



Minutes of the Management Board meeting held on Tuesday 28 May 2019 at 6.00pm in Drumchapel Housing Co-operative's office, 4 Kinclaven Avenue, Glasgow, G15 7SP

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**Present:** Joan McFarlane  
Cllr Elspeth Kerr  
Margaret Bowie  
Tanith Diggory  
George Rankin  
David Riddell  
Helen Eakin

**In attendance:** Caroline Jardine, Director  
Pauline Burke, Depute Director  
Duncan McKnight, Technical Manager  
David Ampofo, FMD Financial Services  
Stephen Watt – minute-taker

## **1. Apologies**

1.1 Apologies were received from P McBride.

## **2. Declaration of interest**

2.1 There were no declarations of interest.

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

3.1 The minute of the meeting on 16 April 2019 was proposed by Cllr E Kerr and seconded by M Bowie.

## **4. Matters arising**

4.1 There were no matters arising.

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

### **5.1 Management accounts to 31 March 2019**

5.1.1 David Ampofo from FMD Financial Services presented the Management Accounts to 31 March 2019. There were no areas of concern, and the Co-operative remains in a healthy financial position.

5.1.2 The Board approved the management accounts to 31 March 2019.

### **5.2 Staff Survey – feedback**

5.2.1 C Jardine presented the draft staff survey report prepared by our consultants, Knowledge Partnership.

5.2.2 Two issues have been raised by staff in the report which the Board were asked to give consideration:

- i. Developing new build properties in the Co-operative area.
- ii. Employing our own Director once the three-year service-sharing period concludes later this year.

5.2.3 It was agreed that a more detailed discussion would have to take place. This has been arranged for the Board and staff away day on Friday 31 May 2019 when the agenda will cover service sharing, development, and key performance indicators (KPIs).

5.2.4 C Jardine further advised that EVH Director Eamonn Connolly had already led two separate initial discussions with (i) senior staff and (ii) operational staff and will be present at the away day to discuss the report.

### **5.3 Strategy away day**

5.3.1 C Jardine discussed the agenda, speakers, arrangements, and venue planned for the Board and staff away day referred to at last month's meeting. Anyone with any questions or special requests are asked to direct them to Corporate Service Assistant, S Watt.

### **5.4 Grant Signatories**

5.4.1 C Jardine referred the Board to the signatories required for any adaptations and advised that we are requesting no changes to those authorised; the

Director, Depute Director, Technical Manager, and Finance Officer remain responsible. Secretary H Eakin was asked to sign the pro forma on behalf of the Board and return it to S Watt.

**Action – S Watt**

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

### **6.1 Annual Return on the Charter (ARC) and EESH – 2018/19**

6.1.1 P Burke presented the ARC and EESH reports to the Board; both returns had been circulated in full to all members in advance of the meeting.

6.1.2 The Board approved the ARC and EESH reports.

### **6.2 Performance against targets 2018/19**

6.2.1 P Burke informed the Board that there was an error at 1.1 where a sentence refers to a report detailing arrears banding being attached.

6.2.2 D McKnight discussed the repairs satisfaction survey and advised that 95 out of 103 tenants had reported that they were happy with the service provided. It was further identified that the higher proportion of tenants we are now calling would provide a more accurate picture, and this is something which would be considered during the next survey call-round.

6.2.3 A brief discussion ensued concerning service complaints and anti-social behaviour complaints. A paper had previously been circulated for the April meeting which details the service complaints in depth. There were 38 anti-social behaviour complaints received during 2018/19.

### **6.3 Planned maintenance 2019/20 – update**

6.3.1 D McKnight presented the planned maintenance paper, discussing the procurement route for the next phase.

6.3.2 The three options presented were discussed and it was agreed that Option 2 – test procurement via Scottish Procurement Alliance (SPA) framework – was the favoured choice.

6.3.3 The Board approved the planned maintenance update.

### **6.4 Housing maintenance expenditure report**

6.4.1 D McKnight referred to the report which demonstrates a saving of £48,241.

6.4.2 Board members asked when the kitchen upgrades would recommence. D McKnight advised that Phase 6 requires six kitchens and will be completed in the current year; Phase 7, which requires kitchen and boiler upgrades, will commence next year. Further information on this will be provided and discussed at next month's meeting when the quantity surveyor will be in attendance.

## **6.5 Welfare benefit monitoring report – fourth quarter 2018/19**

6.5.1 P Burke advised that £65,775 recovered for tenants demonstrated once more how valuable the welfare benefits service was.

## **7. Policy and practice**

### **7.1 Policy review**

7.1.1 There are no policy reviews this month.

### **7.2 Bite size briefing – allocation of housing**

7.2.1 There was no bite size briefing due to other agenda pressures.

## **8. Governance**

### **8.1 Membership report**

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

**Action – S Watt**

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

8.2.1 There was nothing to report.

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

### **9.1 Minutes of meetings**

9.1.1 The minutes from the meeting on 7 February 2019 were noted.

## **9.2 Recommendations from meeting on 9 May 2019**

9.2.1 There were no recommendations from the meeting.

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

10.1 C Jardine advised that two prospective Board members, Jonathan McAllister and Helen Jeffrey, had shown an interest in joining. The Board agreed to invite both to join the Board for the June meeting.

**Action – C Jardine**

10.2 The Parliamentary Review group, which publishes a magazine introduced by the Prime Minister and is co-chaired by Lord David Blunkett, has asked the Co-operative if it would be interested in being featured in the 2019/20 review as a small and medium enterprise business. If selected, representatives from Drumchapel Housing Co-operative will be invited to an annual gala in London which takes place in March 2020. The Board agreed that it would be appropriate to take part and asked C Jardine to note our interest.

**Action – C Jardine/S Watt**

10.3 S Watt advised Board members that the SFHA annual conference is due to take place on 11 and 12 June at the Radisson Blu Hotel in Glasgow. Anyone wishing to attend should contact S Watt as soon as possible.

**Action – S Watt**

10.4 S Watt advised Board members that the EVH annual conference is due to take place from 22 to 24 November at the Fairmont Hotel in St Andrews. Anyone wishing to attend should contact S Watt. Prior to the end of the meeting, H Eakin, Cllr E Kerr, J McFarlane and M Bowie expressed an interest.

**Action – S Watt**

10.5 All Board members were asked to sign and return their iPad mandates to S Watt at the close of business.

10.6 Finance training will take place at the Co-operative offices on Tuesday 20 August at 6.00pm, provided by Fettes McDonald (FMD Financial Services) and Finance Officer Jackie McGoran. Further information will follow in due course.

**Action – S Watt**

10.7 The gifts and hospitality register has been updated following the Co-operative purchasing flowers for a former staff member whose mother recently passed away. This was noted by the Board.

10.8 Taxis will be arranged by S Watt for Board members attending the Away Day on 31 May 2019.

**Action – S Watt**

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

11.1 The next meeting will take place on Tuesday 25 June 2019 at 6.00pm in the Co-operative's office.

**The meeting closed at 7.10pm**