

**Minutes of Board Meeting
Held on Wednesday, 30 October 2024 at 6pm in person in
the McGinlay Suite in the Association's offices and online**

Present

Michael Smith (MS), Chairperson
Kimberley Barker (KB)
Fiona Koroma (FK)
Helen Gracie (HG)
Paul Watson (PW)
John Russell (JR)
Patricia Gallagher (PG)
David Mulhern (DM)

In attendance

Nicola Logan, Chief Executive Officer (NL)
Cindy McNeill, Finance Director (CM)
Donald Weir, Technical Director (DW)
Kirsty Wilson, Housing Director (KW)
Martha Hutcheson, Corporate Services Manager (MH)
Catherine Sloey, Corporate Services Assistant (CS)
Laura Strang, Senior Corporate Services Officer (Temporary) (LS)
Trudy Tokarczyk (TT), Online, Item No 1
Linda Ewart (LE), Online, Item No 6.1

Recording: NL advised that the meeting was being recorded. No objections were raised.

1.0 Apologies and Declarations of Interest (including agenda item to which this refers)

Apologies: Apologies received from Board members Simon Gaunt, Emma Brown and Andrew McCafferty.

Chairperson: The Chair thanked Simon for his 5 years of service as Chairperson and contribution to the Board.

Introductions: The Chair welcomed the new members to the meeting and followed with round the table introductions.

Presentation Trudi Tokarczyk, Scottish Housing Network: TT provided the Board with a presentation on Glen Oaks' ARC Performance analysis. Overall, TT concluded that the report was very positive.

A Board member commented that he agreed with the areas highlighted in the presentation and the issues the Association would need to monitor going forward. However, the main area that stood out was the higher than average let to homeless applicants.

A discussion followed on how the Association dealt with homeless lets and links to increased arrears.

A Board member sought clarification on the SHQS percentage failings and mentioned that there were already exemptions put in place for homes that had previously failed.

DW advised that Glen Oaks had been reporting the exemptions, however, it overcomplicated matters in terms of double counting.

With regards to improvements going forward, NL confirmed that the repairs satisfaction was moving in the right direction. However, the satisfaction survey process will be reviewed. The CMT **agreed** to review this at a later date.

The Board referred to the report and the peer group chosen as a comparison and suggested a smaller peer group, more relevant to Glen Oaks, may have been more representative.

TT mentioned that it was good to have comparisons with the top performers but agreed to send in some other slides to make a comparison to Housing Associations similar in size to Glen Oaks. The Chair thanked TT for her presentation. *(TT left the meeting)*

2.0 For Approval

2.1 Assurance Statement 2024

NL sought Board approval for the annual Assurance Statement to be submitted to the Scottish Housing Regulator.

A Board member referred to the improvement action within the Internal Audit report and progress with collating legal requirements to allow for clarity in Board reporting.

NL reported that she had discussed with the CMT how best to collate this information. It was noted that the CMT had gone through all the legal requirements and simplified for Board reporting purposes.

In terms of reassurance on Health & Safety relating to external areas a Board member raised the importance of ensuring this was in place.

NL confirmed that Glen Oaks had commissioned a stock condition survey, which would highlight issues requiring urgent attention. She added the Asset Management Strategy would be discussed at the Board Strategy event.

The Board reviewed the Assurance information and considered the Assurance Statement to be submitted to the SHR. The Assurance Statement 2024 was **approved** by the Board.

2.2 Revised Budget (half year review)

CM spoke to her report and highlighted the main changes as detailed in her report.

Following a query from the Board, she confirmed that the ring-fenced monies, previously agreed by the Board, were included in the budget.

The Board **approved** the revised budget (half year review).

Reactive and Void Procurement Report

DW reported that, hopefully, the implementation of the new contract would help with the increased costs. He spoke to his report and details of the tender process.

The Board **noted** the Reactive and Void Procurement report.

2.3 Unity Trust Bank Loan

CM provided Board members with some background to the loan (£3m) and its original purpose of new builds pre Covid.

NL reported that a new site for development had been identified and the money could be used for this purpose or some form of capital development.

The Board **approved** the extension to the Unity Trust Bank loan.

2.4 Ending of Membership

The Board **approved** the Ending of Membership report.

2.5 Shared Ownership Buy Back

See confidential minute.

It was agreed that KW would update the Board in November when a final decision would be made

(LS left the meeting)

3.0 Health & Safety

3.1 Health & Safety Report

Referring to DW's report and the outstanding items, a Board member asked for an update on timescales on completion dates. DW provided the Board with an update on timescales and no concerns were raised.

