

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 28TH OCTOBER 2020 AT 6.00 PM
VIRTUAL ZOOM MEETING

Present: George Kelly Anne M Stuart MBE
Julie McNeil Kim McKee (Left meeting at 7pm)
William Craig Evelyn Ferguson (Joined meeting at 6.17 pm)
Teresa McGowan Barbara Dusik (Joined meeting at 6.33 pm)
Chris O'Brien

In Attendance: Clair Malpas Chief Executive Officer
Fiona McGowan Director of Operations
Gamal Haddou Director of Finance & IT
Paula Brownlie Corporate Services Manager

Due to technical issues, the meeting did not start until 6.12 pm.

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting.

Apologies were received from Richard Sullivan. Debbie MacKenzie is currently on leave of absence.

The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

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 9: Ballantay 5 – George Kelly, Anna Stuart MBE and Teresa McGowan registered an interest in this agenda item. Register of Interest to be updated.

3a. MINUTE OF MEETING HELD ON 19TH SEPTEMBER 2020

The minutes of meeting held on 19th September 2020 were noted and approved on the motion of Anna Stuart MBE and seconded by Julie McNeil.

3b. MATTERS ARISING FROM MINUTE OF MEETING HELD ON 19TH SEPTEMBER 2020

Page 7, Item 13a. Letter from Glasgow City Health & Social Care Partnership Re Homelessness – Anna Stuart MBE asked for an update. Director of Operations confirmed that there were no issues raised with our response and that the Association will continue to work with the homelessness team.

3c. ACTION LIST FROM MINUTE OF MEETING HELD ON 19TH SEPTEMBER 2020

Chief Executive Officer informed the Board that all items for action from the meeting held on 19th September 2020 had been completed.

4. CHAIRS REPORT

The Chair reported.

Wednesday 30th September 2020 – Nursery Board Workshop

Attended via Zoom with Anna, Jean, Paula and Hazel. The workshop discussed the Care Commission Inspection Report from their visit which took place in February. The nursery retained a good result as in previous visits but with most audits there is always room for improvement. These included; kitchen procedures, resources and equipment, staff skills in relation to how children learn and achieving better outcomes for children in their learning experiences at different ages. An Action Plan has been developed from the Audit Report.

Thursday 15th October 2020 – Regulatory Framework (COVID)

Attended via Zoom a Regulatory Framework/SFHA Self Assurance Toolkit Workshop in relation to Additional Covid-19 Flags. Corporate Services Manager facilitated the session. All board members who were in attendance left the meeting assured of the Association's compliance with the Regulatory Framework with regards to the additional COVID-19 flags.

Wednesday 21st October – Audit & Risk Sub Committee Meeting

Attended Audit and Risk Sub Committee via Zoom. The meeting was facilitated by Director of Finance & IT. Topics discussed were Group Risk Register and Internal Audit Action Plans including, Development, Factoring, GDPR and IT. Updates were approved.

Thursday 22nd October – Regeneration Sub Committee Meeting

Attended the Regeneration Sub Committee. Development was the main topic on the agenda. Laura Edwards, Development Consultant gave a complete update of the Barlia 3 site, Castlemilk Drive and Homes by the Park site (previously known as the Nursery site). She also presented four development policies which were up for review and were duly approved. Paddy McKenna presented her Regeneration Quarterly Report which highlighted the great wider role work that the Association is involved in. She also highlighted the fantastic work staff, volunteers and partners have achieved in looking after the disadvantaged and vulnerable in the community during the ongoing pandemic. She also highlighted the excellent work of the park projects that Stuart has facilitated via zoom.

Sunday 25th of October – Azilo Training (Cassiltoun Stables Nursery)

Successfully completed an Azilo training course which covered the topic of depression. This was very interesting and educational.

Tuesday 27th October – Azilo Training (Cassiltoun Stables Nursery)

Completion of another Azilo course entitled Duty of Candour (Scotland) which is an Act of Law which came into force on 1st of April 2018. The Law encourages honesty and integrity in the care sector with guidelines for improvement, recording and dealing with any unfortunate incident, accident or mistake that may occur to someone in professional care. This was another very good course. The content of which can also be applied to any type of business.

