

CASSILTOUN HOUSING ASSOCIATION

MINUTE OF MEETING OF BOARD OF MANAGEMENT

HELD ON WEDNESDAY 21ST JUNE 2023 AT 6.00 PM IN CASTLEMILK STABLES, 59 MACHRIE ROAD/VIA ZOOM

Present: Anna Stuart MBE George Kelly
 Evelyn Ferguson Jennifer McInnes (Zoom)
 Ryan Davidson Barbara Dusik (via Zoom)
 Julie McNeil Gayle Fitzpatrick (Zoom)

In Attendance: Clair Malpas Chief Executive Officer
 Fiona McGowan Director of Operations
 John Williams Asset Manager
 Paula Brownlie Head of Corporate, HR & Finance
 Clare MacLean Housing Manager
 Amanda Laing Finance Manager (Part meeting left at 6.40 pm)
 Laura Edwards Development Consultant (Part meeting left at 6.25 pm)

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

The Chairperson welcomed everyone to the meeting. There was no fire drill tonight and reminded Board Members of the evacuation procedures.

Apologies were received from Teresa McGowan, Richard Sullivan, Chris O'Brien and Faye Mitchell.

The Chairperson enquired if all board members had received their board papers on time and if they had read over them and understood them. All board members confirmed that they had received their papers on time and that they had read and understood the papers.

The Chairperson sought the Board's approval to bring forward agenda items 8 and 17 which will take place after agenda item 4. **The Board approved.**

1b. QUORUM

As per the Association's Rules, the Quorum for the Board of Management Meeting stands at 4 members. Today's meeting is therefore quorate.

2. CONFLICT OF INTEREST (PERMANENT REGISTER)

AOCB: Cassiltoun Trust – Anna Stuart and Evelyn Ferguson declared an interest.

3a. MINUTE OF MEETING HELD ON 24TH MAY 2023

The minute of meeting held on 24th May 2023 where noted and approved on the motion of Anna Stuart MBE and seconded by Evelyn Ferguson.

3b. MATTERS ARISING FROM MEETING HELD ON 24TH MAY 2023

Page 2: Agenda Item 5 CEO Bi Monthly Report: Redacted as contains sensitive information.

3c. ACTION LIST FROM MEETING HELD ON 24TH MAY 2023

	Details	Person Responsible	Status
Actions from meeting held on 25th January 2023			
1.	Tenants to be educated on how to prevent Damp & Mould. Newsletter articles as well as posters being erected in closes to inform tenants	AM	Complete
Actions from meeting held on 22nd February 2023			
2.	<i>Redacted as contains sensitive information.</i>	Director of Operations	<i>Redacted as contains sensitive information.</i>
3.	Board approved for CHA to undertake a procurement exercise for the Trust re the lighting upgrade of Castlemilk Stables	Asset Manager	Completed
Actions from meeting held on 29th March 2023			
4.	<i>Redacted as contains sensitive information.</i>	Housing Manager Housing Manager Director of Operations	Ongoing
5.	3 x Co-opted Board Members – approved Induction programme to be set up and co-opted board members to sign off all paperwork	HCHR&F	Completed
Actions from meeting held on 26th April 2023			
6.	Analysis of expenditure over the last 3-4 years to present to the Board at a future meeting.	Finance Manager	To be presented at a future meeting
Actions from meeting held on 24th May 2023			
7.	The Board approved to appoint Leanne Gardner onto the Nursery Board as a parent board member.	HCHR&F	Invitation sent to Leanne Gardner to attend next Board of Management

			Meeting on 20 June 2023 - Completed
8.	The Board approved for Deborah McGlashan to be elected at Trust AGM in Sept 23	HCHR&F	Deborah invited to attend to next Trust Board meeting in June 2023 to observe with a view to being elected onto the Trust Board at AGM in Sept 23 – completed
9.	Dates of Assurance Workshops to be circulated to Board	HCHR&F	Completed
10.	30 year Financial Plan approved	CEO	Business Plan to be updated – completed
11.	FYFP – approved., Fettes McDonald to submit to SHR	FMCD	Completed
12.	ARC return approved – CEO to submit to SHR on behalf of the Association	CEO	Completed
13.	SLT SMART Plans approved – to form part of Business Plan	CEO	Completed
14.	<p>Polices approved Collateral Warranties Policy Anti Fraud Policy – deferred for revision to June 2023 Unacceptable Policy</p> <p>Policy Register to be updated Staff to be informed of policies revisions</p>	HCHR&F	Completed
15.	SHARE Register – to be updated with regards to members who have died, terminated their tenancy; moved outwith the area as well as those who have not attended the AGM in the last five years	HCHR&F	Completed
16.	The Board approved the Implementation Plan for compliance against the FCA. Report to be brought to June Board meeting	HM	Complete
17.	<i>Redacted as contains sensitive information.</i>	CEO	Complete – consultant starts on 3 July 2023
18.	Rent payments to move to monthly debit Tenants to be informed that their rent statement will change	HM	Completed
19.	Board attendance register to be updated	HCHR&F	Completed

