

CASSILTOUN HOUSING ASSOCIATION**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 26TH APRIL 2023 AT 6.00 PM IN CASTLEMILK STABLES, 59 MACHRIE
ROAD/VIA ZOOM**

Present:

Anna Stuart MBE	George Kelly
Evelyn Ferguson	Teresa McGowan (via Zoom)
Julie McNeil	Richard Sullivan (via Zoom)
Gayle Fitzpatrick	Faye Mitchell
Chris O'Brien (via Zoom, left meeting at 7.15 pm)	
Barbara Dusik (via Zoom)	

In Attendance:

Clair Malpas	Chief Executive Officer
Paula Brownlie	Head of Corporate, HR & Finance
Fiona McGowan	Director of Operations
Clare MacLean	Housing Manager
Amanda Laing	Finance Manager
<i>Redacted as contains sensitive information</i>	
Harry Mills	Observer

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There was no fire drill tonight and reminded Board Members of the evacuation procedures. The Chairperson welcomed our two new Co-opted Board Members to the meeting. Introductions were made by everyone at the meeting. The Chairperson also welcomed Harry Mills who is attending the meeting in the capacity of an observer. Mr Mills is interested in joining the Board of Management.

Apologies were received from Jennifer McInnes and Ryan Davidson.

The Chairperson enquired if all board members had received their board papers on time and if they had read over them and understood them. All board members confirmed that they had received their papers on time and that they had read and understood the papers.

The Chairperson sought the Board's approval to bring forward agenda item 5a which will take place 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)

Permanent Register.

5a. EQUALITY SURVEY WITH TENANTS *Redacted as contains sensitive information*

Redacted as contains sensitive information gave a presentation which outlined the results from the Equality Survey recently carried out with our tenants.

As the Board are aware, there are a number of responsibilities placed on the Association. The Scottish Housing Regulator in their Regulatory Framework outline that all Housing Association's should have assurance and evidence that it considers equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery. To comply with these duties, landlords must collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff.

Landlords should base the collection of equality data on "a consensual approach" as people do not have to provide equality data. *Redacted as contains sensitive information* stressed that social landlords should collect only data that they need, and they should ensure that they are not gathering the same equality data through different organisational functions or at different stages in a process.

Landlords should use equality information for a range of purposes, including to:

- protect and promote your rights and interests;
- promote equality objectives across our services;
- identify and address our customers' needs, and improve our services; and
- identify and eliminate any form of discrimination.

The Association commissioned *Redacted as contains sensitive information* to carry out a survey to understand the equalities profile of our tenants. All tenants received a postal questionnaire and information leaflet. In addition, email invites were sent to those with email addresses registered with the Association and the survey was promoted online and a link on the postal questionnaire.

197 tenants completed the survey, a 19% response rate and providing data accurate to +/-6.3%.

Information was gathered on areas such as

Age

Disability

Sex and Gender Reassignment

Maternity and Paternity

Belief or religion

Sexual orientation

Ethnicity

Anna Stuart MBE intimated that the results we have received on age (older people) would inform the Association for future housing developments which may need adaptations. It was confirmed that it would.

The Chief Executive Officer intimated that our return was around 19% of those surveyed and enquired if this was a suitable return and were our results similar to that of other Housing Associations.

Redacted as contains sensitive information confirmed that the response rates for our survey was in line with what she had expected. However, if we had carried out a telephone survey we may have received a higher response rate. With regards to the information gathered, this information is unique to our tenants and there are no averages across Scotland.

Gayle Fitzpatrick enquired with regards to Sexual Orientation and the category "Other". *Redacted as contains sensitive information* enquired there is no description for other. This would be how those surveyed would classify themselves.

The Board noted the survey results presented by *Redacted as contains sensitive information* and thanked her for her detailed presentation.

Redacted as contains sensitive information left the meeting at 6.14 pm

Julie McNeil joined the meeting at 6.10 pm

3a. MINUTE OF MEETING HELD ON 29TH MARCH 2023

The minute of meeting held on 29th March 2023 where noted and approved on the motion of Anna Stuart MBE and seconded by Julie McNeil subject to a couple of small typing errors which do not change the context of the minutes.

3b. MATTERS ARISING FROM MEETING HELD ON 29TH MARCH 2023

Redacted as contains sensitive information

Page 6, Item 5: Chief Executive's Officer's Bi Monthly Report: Teresa McGowan intimated that she was not aware that the Operations Sub Committee had given permission to instruct a Forced Access to any properties that were not allowing access to complete EICR checks as completion was seen as critical for Health and Safety compliance. Director of Operations confirmed that legal advice was sought regarding carrying out a forced access and the Association is permitted to do so. The Chairperson intimated that the Operations Sub Committee had given approval for forced access to take place. The matter will be discussed at the Operations Sub Committee which is due to take place tomorrow.

3c. ACTION LIST FROM MEETING HELD ON 29TH MARCH 2023

	Details	Person Responsible	Status
Actions from meeting held 23rd November 2023			
1.	<i>Redacted as contains sensitive information</i> to investigate if there were specific areas in the Tenant Satisfaction Survey that highlighted specific areas that had higher levels of dissatisfaction compared to others	HM	<i>Redacted as contains sensitive information</i>
Actions from meeting held on 25th January 2023			

2.	Tenants to be educated on how to prevent Damp & Mould. Newsletter articles as well as posters being erected in closes to inform tenants	AM	Posters to be erected in closes and our next newsletter to include an article on Damp & Mould
Actions from meeting held on 22nd February 2023			
3.	<i>Redacted as contains sensitive information</i> Update – Board to be given an update at the next Board meeting	Director of Operations	<i>Redacted as contains sensitive information</i>
	Board approved for CHA to undertake a procurement exercise for the Trust re the lighting upgrade of Castlemilk Stables	Asset Manager	Ongoing
Action from meeting held on 29th March 2023			
4.	Board attendance register to be updated	HCHR&F	Completed
5.	Procurement Policy approved. Section to be added in to make reference to our Internal Framework as well as other frameworks that the Association may use. Policy will be reviewed every three years with Appendix 1 (Procurement Thresholds) to be reviewed annually. Policy Register to be updated and staff informed of changes to policy	Development Consultant Development Consultant HCHR&F	Completed Completed
6.	The Board unanimously approved the purchase of 14 laptops and monitors at a cost of £14,315. Board approved the amendments to the Budget for 2023/24. Budget to be updated	CEO Finance Manager	Completed
7.	Azets Engagement Letters to be signed off	HCHR&F	Completed
8.	<i>Redacted as contains sensitive information</i>	Housing Manager Housing Manager	Ongoing

		Director of Operations HCHR&F	Completed
9.	ICT policy approved – Policy Register to be updated and policy to be circulated to staff Training to be carried out with Board and Staff Team	HCHR&F CEO	Completed Date to be set
10.	3 x Co-opted Board Members – approved Induction programme to be set up and co-opted board members to sign off all paperwork	HCHR&F	Ongoing

4a. **CHAIR'S REPORT**

5th April 2023: Attended the Staffing Sub Committee – decisions can be noted under agenda item 17.

6th April 2023: The Chair and Vice Chairperson carried out the CEO's staff appraisal to assess her work achievements and performance in the past year *Redacted as contains sensitive information*

6th April 2023: Attended a Community Council meeting and a Castlemilk Community Planning Workshop with the Vice Chairperson. Our Community Development Manager was also present at the workshop.

25th April 2023: Attended SHARE's Chair's network with the Vice Chairperson

Short life working Group: The Vice Chairperson attended this Group which was set up by EVH to look at the way they can go forward in attracting new members and to change the way monthly meetings are held. The Vice Chairperson will update the Board on any progression that EVH has made.

22nd May 2023 at 6.00 pm: Risk Management Training has been arranged for all board members. The training will be carried out by our Internal Auditor's Wylie and Bissett.

4b. **CHIEF EXECUTIVE OFFICER'S STAFF APPRAISAL APRIL 2023**

The Chairperson presented the above Appraisal previously circulated with the agenda.

The Chairperson informed the Board that he and the Vice Chairperson had carried out the Chief Executive's Officer's annual appraisal on 6th April 2023. As previously reported, Chairperson intimated that the Appraisal had gone well and that the Chief Executive Officer had worked well during the last year.

The Board noted and unanimously approved the contents of the CEO's appraisal.

4c. CHIEF EXECUTIVE OFFICER'S SMART PLAN 2023/24

The Chairperson presented the above SMART Plan previously circulated with the agenda.

The Board noted and unanimously approved the contents of the CEO's SMART Plan for 2023/24.

5b. EQUALITY SURVEY WITH BOARD MEMBERS

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

Redacted as contains sensitive information intimated earlier, the Association has a responsibility to gather equality information on our Board Members. This information will assist us when we are recruiting for new board members.

The Board noted the results from the Equality Survey carried out with our Board Members.

6. TRAFFIC LIGHT REPORT – REVIEW OF OBJECTIVES 2022/23

The 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 Leadership 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. Six objectives are amber due to awaiting year end figures to determine if KPIs have been met. Our central heating programme and window programme have not progressed due to budget constraints. We are awaiting the appointment of an Energy Assessor to continue with our EESSH2 action plan. We have not carried out a new build resident survey as we are awaiting the completion of defects. Our cyber accreditation is ongoing due to improvements to be made and our Investors in People (IIP) award has been delayed due to changes within IIP. The IIP Assessment will be carried out in July 2023.

One objective was red as the Board are aware as this was due to our tenants not being satisfied with our Reactive Repairs contractor.

Faye Mitchell enquired if our new housing management software that we are aiming to implement in the latter part of the year is going to be a lot different to what the Association uses now. The Chief Executive Officer confirmed that it will be as it will be a cloud-based system. The system will be a lot more intuitive and quicker. Communication will be better among departments. It is hoped to save a lot more time in carrying out processes which will free up staff to concentrate on other pieces of work.

Gayle Fitzpatrick enquired if our Tenant Satisfaction Survey results with regards to tenants satisfaction were down to the snow plough affect from COVID. The Director of Operations confirmed that people’s expectations during COVID and gone up. However, we have had a change in contractors which has had a knock-on effect on service to our tenants.

The Board noted and unanimously approved the contents of the Traffic Light Review of Objectives 2022-23.

7. CHA BUSINESS PLAN 2023-2026

The Chief Executive Officer presented the Association's Business Plan for 2023-26.

Track changes have been highlighted to outline the changes that have been made.

Page 18 – Section 6: Outlines our business priorities for the next 3 years. Our financial plans are for 5 years and 30 years. They are currently being updated at present.

Gayle Fitzpatrick enquired of the Association's integrity of our data and if we had a designated information asset owner to review this information. The Chief Executive intimated that this is something that we are addressing. With moving to a cloud based server, all our information that is on file needs to be accurate and up to date.

Page 20-21 – Section 7: Outlines our Strategic and Operational Objectives previously approved by the Board.

Page 28: Section 10: This information has not been completed to date as Fettes McDonald is currently reviewing our 30 Year financial plan to take into account the delay in the Major Repairs Programme. This will be brought to the Board in May as well as our Five Year Financial Plan.

After discussion, the Board unanimously approved the updated CHA Business Plan for 2023-26

8. MANAGEMENT ACCOUNTS – MARCH 2023

The Finance Manager presented the above report previously circulated with the agenda.

The budget for the year end projected a surplus of around £602K. Based on the actual results to date, the actual results is sitting around £472k. Therefore there is an overall adverse variance of around £130k for the year.

The main variances to date were:-

Lower rents (£72K) – budget was set slightly higher than last year and we anticipated the new builds being ready by last financial year but some flats were not let until May

Higher voids (£21k) – staff are working with City Building to bring these costs down

Higher Amortised HAG £53k

Factoring Grants and other income £36k

Higher Interest receivable £35k

Lower repair costs £44k

Higher staff overheads (£16K) – this is due to holiday pay accrual required for statutory accounts.

Higher other overheads (£124K)

Higher loan interest (£65K)

Major repairs reflect costs incurred that did not meet criteria to be capitalised. Cyclical maintenance spend is under budget for the year due to delays in certain expenditure and is offset by overspends in the other categories. An overspend in Estate Maintenance is a result of increased contract costs. Reactive maintenance costs include accruals to March of £145k reflecting £70k for invoicing delays and £75k to cover any additional liability due to City Building to be determined in negotiation with them. Void repair spend of £90k accounts for 13% of the reactive spend.

The overspend in housing, building and governance consultancy relates to additional projects.

Amortised HAG and property depreciation are higher than expected. Actual amounts have been calculated using fixed asset software. The purpose of depreciation is to allocate the cost of an asset over its life. The amortised grant is allocating the benefit of the grant over the year. Castlemilk Drive is completed within the year, it is contained within our Asset Register, we have costs against it and grants against it. Where we have the depreciation coming in each year, we have the same for the grant. Amortised HAG is over than what we had expected in the budget and it off sets the depreciation. Accelerated depreciation is also included.

Our total net assets amount to £9.9m

Capital spend in the year of around £665k comprises new build spend of £88k to complete the project, stage 3 costs of £51k and component replacements of £526k. The latter relates to boilers £122k, kitchens £397k and bathrooms £7k.

The fixed asset register was updated with the purchase of two new vans this year.

The cash position remains healthy with overall cash of £4.5m.

The pension deficit in the balance sheet is currently sitting as a positive balance.

There are no issues with loan covenant compliance.

Cash balances at £4.5m – more favourable than budgeted

£3m remains on deposit

Faye Mitchell enquired if this year's spend is similar to that of previous years. The Chief Executive Officer intimated that in previous years there would have been more monies spent on major repairs, uniforms, publications etc, however we can do an analysis of expenditure over the last 3-4 years to present to the Board at a future meeting.

The Finance Manager informed the Board that our External Auditors will be carrying out their audit week commencing 1st May 2023. The Management Accounts are drafted based on the figures that we had at the time. The Audit may highlight changes required.

Julie McNeil thanked the Finance Manager and the team for producing a great set of accounts which gives the Board assurance on our financial position.

Gayle Fitzpatrick thanked the Finance Manager on explaining the meaning of Amortised grant.

After discussion, the Board unanimously approved the Management Accounts for March 2023.

9. CORPORATE/HR REPORT

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

Absence

Redacted as contains sensitive information

Gayle Fitzpatrick enquired if COVID has contributed to our absence figure. Head of Corporate, HR and Finance confirmed that COVID has not contributed to this year's absence figure.

Board Attendance

Redacted as contains sensitive information

Board Appraisals

Dates will be set to meet with the Chairperson to carry out Board appraisals during May 2023.

Board Training

As the Board are aware, we have set a target for board members to attend 4 training courses per year. There are a number of board members who have still to achieve this target. However, board members are reminded that they have still a few months left to achieve this figure.

The Board noted and unanimously approved the contents of the HR/Corporate Report.

10. COMPLAINTS REPORT

The Head of Corporate, HR & Finance presented the Complaints Register for the period 1st April 2022 – 31st March 2023.

During this period there were 51 complaints received with two being escalated to stage 2.

41 complaints were handled within timescales. 4 stage 1 complaints were handled outwith the timescale as per below:-

- 3 required an extension of time added as we were awaiting information/further investigation.
- 1 was due to staff absence.

There were two stage 2 complaints that were responded to within the 20-working day time scale.

Of the complaints raised at Stage 1, 32 complaints were upheld; 3 partially upheld and 13 were not upheld.

At stage 2, we had one complaint which was not upheld and one upheld.

Six compliments were received regarding staff during the period 1st January 2023 – 31st March 2023.

The Board unanimously approved the contents of the Complaints Report.

7.15 pm Chris O'Brien left the meeting

11. GDPR/FOI

11a. QUARTERLY RETURN TO SCOTTISH INFORMATION COMMISSIONER

The Head of Corporate, HR & Finance presented the quarterly Return to the Scottish Information Commissioner for the period 1st January 2023 – 31st March 2023.

During this period, we had received 2 x SAR requests and 1 x FOI requests.

The Board unanimously approved the contents of the Quarterly Return to the Commissioner. The Return will be uploaded to the Scottish Information Commissioner portal.

12. CORRESPONDENCE

GWSF Open Meeting, 17th May 2023 at 7pm: To be held at Royston Community Hub. Anyone interested in attending, please contact the Corporate Team.

EVH Annual Report: Available from the Association's Corporate Team.

12a. ENDING HOMELESSNESS TOGETHER – IMPLEMENTATION OF THE LOCAL LETTING PLAN (LLP) 2023/24

The Director of Operations presented the above letter that had previously been circulated with the agenda.

Director of Operations informed the Board that Glasgow City Council have written to the Association seeking help with regards to homes for homeless applicants. They are being faced with more homeless presentations and are struggling with temporary accommodation. They are putting people in bed and breakfast accommodation which is not suitable. They are getting 500 reports a night and they are not meeting their statutory duty.

Director of Operations intimated that Glasgow City Council are needing 60% of our lets and all Housing Association's in Glasgow.

Director of Operations gave the Board some background to our homeless lets via a power point presentation.

Cassiltoun work closely with Glasgow City Council to support those who find themselves homeless into rehousing. We supply 15 flats to be used as temporary accommodation which are leased to Glasgow City Council who pay the rent. During COVID we provided a further 7 flats to be used as temporary accommodation due to letting being suspended. These have now been returned to the Association.

Our Letting Plan states a minimum of 30% of our lets are made to section 5 referrals, this includes when we "flip" a flat which means that the person in the temporary accommodation is allocated the property as a Scottish Secure tenancy.

The presentation outlined our historic referrals and lets. Going by these statistics we could not meet a 60% target, we struggle to make the 30% section 5 referrals.

The main demand for section 5 referrals is for 2 apartment properties. The main source of our lets are 3 apartment properties.

Based on the accepted referrals even if all were re-housed we could not achieve a target of 60%.

After discussion, the Board unanimously approved that we keep to the status quo as per our Letting Plan and that a minimum of 30% of our lets are made to section 5 referrals and asked the Director of Operations to report back to the HSCP.

Director of Operations to produce a benchmarking report to the Operations Sub Committee of the number of lets to homeless from a City-Wide perspective.

13. APPLICATIONS FOR MEMBERSHIP

The Board considered 5 membership applications as outlined by the Head of Corporate, HR & Finance.

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.

14. **USE OF ASSOCIATION'S SEAL**

None

15. **ENTITLEMENT, BENEFITS AND PAYMENTS REGISTER**

None

16. **NOTIFIABLE EVENTS**

Redacted as contains sensitive information

17. **SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 30TH MARCH 2023 – 26TH APRIL 2023**

Staffing Sub Committee – 5th April 2023

The undernoted decisions were made

Redacted as contains sensitive information

Health & Safety Policy – approved

18. **AOCB**

None

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

Wednesday 24th May 2023 at 6.00 pm

There being no further business the meeting concluded at 7.43 pm

Signature
Chair of Board of Management

Date