



Minutes of the Management Board meeting held on Tuesday 22 October 2019 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

Ag3

Present: Joan McFarlane
Helen Eakin
Paul McBride
David Riddell
Sheila Smyth
Jonathan McAllister

In attendance: Pauline Burke, Acting Director
Sharon Flynn, Depute Director (temporary)
Duncan McKnight, Technical Manager
Jackie McGoran, Senior Financial Officer
Stephen Watt – minute-taker

At the beginning of the meeting, Chair J McFarlane welcomed Depute Director (temporary) Sharon Flynn to her first Board meeting.

1. Apologies

- 1.1 Apologies were received from M Bowie, Cllr E Kerr, S McCotter and E Stowell.
- 1.2 P Burke advised the Board that there had been a special leave request received from G Rankin. This request was approved, and a letter will be sent to Mr Rankin advising him of the Board's decision.

Action – PB

2. Declaration of interest

- 2.1 There were two declarations of interest.

Item 5.5 – S Flynn declared she has a pension with another employer.

Item 8.1 – E Stowell declared a relative on the membership list via e-mail prior to the meeting.

3. Minute of the previous meeting

3.1 The minute of the meeting on 10 September 2019 was proposed by H Eakin and seconded by P McBride.

4. Matters arising

4.1 There were no matters arising.

5. Director's report

5.1 Review of registers

5.1.1 P Burke advised that all registers were available for review at the meeting.

5.1.2 All donations were put towards the tombola stall and/or raffle for the Summer Fun Day.

5.1.3 The Board noted the annual review of registers and these were signed off by the Acting Director and Chair.

5.2 Entitlements, Payments and Benefits – mid-year report

5.2.1 P Burke 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 P Burke advised that the four new Board Members had received Part 1 of their induction training.

5.3.2 Part 2 of the induction training will take place on Monday 11 November 2019.

5.4 Financial Conduct Authority report

5.4.1 The Financial Conduct Authority (FCA) annual return for 2018/19 was present to the Board for approval.

5.4.2 P McBride advised that his date of birth was incorrect. The edited version will be amended and passed to the then Secretary H Eakin to sign.

5.4.3 The Board approved the FCA return pending the change above.

5.5 SHAPS Financial Valuation Assessment

5.5.1 P Burke discussed the paper circulated to Board members and advised that the past service deficit contribution payments in the scheme will be reduced by approximately £10,000 from 1 April 2020. The payments will continue to increase by 3% annually and payments will continue to at least 30 September 2022.

5.5.2 The valuation has no impact on the Co-operative's future service contributions as it took the decision a few years ago to close the defined benefit scheme to all staff and move over to the SHAPS defined contribution scheme.

5.5.3 The Board noted the report.

5.6 Overnight Rolling Deposit facility – Bank of Scotland

5.6.1 P Burke discussed the recommendation of opening an Overnight Rolling Deposit facility with the Bank of Scotland.

5.6.2 The Board approved this recommendation.

5.7 Office of the Scottish Charity Regulator (OSCR) 2018-19 return

5.7.1 The OSCR annual return for 2018/19 was presented to the Board for approval.

5.7.2 The Board approved the return.

5.8 Business plan targets – mid year report

5.8.1 P Burke referred to the mid-year report for the Business Plan which was agreed in August 2019.

5.8.2 P Burke explained that the business plan targets were divided into numerical and task-based targets. The numerical targets will be reported as part of agenda item 6; the remainder of this section discusses task-based targets.

5.8.3 P Burke discussed the paper that had been circulated prior to the meeting. Apart from the Information Technology policy (which the Board decided to

delay pending the newly appointed ICT consultant identifying our information technology requirements), the Board were pleased to note that all tasks included in the work plan had been delivered on, or ahead of, schedule.

5.8.4 The Board noted the mid-year report.

6. Depute Director's report

6.1 Performance report – mid year April to September 2019

6.1.1 C Meiklejohn provided an explanation for the figures which were brought to the Board as per the Annual Report to the Charter and discussed the first quarter arrears. The Board were satisfied with the figures provided.

6.1.2 C Meiklejohn expressed her thanks to the Board for her time in the role of Snr Housing Officer which concludes 31 October 2019.

6.1.3 D McKnight discussed the performance figures which appear in red. There were six cases of fairly or very dissatisfied. All persons who expressed dissatisfaction have since been spoken with and these issues resolved. The Board were further advised that looking ahead, performance figures will be analysed on a monthly basis and any issues highlighted to Depute Director, S Flynn.

6.1.4 S Flynn provided a sample 'trend analysis' to Board members, demonstrating a breakdown of trends in tables using percentages and value of rent arrears. It was requested that any feedback on this layout should be submitted to S Watt before the next Board meeting in December with intention to report trends from Jan 2020.

6.1.5 The Board noted the report.

6.2 Annual Return on the Charter (ARC) report to tenants

6.2.1 S Flynn advised that the ARC report must be distributed to our tenants by 31 October. This is accompanied by the Annual Assurance Statement and SHR Compliance Plan.

6.2.2 Feedback from the Board was that the Report Card looked useful, positive, and the visual aspect of the report was especially appealing.

6.2.3 The Board approved the Annual Report on the Charter.

6.3 Planned Maintenance Update

6.3.1 D McKnight presented the selection process undertaken for the Window & Bathroom tenders progressed through the Scottish Procurement Alliance (SPA) framework.

6.3.2 Board paper 4.2 (Table 1) demonstrates the assessment of tenders through the SPA framework. CMS Window Systems were appointed as the successful contractor for the windows maintenance on price and score evaluation. Board paper 5.2 (Table 2) subsequently provides that L&D Plumbing and Tiling Services Ltd were regarded as the successful contractor for the bathroom upgrades.

6.3.3 A detailed discussion took place relating to savings required in the bathroom specifications with the likelihood of impact and cost on budget, and expected feedback, recognised. The Board approved the recommended savings with the request to monitor tenant feedback and satisfaction.

6.3.4 The Board agreed to proceed with the maintenance work and noted the update.

6.4 Bad debt write off report – June to Sept 2019

6.4.1 C Meiklejohn presented the second quarter report for former tenant arrears. All avenues have now been exhausted in debt recovery, and the Board was asked to write off the sum of £5,790.94.

6.4.2 The Board approved the write-off.

6.5 Welfare Benefit monitoring report – Quarter 2

6.5.1 The second quarter breakdown report from the Citizens Advice Bureau (CAB) was noted by the Board.

6.6 Eviction report

6.6.1 C Meiklejohn requested Board approval for an eviction. Assuring the Board that all pre-action requirements had been undertaken.

6.6.2 S Flynn commented on the work undertaken by staff, and proposed that less detail is presented in future papers.

6.6.3 Board were asked to approve the recommendation for eviction if decree is sanctioned at the court calling on 6 November. This was brought to the October meeting in order to avoid further rental loss if the decision was postponed to the December meeting.

6.6.4 The Board approved the eviction report.

7. Policy review

7.1 Standing orders, remits and delegated authority policy

7.1.1 P Burke presented the Standing Orders policy for approval.

7.1.2 P Burke highlighted one error at DA 5.7 Scottish Government Funding Documentation where the text should read Senior Finance Officer and not Senior Housing Officer.

7.1.3 The Board approved the Standing Orders policy.

7.2 Environmental Information (Scotland) Regulations 2004 policy (EIR)

7.2.1 S Flynn advised that our Data Protection partner RGDP had produced the EIR policy, which supported the guidance recently provided by SFHA.

7.2.2 The Board approved the EIR policy.

7.3 Freedom of Information (Scotland) Act 2002 policy (FOISA)

7.3.1 S Flynn advised that the FOISA policy was also received from RGDP and suitable for use.

7.3.2 Board members were instructed that brief biographies of our members should feature on the website to demonstrate transparency and a varied skillset. We will apply the details provided during the Board Member appraisals undertaken by Linda Ewart and Jacqueline Norwood as opposed to anything substantial.

7.3.3 The Board approved the FOISA policy and agreed to the brief bio proposed to feature on the website.

8. Governance

8.1 Membership report

8.1.1 There were five Share Certificates to be issued to new tenants. These were signed by two Board members and the Secretary to sign.

Action – S Watt

8.1.2 The Board approved the Membership report and noted absent Board member E Stowell's declaration of interest.

8.2 Ethical conduct and notifiable events

8.2.1 There was nothing to report.

9. Audit, Risk and Staffing sub-Committee

9.1.1 There was no meeting during the reporting period to update.

10. Any other competent business

10.1.1 P Burke tabled a letter received by the Scottish Housing Regulator on 22 October 2019, concerning Tenant and Resident Safety, Cyber Security and Brexit. P Burke confirmed on receipt of the letter:

- i) A meeting was arranged with the Management Team for Friday 25 October to discuss these action points and an update will be brought to the Board at the December meeting
- ii) Confirmation requested from our ICT provider regarding cyber attacks.

Board also noted a cyber audit was carried out by Scottish Business Resilience Centre, December 2017 and any actions raised were implemented.

10.1.2 The Board noted the above.

10.2 Through committed expenditure reserved in our Donations policy, a cheque for £300 was presented to Drumchapel High School and for £500 to Drumchapel Food Bank, which has been returned. This will be followed-up in the coming weeks to ensure the Food Bank receives their donation.

10.3 A request has been received for a donation of £155 to Men Matter Scotland. The organisation fits the criteria of our Donations policy and would benefit the wider community of Drumchapel and out tenants therefore the request was approved.

10.4 A visit to West Whitlawburn Housing Co-operative has been provisionally arranged for the 22 January 2020 when the office is closed for staff training. This date has been selected to minimise disruption to our tenants and other customers. Board and staff will attend the visit to share good practice with another housing Co-operative. Any members wishing to attend to notify S Watt.

Action – S Watt

10.5 ACS have provided Health & Safety certification for Board and staff members who attended the recent session in September 2019 at the Titan restaurant. Those Board members who are not present tonight will have theirs posted by S Watt.

Action - S Watt

10.6 Finance training for Board members will take place on 5 November at 6.00pm at the Co-operative office. The training will be provided by Jacqueline McGoran, Senior Finance Officer and Fettes McDonald of FMD Financial Services. Board members who have advised that they will attend are H Eakin, M Bowie, P McBride, and J McFarlane. Any other Board members keen to contact S Watt.

10.7 A SHAPS Governance event is arranged for Friday 25 October 2019 between 10.30 and 12.00 at their offices on Sauchiehall Street. H Eakin to attend on behalf of the Co-operative.

Action – S Watt

10.8 This year's Board & Staff Christmas Lunch will take place on Friday 6 December. Board approved closure of the office to allow this event to take place.

Action - S Watt

S Watt, S Flynn, C Meiklejohn and D McKnight left the meeting at 7.30pm due to a confidential matter.

10.9 The review of the Co-operation agreement was discussed; Board approved the start of the review process with an initial meeting of the Chairs from Cernach and Drumchapel and the Senior Officers from both organisations. The outcome of the meeting to be provided to the Board at a later date.

S Watt, S Flynn and D McKnight returned to the meeting at 7.40pm.

11. Date of next meeting

- 11.1 The next meeting will take place on Tuesday 3 December 2019 at 6.00pm in the Co-operative's office.

The meeting closed at 7.40pm