8. **REACTIVE MAINTENANCE PROCUREMENT OF CONTRACTOR**

Laura Edwards, Development Consultant presented the above report previously circulated with the report.

The purpose of the report was to remind the Board on the current status of the reactive maintenance contract and to propose an appropriate route to procure future reactive maintenance services. The Board were also asked to approve giving delegated to the Director of Operations to

undertake specific tasks to allow a reasonable timescale to be met, while building in appropriate milestones for oversight and approvals by the Board of Management.

As the Board are aware, the Association has been reviewing options for a new contract to ensure an appropriate service to tenants, achieve value for money and to align with the requirements of statutory procurement regulations and the Association's own policy on procurement.

The Association has its own Framework for Maintenance Contractors, but this does not include reactive or out-of-hours services. *Redacted as contains sensitive information.* The Association has investigated other external Frameworks. The benefit of using one of the established public frameworks is that a procurement, fully compliant with current legislation and good practice, can be assured.

Redacted as contains sensitive information.

After discussion, the Board approved:-

- ***To become members Redacted as contains sensitive information.***
- ***All parts of the Cassiltoun Group will be able to use their Frameworks.***
- ***The Framework relating to reactive procurement is scheduled to be up and running by July 2023 but could be subject to delay.***
- *Redacted as contains sensitive information.*
- ***To the use of the Redacted as contains sensitive information for contractors as the primary route to secure reactive maintenance services, noting that the framework is not yet in place.***
- ***To give delegated authority to the Director of Operations to commence a secondary procurement exercise for reactive maintenance services, using the 'restricted procedures' via PCS/FTS, which will give the Association a secondary procurement route for reactive maintenance services for companies that are not included in the Redacted as contains sensitive information.***

It was also recommended that in relation to the PCS/FTS procurement, this will constitute 'Lot 12-reactive maintenance' – an additional Lot to be added to the Association's recently approved Framework for Maintenance Contractors. ***The Board approved to delegate authority the Director of Operations to advertise the procurement, agree the Stage 1 brief, undertake Stage 1 shortlisting and approve Stage 2 tender documents.*** This will include such matters as the details on the length of the contract; the ratio of quality and price assessment; community benefit requirements; format and nature of the quality assessment.

Finally, it was recommended that further reports would be provided to the Board of Management as follows:

- an update report on progress with the procurement in August 2023,
- A final report back at the end of procurement process, seeking approval before any contractual commitments are made regardless of whether the final procurement route used is via *Redacted as contains sensitive information* and/or an advertised procurement on PCS/FTS.

Redacted as contains sensitive information.

17. STABLES HEATING PROJECT

Laura Edwards, Development Consultant presented the above report previously circulated with the agenda.

The purpose of the report was to advise the Board and Cassiltoun Trust Board of Management of the current status of the heating system at Stables; summarise the findings of previous studies carried out on the heating system and make proposals for a new heating system.

As the Board are aware, the heating system at Stables was initially a ground source heat pump (GSHP), installed at the time of the refurbishment of the building in 2007. After this system failed beyond repair, the heating has been provided by electric radiators. Various assessments of the heating system have been undertaken by Mechanical and Electrical Engineers in recent years with a view to providing an improved and more efficient method of heating the building.

Various options have been explored to how we replace the current heating system which were detailed in the report.

In order to move forward with these options, the Association would need the services of a Mechanical and Electrical Engineer (M+E) to design a new system. Following on from this, a Quantity Surveyor (QS) would be required to provide a cost plan for works, assist in the tendering process for a contractor and ultimately provide cost monitoring services once any works commenced. The Association's Procurement Policy notes that calling off from existing Frameworks is an acceptable method of procurement for services, such as that required here.

Redacted as contains sensitive information.

It was also recommended that further reports be provided to the Board of Management and the Trust Board as follows:

A report to the Board of Management and the Trust seeking approval for the design of the new system and approval to commence with the procurement of a contractor (January 2024)

A report to the Board of Management and the Trust with (a) an update on any external funding applications; (b) feedback from SHR and any other external regulatory or legal requirements; (c) a request for approval for the appointment of a contractor (May 2024)

6.25 pm – Laura Edwards left the meeting.

4. CHAIR'S REPORT

June 2023

In the first week of June, the Chair and Head of Corporate, HR & Finance completed all Board Appraisals. The Chair was pleased to announce they all appraisals had successful outcomes and that everyone wishes to remain on the board for another year.

5th June 2023

The Chairperson's appraisal was carried out with the Chief Executive Officer and Vice Chairperson. The Chair confirmed that he would take on all the points raised by board members as part of the 360 review process.

6th and 7th June

Attended the SFHA Annual Conference in the Radisson Blu Hotel Glasgow. The theme of this year's conference was Housing at Scotland's Heart. The conference was used to capture a whole host of different themes in tackling, homelessness, poverty, tenant sustainment and Climate

Change. The first Keynote Speaker was Scottish Government Minister for Housing Paul McLennan, MSP. His keynote being that the Scottish Government will continue to support the Social Housing sector. There was a Local Leaders panel including Susan Aitken MSP leader of Glasgow City Council and Councillor Euan Jardine Conservative leader of Scottish Borders Council. Both spoke well about the good collaboration between their respective councils and RSL's.

There was a host of breakout sessions to attend including: Tackling fuel poverty, delivering net zero, working towards an end to homelessness. The View from across the UK. This was a good in-depth look at social housing in England, Wales and Northern Ireland. Thriving communities presented by Paddy McKenna, Cassiltoun Housing Association and Dougie Paterson of Berwickshire Housing Association. This was a look at what both Associations do to help their communities thrive. A session called Common Wealth Building was about retrofitting old buildings and bringing them back into use.

There was a good session on The Scottish Housing Regulator. It was an independent review of the Regulator done by a company called Altair. The findings were positive but one issue stood out which was that the Regulator needs to be more precise in publications making clear the difference Statutory Guidance and Non Statutory Guidance.

Our Chief Executive Officer took part in the final Panel discussion about some of the topics highlighted by the conference. This conference was a very enjoyable learning experience.

All the presentations can be obtained via the SFHA website.

8th June

The Chair attended the Castlemilk Community Council meeting with the Vice Chairperson which took place in the Birgidale Complex.

The two main topics were:-

Kirsty Chapman of the Youth Complex gave a presentation of the different activities held there and the positive outcomes that can be achieved for those who attend.

Mark McArthur of Glasgow Life gave a full presentation of the World Cycling Championships which will start on 3rd August at the top of the Cathkin Braes. There will only be one day of events at the Braes with the rest spread out across Scotland at ten different locations.

A full programme of the event can be obtained on the Council website.

12th June

The Chair attended with the Vice Chairperson, Community Development Manager and Nursery Manager a Community Planning Partnership Workshop organised by the City Council Community Planning Department and Castlemilk Community Council. The main question of the day was what do the people living and working in Castlemilk want to see included in the Castlemilk locality plan that will make Castlemilk a thriving place to live. A variety of options were discussed and put forward for further discussion.

14th June

The Chair was invited to attend Craigdale Housing Association's New Development Opening at West Castlemilk but due to personal reasons could not attend. The Chief Executive Officer attended on behalf of the Chair.

15th June

The Chair and Vice Chairperson represented the Association at an Information stall at Tormusk Shops. This was organised by GCC and Castlemilk Community Council. Police and Fire Brigade representatives as attended.

16th June

The Chair and Vice Chairperson attended Miller Primary School to present certificates to Junior Volunteers from Primary 4 for the work they do in Castlemilk Park. This was organised by Stuart Whittaker, Community Woodlands Officer. This event took place in the morning.

In the afternoon, the Chair attended the Audit and Risk Sub Committee. Discussion was on the Annual Accounts and the Group Risk Policy which form part of the tonight's agenda.

The Board noted the Chairperson's report.

5. GROUP ANNUAL ACCOUNTS

The Finance Manager presented the Group Annual Accounts previously circulated with the agenda.

To summarise, up to page 9, these pages are a Report from the Board of Management which gives details on the Association, aims, objectives, details of lawyers, auditors etc.

Page 10 and 11 outlines the Board of Management's responsibilities with regards to the Audit.

There is also a letter of representation which is signed off by the Board to the Auditor confirming that there have been no issues with regards to the audit and that all Board responsibilities have been carried out.

Pages 12 -17 is the Auditor's report. This is required by legislation and law. A clean audit was carried out and no issues raised.

Pages 18 – 25 outlines the Group and Association Statement of Comprehensive Income. Through the statements, you will see a Note column which outlines additional notes in relation to the figures.

Page 19 – the Association' statement of Comprehensive Income notes that we have made a surplus of £806,000 which drops down to £429,000 when we take into account financing costs, ie interest on our loans.

Surplus for the year was £429,000.

Transactions shown below the surplus for the year outlines figures in relation to the Pension Funds. They are shown below the surplus for the year due to the volatility of the transactions. Notes 21 and 22 of the Accounts outlines in-depth notes in relation to the Pension Funds.

Page 20 outlines the Group Statement of Changes in Capital and Reserves. These figures details the reserves and how they have changed over the year.

Pages 22 and 23 outlines the Groups Statement of Financial position

Pages 24 and 25 outlines the Groups Cash Flows which illustrates how we generate cash and how we use it up and how it ties back to the bank balance.

Pages 26 – 54 outlines the notes in relation to the Accounts

The Finance Manager intimated that the Group Accounts circulated with the agenda had not been the updated version that the Audit and Risk Sub Committee had approved. The Chairperson noticed a few typing errors, no changes were made to the overall figures.

On page 33, the amounts listed for planned, cyclical and reactive there was a slight change to the figures but the overall total did not change. We realised that there was an element of cost in a figure that shouldn't have been there and needed added to another line.

Page 34, there was an omission of a comparative figure that needed to be added in. This has now been added.

Page 35, Para 3, there was an update required in relation to a comparative figure.

Page 37, referred to a note of a loss which was not accurate. This was updated.

After discussion, the Board noted and approved the Annual Accounts for 2022/23.

6a. TREASURY REPORT

The Finance Manager presented the Treasury Report on behalf of the Financial Consultant, Fettes McDonald who is on holiday. This report was circulated with the agenda.

As the Board are aware, a Treasury Report was presented to the Board last August 2022. This report was updated to reflect the Association's current treasury management operations.

The report includes:-

- Secured stock and stock valuation date per lender
- Loan Information in relation to each lender
- Asset Cover
- Secured and Unsecured stock
- Future proposed borrowings
- Projected cash flow position
- Covenant Compliance
- Interest Earnings from Surplus Funds
- Compliance with policy
- Treasury Strategy for Financial Year 2023/24

The main changes from the report presented to the Board last August is to do with the reduction in the loan balances.

The Board noted and unanimously approved the updated Treasury Report.

6b. LOAN PORTFOLIO REPORT

The Finance Manager presented the Treasury Report on behalf of the Financial Consultant, Fettes McDonald who is on holiday. This report was circulated with the agenda.

This information will be submitted to the Scottish Housing Regulator by 30 June 2023.

A lot of the information contained in the Loan Portfolio report is also contained within the Treasury Report under agenda item 6a.

The Board noted and unanimously approved the Loan Portfolio Report which will be submitted to the SHR on 30th June 2023.

6.40 pm Finance Manager left the meeting

7. FINANCIAL CONDUCT AUTHORITY (FCA) CUSTOMER DUTY REPORT AND ACCESS TO DEBT AND WELFARE ADVICE POLICY

Housing Manager presented the above report and policy previously circulated with the agenda.

As the Association has a Debt Advice service, we are required by the Financial Conduct Authority to have the Duty embedded in our service and evidence the outcomes our customers are receiving. The purpose of the report circulated with the agenda, was to provide the Board with information on the implementation of the Customer Duty for the Debt Advice Portfolio by the Financial Conduct Authority which comes into force on 31st July 2023. The implementation plan was presented to the Board at their meeting on 24th May 2023.

The implementation plan 2023 outlines to the Board our compliance against the FCA Consumer Duty. There are two points still outstanding which will be completed by 30th June 2023

- We conduct an assessment of our compliance with the Duty at least once a year - an annual checklist will be drawn up to ensure compliance
- We understand our client's journeys, through and out of advice and make sure that they are supported throughout all stages of the debt advice process – A policy and procedure for Access to Welfare and Debt Advice Service is drawn up (previously circulated with the agenda)

Ryan Davidson enquired if the Advice Team report to the Board the total financial gain for the customer. The Housing Manager confirmed that these figures are reported to the Regeneration/Operations Sub Committee each quarter.

After discussion, the Board noted and approved that the Association are meeting our responsibilities to our customers in line with the FCA Consumer Duty.

Access to Welfare and Debt Advice Policy

The Housing Manager presented the Access to Welfare and Debt Advice Policy previously circulated with the agenda.

The Board noted and approved the Access to Welfare and Debt Advice Policy.

9a. BOARD ANNUAL REVIEW FEEDBACK REPORT

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

The report highlights feedback from the findings of Board Members annual appraisals and also outlined the effectiveness of the Board as a whole and as an individual contributors. It outlined the knowledge and skills the Board hold to strategically lead and manage the organisation.

The Board noted and approved that the four board members who fall within the nine year rule category have demonstrated their effectiveness as board members and are satisfied that they meet the criteria to remain on the Board of Management.

The Board Training plan will be drafted as a result of the Board Annual Appraisals.

The Board noted and approved the contents of the Board Annual Appraisal Report.

9b. CHAIRPERSON 360 ASSESSEMENT REVIEW

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

The Chief Executive met with the Chairperson and gave him the results of the surveys that all board members had returned confidentially to the Head of Corporate, HR & Finance.

As previously reported, the Chair has intimated that he will take a note of the areas of improvement that the Board had highlighted during this process.

The Board noted the contents of the 360 Assessment Review.

10. CORPORATE/HR REPORT

The Head of Corporate, HR & Finance presented the Corporate/HR Report for Quarter 1, ie 1st April 2023 – 6th June 2023.

The Chief Executive Officer expressed that she was delighted to see the number of new board members onto the Board of Management.

The Board noted and approved the contents of the Corporate/HR Report.

11. COMPLAINTS REPORT

The Head of Corporate, HR & Finance presented the Complaints Report for the period 1st April 2023 – 6th June 2023.

The complaints received were

Stage 1 Complaints – 3 stage 1 complaints were handled within timescales.

Escalated to Stage 2 – 1 complaint was escalated to Stage 2. One stage 1 complaint was escalated to stage 2. At the time of writing, the stage 2 complaint is still at investigation stage and the outcome is yet to be determined.

Stage 2 complaints – None

The Association had received a compliment from a tenant which stated “Cassiltoun is the best Housing Association and I always have positive interactions/outcomes when dealing with staff”. Gayle Fitzpatrick indicated her delight in reading this compliment and passed on her congratulations to staff.

Anna Stuart MBE stated that our new telephone system was brilliant. The Chief Executive Officer intimated that she was pleased to hear this and would report this back to staff.

The Board noted and approved the Complaints report for Quarter 1.

12. GDPR/FOI

12a. QUARTERLY RETURN TO SCOTTISH INFORMATION COMMISSIONER

The Head of Corporate, HR & Finance presented the quarterly Return to the Scottish Information Commissioner for the period 1st April – .30 June 2023. As this report was drafted on 13th June 2023 to be circulated to the Board of Management, there may be further requests received during the latter part of June that will need to be included in the return to the Commission.

During this period, we had received 2 x 4 SAR Requests and 1 Freedom of Information request.

The Board unanimously approved the contents of the Quarterly Return to the Commissioner. The Return will be uploaded to the Scottish Information Commissioner portal.

13. GOVERNANCE REPORT/AGM 2023

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

As the Board are aware, in accordance with our Rules, a 1/3 of the Board of Management are required to step down.

George Kelly, Teresa McGowan and Barbara Dusik are required to step down as they are the longest serving board members (elected on 19th September 2020).

All three Board Members indicated that it is their intention to stand for re-election.

The Board noted and approved the three board members wishing to stand for election at the Annual General meeting on 14th August 2023.

The agenda for the Annual General Meeting that is due to be held on 14th August 2023 at 7pm was unanimously approved by the Board.

14. POLICIES/PRIVACY NOTICES

14a. DOMESTIC ABUSE POLICY

The Director of Operations presented the above policy previously circulated with the agenda.

This is a new policy and needs to be adopted by 1st July 2023. Training will be carried out with all staff. We will take a victim centred approach. The policy supports tenants to stay in their homes.

Evelyn Ferguson enquired if we could ask the Police to come and speak to staff. The Housing Manager indicated that we have a representative coming from Rape Crisis to speak to staff at the end of August 2023 (two sessions).

After discussion, the Board unanimously approved the Domestic Abuse Policy.

14b. BOARD PRIVACY NOTICE

The Head of Corporate, HR and Finance presented the above revised privacy notice which had been reviewed and updated by our Data Protection Officer, Claire Beckley.

After discussion, the Board unanimously approved the revised Board Privacy Notice.

14c. STAFF PRIVACY NOTICE

The Head of Corporate, HR and Finance presented the above revised privacy notice which had been reviewed and updated by our Data Protection Officer, Claire Beckley.

After discussion, the Board unanimously approved the revised Staff Privacy Notice.

14d. TENANT PRIVACY NOTICE

The Head of Corporate, HR and Finance presented the above revised privacy notice which had been reviewed and updated by our Data Protection Officer, Claire Beckley.

After discussion, the Board unanimously approved the revised Tenant Privacy Notice.

14e. WEBSITE PRIVACY NOTICE

The Head of Corporate, HR and Finance presented the above revised privacy notice which had been reviewed and updated by our Data Protection Officer, Claire Beckley.

After discussion, the Board unanimously approved the revised Website Privacy Notice.

15. SENIOR LEADERSHIP CHARTER

The Chief Executive Officer presented the above report previously circulated with the agenda.

As the Board are aware the Senior Leadership Team recently attended a Leadership Development Programme that was facilitated by Animate Consultancy. The course took place over 6 days. The core aim of the leadership development programme was to strengthen the Senior Leadership Team, supporting the SLT to operate as a collaborative, highly effective, inclusive, and values-driven team that can lead the organisation, together, through this next phase growth and change; and continue to embed the values led culture that has been established in recent years.

It was intended to both develop the skills and confidence of the SLT members and the effectiveness of the SLT as a system, so that the next stage of Cassiltoun's development is one of increased cohesion and strength at all levels of operation.

During discussions the SLT members identified what values they felt it was important that a Senior Leadership Team had and those of Cassiltoun's Leadership Team. These were distilled into 5 key values:

Leadership
Accountability

Decisive
Inclusive
Accountability

From these values a charter was produced which was agreed by all members of the team.

The Charter statement is “We will build trust in each other and with the wider team by being open, honest, and accountable. We will think openly about opportunities and be creative. Our decision making will be informed by the ideas and feedback we hear from the staff, Board, tenants and the community. We will demonstrate strong leadership by being inclusive in our thinking, actions and decision making. We will all fully contribute to discussion and decisions, being jointly accountable and accept ownership for the decisions we make”

Gayle Fitzpatrick enquired if it would be useful to meet on a yearly basis with this Consultant if it proved to be very successful. The Chief Executive confirmed that the SLT will meet on a quarterly basis to cover areas of leadership but didn't think it would be useful to meet with the same consultant on a yearly basis.

The Board noted and approved the SLT Leadership Charter.

16. AUDITING EICR & GAS CONTRACTOR

The Asset Manager presented the above report previously circulated with the agenda.

The Association carries out gas and electrical safety checks within all our properties. In order to provide assurance to the Board that these checks are carried out in line with relevant regulations, we require a competent contractor to audit these service checks.

The report provided the Board with an update on the procurement activity to appoint a competent contractor to undertake auditing requirements for the Association in respect of Gas and Electrical compliance.

A 10% sampling of Gas Services will be carried out on a monthly basis as well as 10% of Electrical Inspection Condition Reports (EICR).

Redacted as contains sensitive information.

After discussion, the Board approved to appoint Redacted as contains commercially sensitive information to undertake auditing requirements for the Association in respect of Gas and Electrical compliance.

18. CORRESPONDENCE

Thank you card from Cathy Malone, Ex member of staff: Cathy thanked everyone for their kind wishes and gifts on her retirement.

GWSF Annual General Meeting, 16th August 2023 at 6.30 pm – 8.30 pm: Anyone interested in attending to contact the Corporate Department.

19. APPLICATIONS FOR MEMBERSHIP

The Board considered two membership applications as outlined by the Head of Corporate, HR & Finance.

The Board noted the eligibility of the applications had been checked.

The Board noted and unanimously approved for the members to be added to the Share Membership Register and that the Share Certificates would be issued.

20. USE OF ASSOCIATION'S SEAL

None

21. ENTITLEMENT, BENEFITS AND PAYMENTS REPORT – 1 APRIL 2022 – 31ST MARCH 2023

The Head of Corporate, HR & Finance presented the above report previously circulated with the agenda.

The Board unanimously approved the contents of the Report for 1 April 2022 – 31 March 2023.

22. NOTIFIABLE EVENTS

Redacted as contains sensitive information.

23. SUBSIDIARY AND SUB COMMITTEE DECISIONS MADE BETWEEN 25TH MAY – 21ST JUNE 2023

Staffing Sub Committee – 30th May 2023

Redacted as contains sensitive information.

Terms and Conditions of Employment

Committee approved recent updates

EVH Health & Safety Employee Handbook

Committee approved recent updates made by EVH

Policies

Settlements – approved

Sabbatical - approved

Flexible Working Policy and Procedures – approved

Uniform – deferred for review. The Association had supplied uniforms to staff prior to COVID. However, since COVID staff have been wearing a polo shirt with the Cassiltoun logo. The Association will liaise with other Housing Associations as to what they provide with regards to uniforms and present the findings with relevant costs for the Staffing Sub Committee to decide on the way forward.

Audit & Risk Sub Committee – 16th June 2023

Decisions to be reported at next Board meeting

Nursery Board Meeting – 20th June 2023

Decisions to be reported at the next Board Meeting

Cassiltoun Trust Board Meeting – 21st June 2023

Decisions to be reported at the next Board Meeting

24. AOCB

Redacted as contains sensitive information.

Collaborative Working – Human Rights: The Chief Executive Officer informed the Board that the Association along with other local Housing Associations were looking a Human Rights in Housing Scotland. There is a new Human Rights Bill going through Scottish Parliament.

As the Board are aware, the Association are required to comply with Equalities and Human Rights in conjunction with the Regulatory Standards.

In conjunction with other local Housing Associations, we want to work collaboratively to bring together a Human Rights Strategy for Castlemilk and to bring together an Action Plan about how we can evidence through the work we do and that we have a Human Rights approach to housing.

Redacted as contains sensitive information specialist consultant in this field, has proposed to work with the four local Housing Associations. She will carry out board and staff training and will provide briefing papers to the Board on the Scottish National Action Plan (SNAP). She will assist on how we comply with the Plan and will set up a Human Rights Strategy Day and also compile a Human Rights Handbook for staff.

Redacted as contains sensitive information.

The Chief Executive informed the Board that this cost is not within this year's budget but savings could be made throughout other cost centres.

After discussion, the Board approved the cost of Redacted as contains sensitive information.

ARC Submission for 2022/23: The Chief Executive Officer informed the Board that the SHR had emailed her with regards to our staffing figures that were contained within the ARC 2022/23 submission. They had asked for clarification on:-

Senior Leadership Team: Increase from 3 in 2021/22 to 6 in 2022/23. We are able to confirm that this figure was correct as the Senior Leadership Team has increased with Clare MacLean, John Williams and Paddy McKenna as part of the staff structure review.

Staff: In 2021/22 our staff complement figure stood at 24, however this year stood at 30.97 as at 31 March 2023. This figure was higher than last year due to a number of vacancies as well as taking on a number of funded placements. However, when carrying out a data check on the information supplied to the SHR, we missed out a part time member of staff who had started with the Association on 29th March 2023. The actual figure was resubmitted to the SHR. The SHR have changed the figure in our ARC submission.

SHR Discussion paper on Regulation of Social Housing: The Chief Executive Officer informed the Board that the SHR had submitted a discussion paper to Housing Associations on the proposed changes to the Regulation of Social Housing. A response is required by 11th August 2023. GWSF

have prepared a response on the paper which will be circulated to the Board for their information along with the Discussion Paper. The Chief Executive Officer asked Board members to read over the Discussion Paper as well as the GWSF's response to the paper and come back to the Association with any views on the matter. The Chief Executive Officer confirmed that she was in agreement with the GWSF's response on the paper.

Redacted as contains sensitive information.

Thank you: The Chairperson thanked the Board for their continued support and contribution over the last year and that he looked forward to seeing everyone at the Annual General Meeting.

25. DATE AND TIME OF NEXT MEETING

Monday 14th August 2023 immediately after AGM which takes place at 7.00 pm

There being no further business the meeting concluded at 7.50 pm

Signature
Chair of Board of Management

Date