The Board **noted** the Health and Safety report.

3.2 Unacceptable Behaviour Report

KW provided the Board with an update on the increase in the number of acceptable behaviour incidents and how the Association supported staff. This was now a standing agenda item at the Senior Officers' meeting.

The Board discussed at length how to support staff but also to remind staff to follow the organisation's policies and procedures. The Board agreed that this was a very difficult situation for frontline staff, particularly alongside an increase in tenants with complex needs and funding cuts in care support. It was **noted** that staff had full support from the Board on dealing with this issue and ensuring staff safety.

The Board recommended continuing with the zero-tolerance statement in the policy but also consider introducing other mitigations.

A Board member highlighted that this was previously discussed by the Board and appropriate staff health & safety measures had been agreed. It was suggested that the Association review the recommendations agreed and check whether they were still in use.

The Board **noted** the Unaccepted Behaviour report. In addition, the Board **noted** the

Association to continue to reiterate the zero-tolerance approach. Also, staff to use the safety mechanisms in place as well as adhering to the Association's policies and procedures.

It was **agreed** that this item would be discussed quarterly at the Housing, Technical and H&S Sub Committee.

4.0 Minutes of previous Board Meeting

4.1 Decisions taken between meetings

Nothing to report.

4.2 Board Meeting 14 August 2024

The previous minutes were **approved** as an accurate record of the meeting.

4.3 Special Board Meeting 18 September 2024

The minutes were **approved** as an accurate record of the meeting.

4.4 Matters Arising/Actions/Decisions

Matters Arising:

Development Report - An update will be provided at the November Board meeting.

Decision Report: The Board **approved** the Decisions report.

Actions Report: NL confirmed that all actions had been completed except items due later. The Board **approved** the Actions report:

5.0 Matters of Sub-Committees and Other Meetings - *Nothing to report.*

6.0 Matters for Discussion

6.1 Board Appraisal Report

Linda Ewart joined the meeting.

NL explained that LE had conducted an annual appraisal with all Board members and from that LE had produced an overall report.

LE presented the Board with an overview of the findings of her report. She highlighted that the review was not conducted in isolation as she had met with the Chair, and some Board members, in April and May, and discussed distinct areas of Governance. A question-and-answer session followed.

Key points raised by the Board:

- New Board members found the report very useful
- Delegation to experienced Executive Team was key
- Encourage Board members to join the Sub Committees

The Board thanked LE and **noted** the Board Appraisal report. LE left the meeting.

6.2 Development Update

DW highlighted that the Arden site was now down to 19 units, and he was meeting with NRS on Friday. He was hoping to get formal notification that the development can go ahead. The Darnley site was slowly progressing but noted that Glen Oaks would only take on one development at a time.

It was **noted** that a fuller update would be presented to at the November Board meeting. The Board **noted** the Development report.

6.3 Community Hall Update

See confidential minute

It was **agreed** that this item would be discussed at the Strategy event.

6.4 Chief Executive's Report

NL took her report as read and highlighted the following:

Strategy Day 16.11.24 - NL provided an update on the agenda. A request was received from a Board member to circulate the agenda prior to the event

Gold Service Scheme –see confidential minute.

.

Draft Meeting Dates 2025: It was **agreed** this would be discussed at the Strategy event.

Apologies: It was **noted** that HG had previously submitted her apologies.

The Board **noted** the Chief Executive's report.

7.0 Performance Reports

7.1 Risk Management

The Board **noted** the Risk Management report.

7.2 Complaints and Compliments

The Board **noted** the Complaints and Compliments report.

8.0 Strategy and Policy Review

8.1 Data Protection Policy

The Board **approved** the Data Protection Policy.

8.2 Data Retention Policy

The Board **approved** the Data Retention Policy.

8.3 Whistleblowing Policy

The Board **approved** the Whistleblowing Policy.

9.0 Reports back from Meetings/Conferences Attended

EVH Meeting – A Board member advised that she had attended an EVH meeting in September and spoke about the Dynamic Support Register. This helped people with learning difficulties in supported accommodation. KW **agreed** to look into this.

10.0 Any other Competent Business

Share Training – A discussion followed on Board members attending conferences. It was noted there were no restrictions in place but there was an overall budget.

KW updated the Board with a new housing professionalism award introduced by CIH.

The Chair thanked the new Board members for joining the Board and welcomed any feedback on the meeting.

11.0 Date and Time of Next Meeting

The next meeting scheduled is the Strategy session on Saturday, 16 November 2024. This will be followed by a Board meeting on Wednesday, 27 November at 6pm.