Supporting your Senior Officer and Staff during COVID

The Chair also attended a course run by Share entitled Supporting your Senior Officer and Staff during the Covid19 pandemic. The course was via Zoom and it highlighted that the Chair and board could be more involved when it comes to supporting the CEO and other staff. This will be discussed with the CEO at her 6 month review which takes place on Friday 30th October.

The Chair's report was noted.

5. CHIEF EXECUTIVE'S BI MONTHLY REPORT

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

6.17 pm - Evelyn Ferguson joined the meeting.

Business Planning Process

Due to current restrictions, the staff and board cannot have a business planning day. In order to allow the staff and Board to provide their input to the 2021-2022 Business Plan, a series of Business Plan brainstorming sessions have been organised for the staff team and the Board. These are scheduled to allow the staff and Board a chance to discuss our key Business Planning areas prior to 2021 – 2022 business plan and budget being prepared.

The Board noted the business planning timeline as outlined in the report.

SHR Regulatory Framework, Assurance Improvement Plan and Assurance Statement

There are still a number of non material areas for improvement that the Association need to address and these form part of the Improvement Action Plan. As the Board are aware, the Assurance Improvement Plan forms part of the Chief Executive's Bi Monthly Report.

Members of the Board have met to review and discuss our compliance with the Regulatory Framework including new areas that have been highlighted due to the impact of COVID-19. As the Board are aware, the evidence supporting our compliance is held digitally. The CEO intimated that she will be in touch soon with a series of dates for commencing our new Assurance Workshop to ensure compliance against the Regulatory Framework. Line managers will also be involved in these workshops.

As the Board are aware, the 2020 Annual Assurance Statement must be submitted to the SHR by 30th November 2020. The SHR have made it very clear that the Board must be satisfied that the Association complies with the Regulatory Framework at the point they approve the Assurance Statement. This year's Assurance Statement will also take into account the impact of COVID 19.

The one area that has been identified as an area of non-compliance due to COVID 19 was the failure to complete gas safety audits (due to tenants shielding) although these have now been completed.

The Chair asked if the paragraph on Gas Servicing should be removed from the Assurance Statement as we are now compliant with this area. CEO confirmed that the SHR were aware of our non compliance against this area as it formed part of our Notifiable Event. She suggested that we leave it in the Assurance Statement to highlight that this area is now on target.

The Board confirmed that they are assured that they have enough evidence to confirm that the Association is compliant against the Regulatory Framework.

The Board also confirmed that they wished to use the template with the coloured boxes that identify the main components of the Regulatory Framework as the Assurance Statement to submit to the SHR.

After discussion, the Board noted and unanimously approved the Assurance Statement for 2019/20 and agreed for it to be uploaded to the SHR Portal after the Chairperson signed it off.

Business Continuity – COVID19

The SMT review weekly the actual and potential impact of current and new restrictions on the Association. The CEO highlighted the ongoing impact on the Association's operations in her report.

The updated COVID Risk Assessment was circulated to the Board for their attention.

William Craig intimated that the letters circulated to tenants updating them on the Association's status in relation to COVID were excellent and very detailed. The CEO confirmed that the Director of Operations was responsible for this area of work. The Director of Operations thanked William Craig for his comments.

The Board noted the contents of the updated COVID Risk Assessment.

Returns to SHR

The Board are aware that the Association submits a monthly return to the SHR to allow them to assess the impact on the sector. Copies of August and September's returns were circulated with the board papers for the Board's information. Quarterly returns are also submitted to the SFHA.

The CEO also presented benchmarking information based on information from the SHR Returns on areas such as

Absence

Gross Rent Arrears - our rent arrears were reduced by £9k this month.

Gross Rent Arrears as a %

Voids

6.33 pm - Barbara Dusik joined the meeting

Subsidiary Governance

Minutes from both Cassiltoun Trust and Cassiltoun's Stables Nursery board meetings were distributed with the board papers.

Housing Development and Social Enterprise Centre

Stage One application for Scottish Government Regeneration Capital Grant funding for £1.98 million was submitted to Glasgow City Council. This has passed the Stage One and a full Stage Two application is due for the end of October. Total required to develop the Centre is circa £3.5 million. The Design Team are working on the plans for the centre, however changes may need to be made to the design because of the pace we are moving on the Centre. If the Centre is built before the houses, this may cause issues with regards to water drainage and roads. We may need to change the design to accommodate this.

Barlia 3

Since the last Board meeting, there has been significant progress. 4 houses were let yesterday and 4 are to be let today. CEO has been in constant dialogue with Building Control to push through the habitation certificates. There were some minor damages to windows, but these are being repaired. In terms of the next handovers (Site D), which are due next week, this is a different building control officer. Hopefully we will not incur the same issues as the first handover.

Castlemilk Drive

Progress being made. With regards to the performance bond for the site, we are in discussions with the sub contractor's insurance company to ensure that the condition of 'having gone into insolvency' is included in the criteria of the performance bond. CEO highlighted to the Board that there is a slight risk involved as the performance bond has not been signed and the company is on site. The Association is working with TC Young to get this all tied up.

Teresa McGowan enquired if Crudens subcontracted work and that company went into insolvency, would we be protected? CEO confirmed that the issue would be with Crudens as the contract would be with them and not with us. Teresa McGowan intimated that if the site fell behind due to this, would they have a policy in place to reimburse us for time wasted. CEO confirmed that this would be considered under our Liquidated and Ascertained Damages Policy after any 'Extension of time' claim was factored in.

Nursery Site

Community Consultation now completed. Urban Design panel is scheduled to meet on 29th October 2020 for comment. Laura Edwards and Collective will be in attendance.

Delegated Authority and Financial Thresholds

As the Board are aware, the Cassiltoun Group are fortunate to receive grant funding. The amount of grant can vary from less than £100 to £100k or more.

Prior to April 2019, the majority of grant were applied for and monitored and accepted by the Regeneration Manager.

The Board are updated on grants awarded at Board meetings and Regeneration Sub Committee meetings. The Regeneration Sub Committee will in future be copied the Award Letters and Conditions of Grant.

However, the Board were asked to delegate authority to accept grant awards and the associated conditions on behalf of the Association under £50k to

- Corporate Services Manager
- Director of Operations
- CEO
- Communities Co-ordinator

Acceptance of grants over £50k will be delegated to CEO

Acceptance of any awards over £100k should be approved by the Regeneration Sub Committee or Board of Management or if time does not allow, office bearers.

The Board unanimously approve the above delegated authority limits and the Scheme of Delegated Authority to be updated.

Industry Updates

Information outlined for the Board for their attention.
The Board are asked to read over the industry updates.

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

6. 6 MONTH TRAFFIC LIGHT REPORT – OCTOBER 2020

The CEO presented the above report previously circulated with the agenda.

The Board approved for the undernoted operational objectives be deferred to 2021/22 due to COVID

- Development of a new Scrutiny Panel and Delivery first report to the Board
- Develop an action plan to ensure that we meet the SHRs new guidance on Equalities and Human Rights from April 2021
- Complete a staff structure review (Already been approved by Board to defer to Q1,2021/22)
- Create Cassiltoun Environmental Services – (Already been approved by Board to defer to 2021/22)

The Board noted and approved the 6 month traffic light report for October 2020.

7A. MANAGEMENT ACCOUNTS – SEPTEMBER 2020

Director of Finance & IT presented the September 2020 Management Accounts previously circulated with the agenda.

The Accounts cover 6 months and they see the significant impact of COVID-19, ie increase in arrears; less day to day repairs and less expenditure. We are awaiting 2 months invoices from City Building.

Castlemilk Drive ground work started in September as forecasted. We will see costs coming through next month in the region of £670k.

Interest rates are sitting at an all low.

The year's forecast will see the repairs programme catching up. Barlia properties rent will start to come in.

Window replacement programme will hopefully bring us up to full major repairs spend. We are experiencing unit costs for individual window installations being more expensive than envisaged.

HAG Development/Capital grant forecast covers £50k for the nursery site and £3million for Castlemilk Drive. We should be able to accelerate the Castlemilk Drive grant to nearer £3.3million and cover all spending this year.

Castlemilk Drive increase in costs were largely offset with a land saving, however we now show a possible £89k return of HAF in 2022 to refund.

Barlia was coming in slightly lower than forecast for the first 6 months in the year. We may have to deal with a time claim if Crudens submit this.

This year's surplus is forecasted at £314,000 compared to £155,000 last September. This improvement is mainly due to rental income inflation increase, higher revenue grants and lower reactive maintenance.

