



Minutes of the Management Board meeting held on Tuesday 23 October 2018 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

---

## **Ag3**

**Present:** Joan McFarlane  
Cllr Elspeth Kerr  
Margaret Bowie  
Helen Eakin  
Paul McBride  
David Riddell  
George Rankin  
Frances McLean  
Laura Stevenson

**In attendance:** Caroline Shepherd, Director  
Pauline Burke, Depute Director  
Duncan McKnight, Technical Manager  
Stephen Watt (Minute-taker)

### **1. Apologies**

1.1 Apologies were received from Board Members T Diggory and A Osaghae.

### **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 11 September 2018 was proposed by Cllr E Kerr and seconded by P McBride.

### **4. Matters arising**

4.1 Items 7.1/8.1: C Shepherd advised that C Quinn would be invited to a future meeting to discuss her findings in relation to the Regulatory Standards self-

assessment validation exercise and the Scottish Social Housing Charter baseline assessment.

- 4.2 Item 12.2: C Shepherd informed the Board that a bus had been arranged for the EVH Conference at St Andrews between 26 and 28 October 2018. It would depart from the Co-operative's office at 9.05am on Friday 26 October 2018, returning Board members on the Sunday.

## **5. Director's report**

### **5.1 Board effectiveness review report**

- 5.1.1 C Shepherd presented the results of L Ewart's individual interviews and group exercise. Recommendations from the summary report provided to all present were discussed in some detail and the agreed actions are noted below:

- (i) We will keep improving and reviewing our Asset Management policy which was written in June 2017 and August 2018.
- (ii) Although some information already features in our Asset Management policy, we will review our demographic profile to identify future priorities.
- (iii) We will formalise and strengthen our Communications group who meet on a monthly basis, communicating our findings to tenants.
- (iv) J Norwood has incorporated a wellbeing strategy into our affordability strategy and will continue to consider affordability and wellbeing.

P Burke reiterated that the findings were positive, but there remains a demand to improve our services and performance. Any issues of significance will be brought back to the Board for discussion and action if necessary.

How the business implements policies and improves feedback were then addressed:

- (v) Internal audits are in place to maintain the assurance about the effectiveness of our policies.
- (vi) Bite-size / bespoke "How To" information sessions for both staff and Board members have been introduced recently to review the work presently being undertaken at the Co-operative.
- (vii) A calendar outlining all annual events involving SHARE, EVH, SFHA and any other partner agencies would allow a training and development programme to be drafted.

**F McLean joined the meeting at 6.37pm.**

5.1.2 A discussion ensued surrounding how the Co-operative can support its Board and tenants. It was highlighted that there was a lack of cafes or facilities run by the Board in past within the local area. The ails of a shrinking community spirit included the absence of bingo nights, chiropodists, lantern-making for children, and providing bus runs to George Square.

5.1.3 Supporting tenants with the rollout of Universal Credit (UC) was highlighted as a key priority and J McFarlane advised that she would hand in a copy of the Partick Housing Association newsletter UC fact-sheet for consideration in our own newsletter.

5.1.4 C Shepherd informed the Board that an action plan will be drafted from the feedback received and will be brought to the next meeting on 4<sup>th</sup> December 2018.

**Action – C Shepherd**

5.1.5 The Board noted the Board effectiveness review report.

**5.2 Entitlements, payments and benefits – mid-year report**

5.2.1 C Shepherd advised the Board that the Entitlements, payments and benefits report would be brought to the meeting twice a year. There have been no recordings in the past six months.

5.2.2 The Board noted the mid-year report.

**5.3 Board induction – new members’ progress report**

5.3.1 C Shepherd informed the Board that the first part of the new members induction was now complete, with only one Code of Conduct remaining to be returned. Part 2 will shortly take place.

5.3.2 The Board noted the progress report.

**5.4 Bite-sized briefings**

5.4.1 C Shepherd referred the Board to topics which could be handled in a short session during the Management Board meetings. The suggested subjects for these meetings were:

1. Allocations policy
2. Universal Credit
3. Anti-social behaviour

- 4. Complaints
- 5. Governance
- 6. Finance

5.4.2 The Board noted the proposed bite-sized briefings.

## **5.5 General Data Protection Regulations – update**

5.5.1 The GDPR action plan continues to be implemented. L Miller, Data Protection Officer, will visit for half a day every two months with her next visit at the office scheduled for 11<sup>th</sup> December 2018. L Miller will also attend our next Board meeting on 4<sup>th</sup> December 2018.

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

### **6.1 Performance monitoring – mid-year report**

6.1.1 P Burke presented the half year performance position to Board members.

6.1.2 On the subject of performance, P Burke referred to comments on customer satisfaction and confirmed the next Tenant Satisfaction Survey will be carried out around April/May 2019.

6.1.3 The Board noted the mid-year performance.

### **6.2 Annual Report on the Charter (ARC) report to tenants**

6.2.1 The draft of the Tenant Report Card was approved by the Board.

### **6.3. Planned Maintenance update**

6.3.1 D McKnight advised that the planned window and bathroom upgrade will commence on 1 November 2018. All works are anticipated to be complete before the Christmas break.

6.3.2 The Board noted the planned maintenance update.

### **6.4 Allocations Policy**

6.4.1 A consultation event was hosted at the Co-operative on 12 September 2018. The Board approved the changes to the policy as per the consultation outcome and advice from our solicitors. The Allocations policy will be reviewed again in May 2019.

## **7. Policy Review**

7.1 There were no policy reviews this month other than item 6.4.

## **8. Governance**

### **8.1 Membership report**

8.1.1 There were ten Share Certificates to be issued to new tenants. These were signed by the Secretary and two Board members at the end of the meeting.

### **8.2 Ethical conduct and notifiable events**

8.2.1 There was nothing to report.

### **8.3 Annual Declarations**

8.3.1 Only one Board member remains outstanding. All Annual Declarations have now been signed and received.

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

9.1 There have been no sub-Committee meetings to report.

## **10. Any other competent business**

10.1 C Shepherd advised that EVH are hosting a Governing Body Member event at the Inchyra Hotel and Spa in Polmont, Falkirk from 15 to 16 November 2018. Anyone who is keen to attend this event is asked to pass their names to S Watt for registration.

**Action – S Watt**

10.2 The EVH annual conference will be hosted at the Fairmont Hotel in St Andrews from 26 to 28 October 2018. All Board members who are attending will be provided with travel and overnight expenses by S Watt.

**Action – S Watt**

## **11. Date of next meeting**

11.1 The next meeting will take place on Tuesday 4 December 2018 at 6.00pm in the Co-operative's office.

**The meeting closed at 7.25pm.**