members' Forum and Conference: SFHA is keen to explore additional methods to directly reach governing body members (GBMs). Their views would greatly benefit their consultation responses and much of the guidance they produce as part of their Get Governance offering would be enhanced with more GBM input. The Board were consulted on this and all agreed that they would find it really useful.

THRE - Third Sector Human Rights & Equalities: THRE are running a series of free training for Board Members and staff on Human Rights & Equalities. A copy of their training events will be circulated to the Board. If anyone wishes to attend, please contact the Corporate Team.

16. **AOCB**

Joint training with other RSLs: Clydebank Housing Association are running a series of training events which our Board Members are invited to attend. The events will be held via zoom. A training session to worth noting is Health & Safety which would be beneficial for new board members as well as refresher training for existing board members. A copy of the training schedule will be copied to board members for their attention. Anyone wishing to be booked onto any of the training should contact the Corporate Team.

Wednesday Office Closure: *Redacted as contains sensitive information* **After discussion, the Board approved to continue with the office closure until Wednesday 1st November 2023 (inclusive).**

October Board Meeting, 25th October 2023: Our next Board meeting is scheduled to take place at 6pm on 25th October 2023. However, this is the night of the Association's Spooky Walk. **The Board approved to move the next Board Meeting to Tuesday 24th October 2023 at 6pm.**

Redacted as contains sensitive information

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

Tuesday 24th October 2023 at 6.00 pm

There being no further business the meeting concluded at 7.52 pm

Signature:
Chair of Board of Management

Date: