

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 27TH MARCH 2024 AT 6.30 PM IN CASTLEMILK STABLES, 59
MACHRIE ROAD/ZOOM

Present: Anna Stuart Julie McNeil
Faye Mitchell (Zoom) Gayle Fitzpatrick (Zoom)
Allana Hammell (Co-opted) Chris O'Brien (Part meeting)

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Head of Corporate, HR & Finance
Amanda Laing Finance Manager

The meeting started at 6.40 pm due to technical issues.

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 Evelyn Ferguson, Teresa McGowan, Jennifer McInnes, Richard Sullivan, Barbara Dusik, Ryan Davidson and Harry Mills.

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)

Agenda Item 6b: Inflationary Pay Award: Chief Executive Officer, Head of Corporate, HR & Finance declared an interest

Agenda Item 10: *redacted as contains sensitive information*, Anna Stuart MBE declared an interest as she is a board member of the Cassiltoun Trust Board

3a. MINUTE OF MEETING HELD ON 28TH FEBRUARY 2024

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 28th February 2024 where noted and approved on the motion of Julie McNeil and seconded by Faye Mitchell.

3b. MATTERS ARISING FROM MEETING HELD ON 28TH FEBRUARY 2024

None.

3c. ACTION LIST FROM MEETING HELD ON 28TH FEBRUARY 2024

	Details	Person Responsible	Status
Actions from meeting held on 29th March 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 21st June 2023			
2.	<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 24th October 2023			
3.	<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 31st January 2024			
4.	Board approved the Reactive Maintenance Framework as detailed in Appendix 1 of the report. The Board also agreed that the work is not placed with any contractor until due diligence checks have been undertaken and signed off by the Director of Operations.	DoO	We are just carrying out due diligence checks on three multi trade contractors. All information is now back and all contractors have accepted the offers. It is not a contract to be signed but a “Tender and Return”. 19 contractors have accepted.
5.	Cyclical Repairs – what a tenant should expect of our contractors. Utilize newsletter as well as our social media avenues to inform tenants	AM	Will be included in Spring Newsletter
Actions from meeting held on 28th February 2024			
6.	Board attendance register to be updated	HCHR&F	Completed
7.	Data Protection Training Workshop for the Board to be arranged -date set for 2/5/2024	HCHR&F	Completed
8.	Julie McNeil elected as Vice Chairperson – SHR Portal to be updated. Staff to be informed	HCHR&F	Completed

9.	Allana Hammell Co-opted onto the Board of Management. SHR Portal to be updated. Staff to be informed. Induction plan to be set up with Allana	HCHR&F	Completed
10.	<i>redacted as contains sensitive information</i> ,to be invited to facilitate a workshop with the Board on Net Zero in housing.	HCHR&F	Email sent redacted as contains sensitive information,to ascertain if he could facilitate a training session in May/June 24. Awaiting on a date to be confirmed
11.	40 th Anniversary Workshop to be set up to discuss possible events/activities Harry, Julie and Anna intimated that they wish to attend Report to be presented at the next Board meeting re plans/costs etc	CEO	Report to be presented at the Board meeting on 24/4/2204
12.	Board approved budget for 2024/25 Delegated authority granted to CEO to accept the proposed Association (and subsidiary) insurances once the quotes are obtained from broker <i>redacted as contains sensitive information</i> ,		Updated budget to be presented to the Board at their meeting on 24/4/2024
13.	Board approved the Reciprocal Agreement on Decant Properties Policy Register to be updated	CEO HCHR&F	Completed
14.	Decant Policy – approved Policy Register to be updated	HM HCHR&F	Completed
15.	Lease Properties Policy – approved Policy Register to be updated Leased properties are a notifiable event and the Association will be doing a retrospective notification to the SHR regarding these properties.	HM HCHR&F	Completed
16.	Governance Calendar – approved Policy Register to be updated	HCHR&F	Completed
17.	Calendar of Priorities – approved Policy register to be updated SLT and Cassiltoun diaries to be updated	HCHR&F	Completed Ongoing
18.	Complaints Policy – approved Policy Register to be updated Policy to be uploaded to website	HCHR&F	Completed Website updated
19.	Fraud, Bribery and Corruption Policy – approved Policy register to be updated Chief Executive Officer to facilitate a training workshop on the policy for all board members.	HCHR&F	Completed <i>redacted as contains sensitive information, to carry out training on</i>