The arrears trend in September remains upwards but we hope it will flatten out. It is expected to be around £265k at the end of the year end.

Loan covenants and interest cover is comfortably met.

Accounts have been sent to CAF and will be sent to Barclays tomorrow.

After discussion, the Board unanimously approved the Management Accounts for September 2020.

7.00 pm – Kim McKee left the meeting

7B. SUBSIDIARY MANAGEMENT ACCOUNTS

Director of Finance & IT presented the Subsidiary Management Accounts previously circulated with the agenda.

The Board noted the Subsidiary Management Accounts.

8. RENT OPTIONS FOR CONSULTATION 2021-22

Director of Finance & IT presented the above report previously circulated with the agenda.

As the Board are aware, the Association will shortly be consulting with tenants on the proposed rent increase from 1 April 2021 as per Scottish Housing Regulator requirements.

The Association's business plan has modelled inflation at 3% for the past few years with a rent increase of inflation plus ½% more running through it.

We use the October RPI inflation rate to base the consultation on as this is the most up to date measure available (1.1% published on 21st October 2020)

The SFHA Rent Affordability Setting tool was used. This affordability model is a web only software with a few usability weaknesses. Six measures of affordability are offered with the majority of organisations using "Proposed Rent % of Income".

Director of Finance & IT confirmed that a 2.5% increase is equivalent to £2.09 per week and 1.6% increase is equivalent to £1.34 per week. This information will be included in the consultation material sent out to tenants.

In the Tenants Satisfaction Survey 2019, 83% of tenants said they found their rent represents value for money. This is an increase from 2013 and a further increase from 2016.

In terms of the Business Plan, a rent increase of 2.5% brings in £43k less income than our Business Plan but as the Board are aware, the Business Plan is out of date as it didn't include COVID. We have £50k of legal savings as well as £100k of lack of income coming in for the Barlia properties, lower interest rates and offsetting that non-utilisation fees.

The Chief Executive asked the Board as to what we consult ie, one, two or three options and what are the rates that they wish to consult on.

Teresa McGowan intimated that in her opinion we should consult on one option. Tenants will go for the lower rent increase if two options are offered because of the uncertainty of what is going on. Anna Stuart confirmed that other bills are going up for example electricity charges are increasing.

After discussion, the Board voted on the number of options to consult with tenants:-

7 members voted for 2 options

1 member voted for 1 option

Based on 7 votes, tenants will be consulted on two options for this year's rent increase.

The Board also voted on the rent increase figures to consult with tenants

7 members voted that the two options should be

2.5% business plan projections (minus 1%)

1.6% RPI + ½%

1 member voted that the one option should be 2.5%

Based on 7 votes, tenants will be consulted on the undernoted two options

2.5% business plan (minus 1%)

1.6% RPI + ½%

9. **BALLANTAY 5**

George Kelly, Anna Stuart and Teresa McGowan registered an interest in this agenda item.

Director of Operations presented the above report previously circulated with the agenda. A discussion took place.

(item has been redacted as contains sensitive information)

The Chief Executive informed the Board, that the decision to be made is to whether the Association incurs the time and cost of getting a full survey carried out to investigate the costs to deliver the works. It would not only be for Ballantay properties but for all of the Association's 5 apartments.

After discussion, the Board took the matter to a vote and it was agreed that the matter would not proceed further.

The Director of Operations suggested asking for the work to be considered as part of our next Stock Condition Survey in four years time. We could ask the Surveyor to look at all our 5 apartments as to what the standards should be. The Board agreed.

It was agreed that agreed that the costs should be outlined to the tenants concerned.

10. **SCRUTINY PANEL – ACTION PLAN**

Corporate Services Manager presented the above report previously circulated with the agenda.

The Board have previously approved to move this operational objective into 2021/22. The Action Plan will be implemented and will be continued to be worked on.

The Board noted the contents of the Action Plan.

11. **COMPLAINTS REGISTER**

Corporate Services Manager presented the Complaints Register for quarter 2 (12th June 2020 – 30th September 2020).

There were 16 complaints received during this time. 4 progressed to 2nd stage and 4 progressed straight to 2nd stage.

Teresa McGowan asked for clarification on the complaints made with regards to Equality and Diversity. The Chief Executive outlined the circumstances behind the complaints raised.

The Board noted and approved the complaints received.

12. **CORPORATE/HR REPORT**

Corporate Services Manager presented the Corporate/HR Report previously circulated with the agenda.

Teresa McGowan enquired if the staff member who had contracted COVID-19 had been at work. The Chief Executive Officer confirmed that the person concerned had not been in the Association's offices.

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

13. **GDPR/FOI**

13A. **QUARTERLY RETURN TO INFORMATION COMMISSIONER**

The Corporate Services Manager presented the quarterly return to the Information Commissioner.

The Board unanimously approved the quarterly return to the Information Commissioner.

14. **CORRESPONDENCE**

Letter from Kevin Stewart, Housing Minister re allocations to homelessness households: The letter was encouraging social landlords to allocate housing to homelessness households. This issue was discussed in detail at the last Board meeting. The Association will continue to work with the Homelessness Team.

Letter from Glasgow City Council re bulk uplift. There will be no bulk uplift. The Council should be notified of any fly tipping. The Association may have to look at costs for bulk uplift next year.

TPAS Scotland, Scrutiny Week 16, 17 and 18th November 2020: Free online training between 10.15 am – 12.30 pm. Details to be forwarded to all board members.

15. **APPLICATIONS FOR MEMBERSHIP**

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

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

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

16. **USE OF SEAL**

None

17. **ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER**

Nothing to report.

18. NOTIFIABLE EVENTS

The Chief Executive informed the Board that there are two notifiable events at present: -

1. Ongoing operational issues regarding COVID which the SHR have indicated that they would wish to remain live.
2. Rule Change – just awaiting confirmation from FCA and OSCAR to allow SHR to close this event off.

19. SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 27TH AUGUST 2020 - 19TH SEPTEMBER 2020

Corporate Services Manager presented the above report previously circulated.

Audit & Risk Committee – 21/10/2020:

Group Risk Register – unanimously approved with minor amendments
Internal Audit Action Plans – updates all noted

Regeneration Sub Committee – 22/10/2020:

Election of Chairperson – Teresa McGowan elected as chairperson with Anna Stuart MBE stepping in as chairperson if Teresa is unable to make a meeting.

Homes by the Park (formerly known as the Nursery Site) - Delegated authority given to the Director of Operations to sign off on further design and specification developments prior to the finalised version of the site layout being presented to the Regeneration Sub-Committee in January 2021.

Approval to:-

- Delay the review of Handover of Completed Buildings Policy until January 2021.
- Delay the review of Defects Policy until 12 months after the completion of Barlia 3 development

Liquidated & Ascertained Damages Policy – Approved

Contractor Liquidation Policy – Approved

20. HEALTH & SAFETY/HWL

H&S Sub Committee: The next meeting will be held on 16th November 2020 at 2pm as per the Calendar of Priorities.

HWL: The Association continues to work through the HWL Gold Action Plan. However, due to COVID we are unable to meet some of the criteria. Corporate Services Manager intimidated that she had contacted HWL to enquire as to whether the Association would be taken through their assessment in December to maintain the HWL Gold Award. HWL confirmed that the assessment will be delayed until further notice.

21. AOCB

1. Chief Executive informed the Board that the Calendar of Priorities indicated that the Risk Policy was to be reviewed in October 2020. However, the policy was reviewed last year and is not to be reviewed until 2022.

The Board noted that the Risk Policy was to be reviewed in October 2022.

2. The Chief Executive informed the Board that the Association's Business Continuity Plan was up for review in November 2020. As the Board are aware, this area of work will be audited week commencing 16th November as part of the Internal Audit plan. The Chief Executive sought the Board's approval to move this review until Quarter 4 pending the Internal Audit findings.

The Board unanimously approved to move the review of the Association's Business Continuity Plan until Quarter 4.

3. The Chief Executive sought the Board's approval to close the office on Christmas Eve with staff using annual leave or flexi leave for the day. As Wednesday will be the last day of work, ie 23rd December 2020, the office will be closed from 12.30 pm to tenants. Staff will continue to work in the office.

The Board unanimously approved to close the office on Christmas Eve.

22. DATE AND TIME OF NEXT MEETING

Wednesday 25th November 2020 at 6.00 pm

There being no further business the meeting concluded at 19.56 pm

Signature:
Chair of Board of Management

Date: