

Minutes of the Management Board meeting held on Tuesday 17 April 2018 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

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**Ag3**

**Present:** Joan McFarlane  
Cllr Elspeth Kerr  
Margaret Bowie  
Fiona Russell  
Paul McBride  
Tanith Diggory  
Alana Durnin  
Susan Fraser - Observer  
Dionne Fraser - Observer

**In attendance:** Caroline Shepherd, Director  
Pauline Burke, Depute Director  
Duncan McKnight, Technical Manager  
Caron Quinn, Quinn Internal Audit Services  
Stephen Watt, Minute taker

## **1. Apologies**

- 1.1 Apologies were received from H Eakin.

## **2. Declarations of interest**

- 2.1 There were no declarations of interest.

## **3. Minute of the previous meeting**

- 3.1 The minute of the meeting on 27 March 2018 was proposed by Cllr E Kerr and seconded by F Russell.

## **4. Matters arising**

- 4.1 Item 5.5.2 (Feb meeting): The Board were advised that the letter to Cernach proposing six-monthly meetings between Chairs of both organisations has

now been signed by Chairperson J McFarlane and a response is awaited from Cernach.

**C Quinn joined the meeting at 6.40pm.**

## **5. Board briefing**

### **5.1 Scottish Social Housing Charter**

- 5.1.1 C Quinn explained that she has been appointed to conduct a baseline assessment of our compliance with each of the standards and outcomes outlined in the Scottish Social Housing Charter. C Quinn will spend a week in the Co-operative's carrying out document review and staff interviews following which she will prepare a report with recommendations for any improvements she considers could be made.
- 5.1.2 She emphasised that her work will be evidence based – if we cannot provide evidence to support something we say, then she will have to conclude that it is not done. This simulates the approach that would be taken by the Regulator in the event that we were selected for a thematic inquiry or any other type of visit.

### **5.2 Regulatory Standards of Governance and Financial Management**

- 5.2.1 The Co-operative has completed its own self-assessment of compliance with the Regulatory Standards and C Quinn will select some results at random to comment on the accuracy of what we have noted. If we have stated something that we cannot support via evidence, then this will be noted in the report.

- 5.2.2 J McFarlane thanked C Quinn for her input.

**C Quinn left the meeting at 6.55pm.**

## **6. Director's report**

### **6.1 Regulation plan 2017/18 – update**

- 6.1.1 Formal notification that we have moved to low engagement has now been received from the Scottish Housing Regulator. Board members and staff alike are delighted with this outcome and it has been a great morale booster for staff.

6.1.2 The Board noted the new level of engagement.

## 6.2 Payments and benefits report – 2017/18

6.2.1 The Board were advised that there has only been one entry in the Entitlements, Payments and Benefits register over the past twelve months; it related to an offer of housing to a connected person. This was in the first half of the year so there is no change to the mid-year report presented in October 2017.

6.2.2 The Board noted the report.

## 6.3 General Data Protection Regulations (GDPR) - implementation

6.3.1 C Shepherd advised the Board of the measures which have been taken to prepare for the introduction of GDPR on 25 May 2018.

6.3.2 There was a brief discussion about developing technology, mobile phone use outside of the office, and taking the right precautions. These were noted by the Director.

6.3.3 The Board noted the update and agreed to the implementation plan. A further update will be provided at the next meeting.

## 6.4 Board member appraisals

6.4.1 A meeting with L Ewart and the Director/Depute Director took place on 12 April and an update will be provided in due course. It is anticipated that the interviews with L Ewart will take place during the summer period.

6.4.2 F Russell asked if it would be possible for her appraisal to take place in Stirling. This was confirmed.

## 6.5 Arrangements for annual strategy day

6.5.1 The annual strategy day will take place at the Golden Jubilee Hotel in Dalmuir on Friday 22 June and will be facilitated by Brian Coyle. The Board were informed that this arrangement, including the cost of room hire and catering, will be less expensive than 2017/18 as there is much less preparation time included in the fee.

6.5.2 The Director and Depute Director have met with Brian to discuss a draft programme and we expect to receive this for comment over the coming days.

## **6.6 Finance spend – final spend at end March 2018**

- 6.6.1 C Shepherd advised that final spend of £39,537 was marginally less than the revised spend of £39,841.
- 6.6.2 The Board noted the finance update.

## **6.7 Amendment to bank signatories**

- 6.7.1 Owing to the departure of Board members A Kilgour and J Roche, it was requested that our signatories for the Nationwide and Bank of Scotland accounts be reviewed. J McFarlane, T Diggory and M Bowie volunteered to become new signatories.
- 6.7.2 The Board approved the reviewed signatories list.

## **7. Depute Director's report**

### **7.1 Complaints report – 2017/18**

- 7.1.1 P Burke presented a summary of the sixteen complaints that were received in 2017/18 and provided details of how these had been resolved.
- 7.1.2 A Durnin asked if expressions of dissatisfaction were recorded as complaints. P Burke confirmed that this was the case and that we are keen to record all feedback.

### **7.2 Planned maintenance - update**

- 7.2.1 The Board were informed that the window and bathroom planned maintenance contracts were 97% completed at the end of March 2018; one household had been unable to give access until early April.
- 7.2.2 There was a discussion about some instances of poor communication between the Co-operative, the contractor, and our tenants at the beginning of the contract. D McKnight reported that a full assessment will follow, and more detailed information will be provided in due course. The following areas were discussed:
  - (i) A Durnin asked how much 3% of the cost equated to and D McKnight advised that this was in the region of £15,000. He added that this was unlikely to have an adverse impact on the works due in 2018/19 as we

anticipate the cost of the works being less than the budgeted amount; this will allow scope for the £15,000 to be accommodated.

- (ii) The initial tender documentation had provision for a negotiated extension, subject to satisfactory performance, so Board members discussed whether we should attempt to negotiate an extension to the contract for the Phase 2 works or whether we should have another tender exercise.

7.2.3 The quality of workmanship had been very good and the main issue we experienced was poor communication at the beginning of the contract. The contractor remedied this once it had been raised by appointing a dedicated liaison officer who was based on site. This worked well and there were no real communication issues after her appointment.

7.2.4 Given that the contractor seems to have performed well after the initial communication issue, it may be worthwhile considering an extension – in this regard, the point was made by A Durnin that there had been significant increases in tender prices recently and the potential additional cost resulting from a fresh tender should perhaps be taken into account.

7.2.5 It was agreed that:

- The Technical Manager would complete his assessment of tenant feedback
- Liaise with the contractor over costs and timescales in the event that we were able to negotiate an extension
- Revert to the Board with a recommendation

**Action – D McKnight**

### **7.3 Procurement of open space maintenance - update**

7.3.1 D McKnight discussed the procurement process for the open space maintenance.

## **8. Policy review**

### **8.1 GDPR Policy**

8.1.1 C Shepherd sought Board members' approval to adopt the GDPR policy and appendices which have been developed by the Scottish Federation of Housing Associations and the Glasgow and West of Scotland Forum with input from TC Young.

- 8.1.2 A Durnin highlighted what appeared to be an anomaly in Appendix 5 – it states that payroll information would be retained for three years but also that wages/salary records would be retained for six years. C Shepherd agreed that this seemed to be an anomaly and could offer no explanation. We will attempt to clarify this for the next meeting.

**Action – C Shepherd**

- 8.1.3 The Board approved the draft GDPR privacy policy.

## **8.2 Sustainability Policy**

- 8.2.1 D McKnight discussed the draft policy which had been developed by a working group comprising staff members from the Co-operative and Cernach Housing Association. He then referred to the attached action plan and methods of improving the service we provide in association with partners such as G-Heat. Improved insulation and testing of heating systems will help reduce the energy which tenants are using.
- 8.2.2 A Durnin reminded members that the Home Scotland Grants and Loans Home Energy Efficiency Programmes (HEEPS) could supply a loan, interest-free.
- 8.2.3 F Russell also proposed that a thermal study could be undertaken if we purchase a thermal imaging camera to identify spots where insulation has not been properly installed or where there are issues. D McKnight also suggested that a company could be hired to look at properties where there may be heat loss. D McKnight will look into this in more detail.

**Action – D McKnight**

- 8.2.4 The Board approved the draft of the sustainability policy.

## **9. Governance**

### **9.1 Membership report**

- 9.1.1 There are six Share Certificates to be issued to new tenants. These were to be signed by the Secretary and two Board members at the end of the meeting.

### **9.2 Ethical conduct and notifiable events**

- 9.2.1 There was nothing to report.

## **10. Audit, Risk and Staffing sub-Committee**

- 10.1 There is nothing to report this month.

## **11. Any other competent business**

- 11.1 C Shepherd advised the Board that the SFHA Annual Conference will take place on 12 and 13 June 2018 at the Radisson Blu Hotel, Glasgow. If anyone wishes to attend, please contact S Watt.

**Action – S Watt**

- 11.2 Drumchapel Community Business Ltd will host its Annual General Meeting (AGM) on 1 May 2018 at Oliver's Bistro. Anyone who wishes to attend, please contact S Watt.

**S Fraser and D Fraser were both asked to leave the meeting at 7.20pm due to the nature of the following discussion.**

- 11.3 Former Board member J Barclay has advised that she would like to re-join the Board with immediate effect. The Board agreed that J Barclay could fill one of the casual vacancies.
- 11.4 It was further agreed that S Fraser and D Fraser be invited to fill the remaining casual vacancies. There remains one vacancy for a co-optee and staff will work to identify any interested parties.
- 11.5 The Board agreed to both proposals.

**S Fraser and D Fraser re-joined the meeting at 7.24pm.**

- 11.6 Cllr E Kerr asked if the Co-operative would be willing to work with vulnerable persons to enable them to appear on to the electoral register. Further information will be provided by Cllr E Kerr and passed to the Depute Director to consider adding into housing application packs and inclusion in the newsletter.

**Action – Cllr E Kerr**

## **12. Date of next meeting**

- 12.1 The next meeting will take place on Tuesday 29 May 2018 at 6.00pm in the Co-operative's office.

**The meeting closed at 7.30pm.**