			Monday 29th April 2024 at 6pm via zoom
20.	<i>redacted as contains sensitive information,</i>		<i>redacted as contains sensitive information,</i>
21.	The Association to ascertain in the Lord Provost is wanting to rearrange her visit to the Stables	CSO	Completed Lord Provost has confirmed 17th April 2024 at 11am
22.	<i>redacted as contains sensitive information,</i>	CEO	<i>redacted as contains sensitive information,</i>

4a. CHAIRPERSON'S REPORT

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

Monday 4th March 2024: Chairperson attended the EVH Member Information Exchange in the Grand Central Hotel. Nikki Slowey from Flexibility Works gave a presentation on the upcoming changes to the law in the area of flexibility and what this means for employers

Tuesday 5th March 2024: Chairperson attended the Staffing Sub Committee meeting. Decisions outlined at Agenda Item 19.

Wednesday 6th March 2024: Chairperson attended the Trust Business Planning session and Board meeting. Decisions outlined at Agenda Item 19.

Thursday 7th March 2024. Chairperson attended the Nursery Board meeting. Decisions outlined at Agenda Item 19.

Thursday 7th March 2024: Chairperson attended the Locality Planning Group meeting.

Friday 8th March 2024: Chairperson attended the visit of Councillor Anas Sarwar to the Stables.

Friday 15th March 2024: Chairperson and Vice Chairperson attended the SHARE Conference. The opening session was hosted by Helen Shaw, SHR. The Chair intimated that she raised the issue of the Council requesting 60% of our stock for homeless and how the waiting list of Housing Associations in Castlemilk is high.

Next speaker was Kwajo Twenaboa, a young campaigner who spoke about the problems with Housing Associations in England.

First workshop attended was about energy and how families use it

Second workshop attended was Damp and Mould – some good tips

Afternoon session outlined "should it be mandatory for staff to have qualifications". The Chairperson gave the example of a member of staff at Cassiltoun who did not have any qualifications and how he has grown and progressed in his career.

The last session was delivered by David Bookbinder and the issues with Reidvale HA.

Monday 18th March 2024: Chairperson carried out the Chief Executive's appraisal and SMART Plan – these are attached at appendix 4b. The Chairperson indicated that as the

Board could see from the appraisal, our Chief Executive Officer is performing well and doing a great job.

Tuesday 19th March 2024: The Chairperson attended the “Lived Experience” – this group is discussing the celebration of 70 years in Castlemilk. We judged the Logo Competition and it was won by Cassiltoun Primary.

Wednesday 20th March 2024: The Chairperson attended the GWSF Forum Open Meeting with our Asset Manager. The theme was Zero Omission. They outlined three projects of which one cost £97,000 per unit. Examples given were Shettleston HA; Dalmuir Park and Argyll Housing.

Thursday 21st March 2024: *redacted as contains sensitive information,*

Tuesday 26th March 2024: The Chairperson attended the 40th Birthday celebrations working group along with Harry Mills Board Member and the Corporate Services Officer and Corporate/Finance Assistant. Feedback will be given at agenda item 7.

Wednesday 27th March 2024: The Chairperson attended the Writers Group and talked about taking forward the Oral History Group.

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

4b. CHIEF EXECUTIVE OFFICER’S APPRAISAL 2023/24 AND SMART PLAN 2024/25

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

The Chairperson informed the Board that she had carried out the Chief Executive’s Officer’s annual appraisal and SMART Plan on 18th March 2024. As previously reported, Chairperson intimated that the Appraisal had gone well and that the Chief Executive Officer had performed well during the last year.

After discussion, the Board noted and unanimously approved the contents of the CEO’s appraisal and SMART Plan.

5. SUB COMMITTEE MEMBERSHIP

The Chief Executive Officer intimated that as George Kelly had resigned from the Board of Management that there are vacancies within the undernoted Sub Committees

Group Audit and Risk – Gayle Fitzpatrick interested in joining
Regeneration and Operations
Staffing Sub
H&S Committee

If anyone who wish to join any of the above Sub Committee, please let the Head of Corporate, HR & Finance know.

6a. CHIEF EXECUTIVE'S BI MONTHLY REPORT

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

Insurance renewal: The Association's brokers have been trying to obtain alternative quotes for the renewal of our policy. However, the alternative quote they were able to obtain was higher than the initial quotation. At the Board meeting in February 2024, the Board gave the Chief Executive Officer delegated authority to accept the best value quotation which has now been done and the documents are being prepared to ensure that the Association have cover in place for the 1st April. Details of the insurers and premiums were outlined in Appendix 1. ***The Board noted and approved the costs of the Insurance Renewal.***

redacted as contains sensitive information

Regulatory Status/Assurance process 2024: The SHR will be publishing all social landlord Regulatory status imminently (most likely the first week of April). This will be on the Regulator's website, but we will also circulate the information to the Board and to our tenants on our website. We are now starting our process of working towards our 2024 Assurance Statement and we will be writing out to the Board to propose dates for our Assurance workshops. We encourage Board members to attend these sessions as it is a good opportunity to review the work of the Association and gain additional Assurance. The current Assurance Improvement Plan was circulated to the Board as at Appendix 2.

Refresher training on annual assurance statement – awaiting a date from SHARE
 Refresher training on Code of Conduct, Whistleblowing etc – this was carried out with the Board in Feb 2024 and will be carried out with staff on 15/5/2024
 Refresher training on equality impact assessments with the Board – 14/5/2024
 Finance refresher training – date to be finalised with the Finance Manager
 Anti Fraud Training – Wylie and Bisset will be carrying out training with the Board on 29/4/2024

As the Board are aware, the SHR Regulatory Framework has been revised and we will be adopting that with reflect our evidence gathered.

All areas that have been completed are highlighted green. ***The Board approved for these areas to be deleted from the action plan.***

redacted as contains sensitive information

Subsidiary Matters and Subsidiary and Sub Committee Minutes: Cassiltoun Trust
redacted as contains sensitive information

Stables Nursery: The Nursery received a Care Inspection and the full report was at Appendix 3. This was a great report with some actions to follow.

Minutes of subsidiary Board and sub-committees were circulated to the Board (Appendix 4).

Fair Work First: Fair Work First is the Scottish Government's policy for driving high quality and fair work, and workforce diversity across the labour market in Scotland by applying fair work criteria to grants, other funding and public contracts being awarded by and across the public sector, where it is relevant to do so

The key criteria is the following:

- payment of at least the real Living Wage;

- provide appropriate channels for effective workers' voice, such as trade union recognition;
- investment in workforce development;
- no inappropriate use of zero hours contracts;
- action to tackle the gender pay gap and create a more diverse and inclusive workplace;
- offer flexible and family friendly working practices for all workers from day one of employment; and,
- oppose the use of fire and rehire practice.

Cassiltoun is required to meet this criteria to continue to receive Scottish Government grants.

Cassiltoun currently meet all the criteria apart from a clause where organisations with more than 21 staff are required to have a 'collective voice'. This can be in the form of either a trade union or staff forum. Cassiltoun have asked staff on a number of occasions about whether they would like to have a staff forum and staff have responded that they did not see the need as they had opportunities to raise concerns and issues.

However, as a result of the requirements of Fair Work First we are asking for volunteers (in the first instance) to form a staff forum as we will be required to provide. First meeting will be held in April 2024.

Written confirmation from both management and worker representatives that network(s) and/or a forum exists, meets regularly, supports open dialogue and is action focused. Examples of actions progressed should be provided. The Fair Work First Guidance was attached at Appendix 5.

Chief Executive Officer Training/networking: The Chief Executive Officer highlighted the training and networking that she had attended since January 2024.

Since the January Board meeting the CEO has attended:

- Meeting with Mentor
- CEO network meeting
- Delivered a talk to new CEO's (at SFHA)
- Attended a network event at Scottish Parliament
- Attended and spoke at the Scottish Housing Festival (CIH)

Senior Leadership Planning Day: In January we had our SLT planning day. Topics covered included:

- Reflection on last planning day
- Staff motivation
- HomeMaster retrospective
- 365 rollout
- Governance timetable
- Training for 24/25 – what are the key areas that the organisation needs?
- Leadership development training for the Grade 8/7's,

Our next session is set for early May 2024.

Industry Updates: As part of the bi-monthly, the Chief Executive Officer highlights recent publications that she recommends that the Board should read. If, after reading the publication, the Board would prefer a separate workshop to go over the document and discuss its implications this can be scheduled.

Key updates are:

1. Fair work first guidance

<https://www.gov.scot/publications/fair-work-first-guidance-2/pages/1/>

2. New Regulatory Framework

<https://www.housingregulator.gov.scot/for-landlords/Regulatory-Framework-Effective-from-1-April-2024/#section-3>

This is effective from the 1st April 2024 and changes and implications will be covered as an agenda item at the April Board meeting

3. Charity cyber security

<https://www.oscr.org.uk/news/five-tips-to-improve-your-charity-s-cyber-safety-and-security>

Further focus during CyberScotland Week (26 February – 3 March) on cyber threats and prevention for charities

4. Changes to Charity Law from 1st April 2024

<https://www.oscr.org.uk/news/coming-soon-changes-to-charity-law-and-the-way-we-regulate/>

An overview of the changes will be provided at the April Board meeting and training schedules if required.

Meeting with Commercial banking Partner: On 8th March the Association met with Bank of Scotland and as a result we are now:

- Getting on line access to credit card accounts
- Updating signatories on various accounts

Business Continuity Issue: On 11th March 2024, the Association had a test of our business continuity. This was due to the failure of our firewall (Sophos) unit. The immediate impact was:

- We were not able to access the internet at the office which meant that we could not use our phone system/access email/the server
- People WFH could not access the server.

Our response to this was to:

- Inform tenants on social media that our phone lines were unavailable
- Contact our IT partner *redacted as contains sensitive information*, who were swiftly on site to provide a temporary solution
- Allow people to WFH as they could use their home internet for phones, emails and to access HomeMaster.

redacted as contains sensitive information, were able to provide a temporary fix which allowed got all services up and running apart from the ability to access the server for staff working remotely. On 19th March 2024, the Sophos unit was replaced.

redacted as contains sensitive information.

Visitors to the Association: On 8th March we welcomed

- Anas Sarwar - Leader of the Scottish Labour Party
- Councillor Cate Vallis
- Gordon McKee - Parliamentary candidate

for a brief visit to the Association where they met some of the staff team and learnt about the challenges we face and the wider work that we deliver.

The Lord Provost will be visiting the Stables on 17th April 2024.

Procurement activity: An update was provided on the following areas:

- Reactive Framework – all completed and signed off
- Park Lighting – *redacted as contains sensitive information*
- External Audit – tender now placed and will close on 29th April 2024 for 5 years

After discussion, the Board noted and approved the contents of the Chief Executive's Bi Monthly Report.

7.25 pm Chris O'Brien left the meeting

6b. *redacted as contains sensitive information.*

7. 40TH BIRTHDAY CELEBRATIONS

The Chief Executive Officer informed the Board that the Working Group had met and had come up with the following suggestions for the Association's 40th Birthday Celebrations.

Tenant Conference and Event
Celebration Night
Special Edition newsletter
Staff Awards afternoon
40 longest tenants
Key ring
Family Christmas Party and Santa Grotto
AGM – 40th Anniversary Prize Draw
Baby prize

The Board noted and approved the 40th Anniversary annual celebration plan

8. CASSILTOUN HOUSING ASSOCIATION BUDGET 2024/25 – UPDATE

The Finance Manager presented the above updated Budget for 2024/25 circulated with the agenda.

As the Board are aware, at the last Board meeting, they were presented with the original Budget projecting a surplus of £96k. However, some specific issues have come to light that were not included within the original budget:-

Decommissioning of on premise server
40th Anniversary celebrations
Delegated authority to Chief Executive Officer to accept the Insurance Renewal Quotation

As the Board are aware, approval was given that these specific costs would be split between reducing the overall surplus and reducing the budget for estate costs.

The additional insurance costs did not end up being as much as we thought, this amounted to an additional £3k across all policies once the costs had been split appropriately between the Group.

Taking into account the above three areas of additional costs of approx £53,000, this was split equally and just over £26,500 reduced the overall surplus and reduced the estate cost spend. On top of this as mentioned previously, with the change in staffing costs (regrading of Asset Manager post) these costs have also been incorporated in the revised budget reducing the overall surplus accordingly.

The projected surplus for 2024/25 is now just under £56k.

The Board noted and approved the revised Budget for 2024/25.

9. *redacted as contains sensitive information – AUDIT ENGAGEMENT LETTERS – CHA*

The Finance Manager presented the above Audit Engagement Letters and Planning Letter previously circulated with the agenda.

Group Audit Planning Letter – outlines the Plan for carrying out the Group’s Audit, times for audit (interim audit carried out in December 2023); fees etc

Two CHA Engagement Letters – one is an engagement for the audit services and one for professional services, ie preparation of accounts, advice, companies house filing and corporate tax returns. In the paperwork we have been requested to carry out a tax return for the Trust.

The whole purpose of the Audit is to make sure that the accounts are giving a true and fair view. The auditors need to obtain reasonable assurance that the financial statements are free from material misstatements.

Both Engagement Letters are formal and legally binding documents. They set out expectations for both the Auditor and the Association, Nursery and Trust.

The Board noted and approved the Engagement Letters and agreed to respectively sign off.

9a. *redacted as contains sensitive information, – AUDIT ENGAGEMENT LETTERS – CASSILTOUN TRUST*

The Finance Manager presented the above Audit Engagement Letters previously circulated with the agenda.

The Board noted and approved the Engagement Letters for Cassiltoun Trust and agreed to respectively sign off.

9b. *redacted as contains sensitive information, – AUDIT ENGAGEMENT LETTERS – CASSILTOUN STABLES NURSERY*

The Finance Manager presented the above Audit Engagement Letters previously circulated with the agenda.

The Board noted and approved the Engagement Letters for Cassiltoun Stables Nursery and agreed to respectively sign off.

10. *redacted as contains sensitive information*

11. **CASSILTOUN TRUST BUSINESS PLAN AND BUDGET 2024/25**

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

The Board noted and approved Cassiltoun Trust's Business Plan and Budget for 2024/25.

12. **CASSILTOUN STABLES NURSERY BUSINESS PLAN AND BUDGET 2024/25**

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

The Board noted and approved Cassiltoun Stables Nursery's Business Plan and Budget for 2024/25.

13. **OPERATIONAL SERVICE AGREEMENTS FOR SUBSIDIARIES – 2024/25**

The Finance Manager presented the Operational Service Agreement for Cassiltoun Trust and Cassiltoun Stables Nursery for 2024/25.

redacted as contains sensitive information.

The Board of Management approved the Operational Service Agreements 2024/25 for Cassiltoun Trust and Cassiltoun Stables Nursery.

14. **CORRESPONDENCE**

GWSF Regeneration Conference, 7th June 2024, Roystonhill Community Hub: Anna Stuart, Julie McNeil and Allana Hammell wish to attend on behalf of the Association.

GWSF Update March 2024: This was circulated to the Board for their information

EVH 26th Annual General Meeting, Friday 17th May 2024: Anna Stuart MBE to attend on behalf of the Association

SFHA Annual Conference, 11 & 12th June 2024: The conference will take place in the Radisson Blu Hotel. Glasgow. Copy of programme to be circulated to the Board for their information.

SHARE's Governance Masterclass, 18th April, 9th, 16th May and 6th June: Details to be circulated to the Board for their information.

15. **APPLICATIONS FOR MEMBERSHIP**

None

16. **USE OF SEAL**

None

17. **ENTITLEMENT, BENEFIT AND PAYMENTS**

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

The Board noted the Entitlement, Benefit and Payments report as at February 2024.

18. **NOTIFIABLE EVENTS**

redacted as contains sensitive information.

19. **SUBSIDIARY & SUB-COMMITTEE DECISIONS MADE BETWEEN 1 MARCH 2024 – 27TH MARCH 2024**

Staffing Sub Committee – 5th March 2024

Staffing Report – Communities Team: The Staffing Sub Committee approved to recruit a Community Development and Engagement Manager at Grade 8. This post will not form part of the Senior Leadership Team.

redacted as contains sensitive information.

Cost of Living Increase – April 2024 Update: The Staffing Sub Committee approved to defer decision on increase until EVH/Unite position is clear.

SLT Minutes: The Staffing Sub Committee agreed that they no longer wish to see copies of the SLT Minutes

Policies: The Staffing Sub Committee approved the undernoted revised policies
Lone Working
Recruitment of Ex Offenders
Policy on the Secure Handling, Use, Storage, Retention and Destruction of Disclosure Information
Training and Development
Staff Appraisal
Stress
Uniform

Cassiltoun Trust – 6th March 2024

Business Planning session:

redacted as contains sensitive information

Board meeting:

- Lewis MacSween – elected Chairperson – approved
- Charlie Turner – elected Vice Chairperson – approved
- Management Accounts to January 2024 – approved
- Budget for 2024/25 – approved
- *redacted as contains sensitive information*
- Business Plan for 2024/25 approved subject to changes made at business planning session – approved
- Energy rates – delegated authority to Asset Manager to liaise with Utility Aid and negotiate new rates for October 2024 - approved

Cassiltoun Stables Nursery – 7th March 2024

Jennifer McInnes, elected as Chairperson: Approved

Nursery Budget 2024/25: Approved

redacted as contains sensitive information

Nursery Fees: Approved the undernoted increase in nursery fees for 2024-25

	0-3			3-5			Extra hour rate in relation to partnership hours
	FT	Daily	½ Day	FT	Daily	½ Day	
	£	£	£	£	£	£	
Current	£205	44	26.50	200	43	26.50	£6.50
Proposed	£225	48	28.00	220	47	28.00	£7.00

redacted as contains sensitive information

Strategic and Operational Objectives 2024/25: Approved

Nursery Business Plan: Approved

Risk Register: Approved

Traffic Light Report 2023/24 – Update: Approved

The Board noted and approved the decisions made by Sub Committees.

20. A.O.C.B

redacted as contains sensitive information.

Lived Experience Group: Another meeting has been planned for 29th April 2024 at 10.30 am in Brigidale Complex. SFHA media team are interested in doing an article on the work of the Group – they are invited to come to the next meeting. The SFHA Policy Manager will also attend a future group meeting to speak to the Group with a view to tying into a study on Lived Experience and Social Housing. The Lived Experience Group are discussing an exhibition to celebrate Castlemilk being 70 years old. The Stables has mentioned as a venue. The local Chief Executive Officers will discuss this at their next meeting.

21. DATE AND TIME OF NEXT MEETING

Wednesday 24th April 2024 at 6.00 pm

There being no further business the meeting concluded at 8.10 pm

Signature:
Chair of Board of Management

Date: