

CASSILTOUN HOUSING ASSOCIATION

**MINUTE OF MEETING OF BOARD OF MANAGEMENT
HELD ON WEDNESDAY 16TH DECEMBER 2020 AT 6.00 PM
VIRTUAL ZOOM MEETING**

Present: George Kelly Anne M Stuart MBE
Teresa McGowan Evelyn Ferguson
William Craig Barbara Dusik (joined meeting at 6.25pm)

In Attendance: Clair Malpas Chief Executive Officer
Paula Brownlie Corporate Services Manager

1a. WELCOME, INTRODUCTIONS, SEDERUNT & APOLOGIES

George Kelly, Chairperson welcomed everyone to the meeting.

Apologies were received from Julie McNeil, Kim McKee, Chris O'Brien and Richard Sullivan. Debbie MacKenzie is currently on leave of absence.

The Board were reminded that they were to speak through the Chair and to raise their hand if they wanted to ask a question.

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)

None

3a. MINUTE OF MEETING HELD ON 25TH NOVEMBER 2020

The minutes were then noted and approved on the motion of Anna Stuart MBE and seconded by Teresa McGowan.

3b. MATTERS ARISING FROM MINUTE OF MEETING HELD ON 25TH NOVEMBER 2020

Page 3, Barlia 3 Development – Proposed Final Account: Item redacted as contains commercially sensitive information.

Page 7, Technical Services Performance : Chief Executive reported that as we have now moved into Tier 4, we have discussed reactive repairs with City Building. However, City Building have confirmed that they will now only be dealing with emergencies repairs. The Association will review the position again in January pending instructions from Scottish Government.

Teresa McGowan enquired if City Building had any delays on their emergency repairs due to COVID. Chief Executive confirmed that it is business as usual for City Technical and City Building are delivering emergency repairs as normal. However, like all organisations, it is going in peaks and troughs in terms of demand, once we come out of Tier 4 we will pass all our normal repairs to them. As far as we are aware, they should be working to the terms of emergencies. Delays can occur due to parts etc.

3c. ACTION LIST FROM MINUTE OF MEETING HELD ON 25TH NOVEMBER 2020

Chief Executive Officer gave an update against the action list from meeting held on 25th November 2020.

Item 1	completed
Item 2	completed
Item 3	Director of Finance was to come to next Board meeting to receive approval to invest in improving our remote access. However, this will be put on hold as we have received funding for a consultant to look at our whole digital infrastructure. We will await the consultant's report which is due to take place between January – March 2021 before making any recommendations.
Item 4 –	completed
Item 5 -	completed
Item 6 -	completed
Item 7 -	completed
Item 8 -	completed
Item 9 -	completed
Item 10 -	completed

4. CHAIRS REPORT

The Chair reported.

Thursday 3rd December: Attended Nursery Board Strategic Planning Workshop to revise SWOT Analysis. Strengths, Weaknesses, Opportunities and Threats specific to the nursery were discussed and agreed upon.

Monday 7th December: Attended the last of the Governance Master classes run by Share. Throughout the course it was made clear that maintaining good governance is one of the major challenges facing RSL's today. Without regular scrutiny by everyone in the organisation, good governance goes on a downward spiral affecting every aspect of the business and everything that the RSL tries to achieve. We delved into the SHR's Governance Framework and scrutinised each of the seven standards and matched these up with policies and procedures. We also discussed the new model rules, code of conduct, legislation and lots more. This was a very, informative course which was well facilitated by Angela Spence. The Chair urged everyone on the board to try attend this course sometime in the future.

Tuesday 8th December: Attended the tender opening for the close cleaning contract and the estate maintenance contract facilitated by Laura Edwards, Development Consultant. Tom Atkinson, our consultant quantity surveyor will come back to us in January after scrutinising each tender.

Wednesday 9th December: Attended Audit & Risk Sub Committee Meeting. The audit of the arrears management and financial controls were discussed. A substantial level of assurance was given on both counts. We also went through the Internal audit action plans for development, factoring, GDPR and IT.

Chairs Network Attended the new Chairs Network that was set up by SHARE. At the meeting we agreed that vice chairs could also attend. Four turned up for this initial meeting but hopefully more come on board in the future.

Thursday 10th December: Attended the GWSF Open Meeting. David Bookbinder opened the meeting covering arrears, voids and allocations. RSL's outperformed LA's when it came to allocating homes for the homeless. The arrears trend for RSL's during the COVID 19 crisis has been a significant rise for the first three months then a levelling off and reducing. For LA's it was the same at the start and middle but their arrears have continued to rise. As before RSL's outperformed LA's.

Colleen Rowan gave a presentation on The Response of Local Housing Associations supporting communities in the Covid crisis. Colleen's report is on the GWSF website. Her analysis of how RSL's took the lead, worked with partners from all areas of the third sector to support the vulnerable in this time of crisis has been second to none. She stated that LHA's are the best anchors within their communities to get things done.

The Chair took part in Colleen's workshop afterwards where poverty issues were discussed. Anna also attended the meeting and her workshop covered the allocations issue.

Nursery Board Meeting: Attended the Nursery Board meeting which had a full agenda. Good news for the nursery is that we can pay off our loan to the parent company this month saving about £650.00 in interest payments. CEO may touch on the other items on the agenda in her subsidiary report.

Friday 11th December – participated in the interviews for the post of Digital Inclusion Officer. There were six interviews in the office and two via zoom. At the end of the day after a bit of deliberation a candidate was offered the post.

The Chair's report was noted.

5. CHIEF EXECUTIVE'S BI MONTHLY REPORT

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

Business Planning Process

The staff team and Board have reviewed the PEST and SWOT analysis and the staff team have reviewed the Strategic and Operational Objectives and organisational KPI's.

Workshops with the Board to review this stage of the Business Planning process were due in December but have been amalgamated into the January meeting. Date to be set.

SHR's Regulatory Framework, Assurance Improvement Plan and Assurance Statement

The Assurance Statement was uploaded to the SHR portal after the October Board meeting.

Work will continue on the areas that are outstanding on our Governance and Assurance Action Plan. Dates will be set with the Board to commence the process of the 2021 Assurance reviews.

Business Continuity – Covid 19

The Level 4 lockdown has meant some restrictions on our activities. This has included:

- Window contract had been paused but now back on site
- A hold on march ins for our kitchen and bathroom contract. If we don't get these completed by end of January, this programme will slip and would have to move to the next financial year.
- Repairs reverting to emergency lines only. All outstanding repairs had been actioned.

This will be reviewed once restrictions are reconsidered

Returns to SHR

The Board will be aware that the Scottish Housing Regulator (SHR) has requested from April all landlords are to submit a monthly return so they can assess the impact on the sector. There is no return due in January (for the month of December)

A copy of our returns for October and November was attached in Appendix 2 of the report. CEO took the Board through a Covid19 - SHR monthly returns benchmarking presentation of the statistics collated from the returns.

The benchmarking presentation outlined statistics in relation to staff absence; gross rent arrears, gross rent arrears percentage and voids. Cassiltoun is benchmarking well compared to other RSLs.

Subsidiary and Sub Committee Governance

Cassiltoun Trust Board Meeting – 2/12/2020

Additional money has been allocated to flush through the heating system. A recent fire risk assessment and legionella risk assessment were carried out and the Trust Board will need to set aside monies in next year's budget to action some of the recommendations.

1. Interpretation board – approval for this to be erected in the grounds of Castlemilk Stables.
2. Heating system - approval for additional spend of £1,020 to bring in power supply to activate pumps to establish if system can be flushed and rebalanced.
3. Board recruitment – approval to advertise in the later part of quarter 4 for new board members for the Trust via social media platforms and Goodmoves.
4. Management Accounts – October 2020 - Approved

Audit & Risk Sub Committee – 9/12/2020

The Committee were taken through the internal Audit reports for Arrears Management and Financial Controls which both received a grading of “substantial”. The Committee also noted the action plans from the internal audit of Development; Factoring, GDPR and IT and the follow up reports from the Internal Auditor. Business Continuity will be looked at by the Internal Auditor.

Cassiltoun Stables Nursery Board Meeting – 10/12/2020

The CEO reported that the nursery is progressing well and our 3-5 room is at full capacity. We will be sitting at 52 FTE at the end of December 2020.

The Board agreed:-

To pay the remaining £60k of its loan back to the parent.

Item redacted as contains commercially sensitive information.

Item redacted as contains personal information.

SWOT Analysis 2021/22 – approved and to be incorporated into revised Business Plan

T&Cs revised – approved. To be circulated to staff and signed off

Policy Register and various policies approved - To be circulated to staff and signed off

COVID-19 Risk Assessment – updated 8th November 2020 : approved. To be circulated to staff and signed off

Staffing Sub Committee – 26th November 2020

1. Wage increase for April 2021 will be 1.2%. To be reported to Board at their meeting in Dec 2020.

The Board noted and approved the April 2021 wage increase of 1.2%.

2. To appoint Mike Stevenson, Thinktastic to work with the staff team and board.

18.25 pm – Barbara Dusik joined the meeting

3. To implement the Cycle to Work Scheme but for the employee to use a third-party provider with the payment being made via salary sacrifice. The Corporate Services Manager will implement a policy and procedure for staff to follow.

4. Policies approved
Dignity at work
Equality and Diversity
Freedom of Information
Environmental Information Scotland Regulations
Smoke Free
Alcohol & Drugs Misuse
Whistleblowing
Attendance and Absence Management
Staff to be notified and policy register to be updated

5. Staffing paper to be presented to Board at their meeting in December re staff resources in Technical

Housing Development and Social Enterprise Centre

Social Enterprise Centre - Stage Two application submitted. Total required to develop the Centre is circa £3.5 million.

Barlia 3 – All habitation certificates have been processed by building control and all properties were handed over and allocated.

Castlemilk Drive – On site and making good progress. William Craig intimated that he was aware that residents are complaining about the lorries entering into the site and causing disruption on the road. CEO intimated that she had not heard of these complaints but will deal with them if they come in.

Nursery Site - Working towards a planning application in the New Year and ongoing discussions with regards to site acquisition.

December Pay

Item redacted as contains personal information.

Industry Updates

The CEO highlighted to the Board recent industry updates ie New Guidance from the Regulator for governing bodies:

Brilliant Scotland project

This project was highlighted by the Chairperson. The 'Brilliant Scotland' project is run by the Scottish Federation of Housing Associations in conjunction with the Dolphin Index Organisation. This project is helping Housing Associations in Scotland understand both their strengths and weaknesses with a view to helping the Scottish Housing Sector become ever stronger.

The Board noted and approved the contents of the CEO's Bi Monthly report.

6. STAFFING PAPER – TECHNICAL TEAM

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

Item redacted as contains personal information.

After discussion, the Board unanimously approved the above recommendations.

7. POLICY REGISTER

CEO presented the above report previously circulated with the agenda.

There are a number of policies that are out of date due to the implementation of the Housing Scotland Act. The Board's approval was sought to extend these policies until the end of

Quarter 1 2021/22. George Kelly enquired if when reviewing the policies, to ascertain if we need the policies.

After discussion, the Board unanimously approved to extend the deadline of these policies to the end of quarter 1 2021/22.

Director of Operations will also carry out a policy review workshop with the Board when reviewing these policies.

8. CORRESPONDENCE

Email from Dr Kim McKee | Senior Lecturer in Social Policy (Housing): The email thanked the staff who had facilitated a virtual visit for a group of students from Stirling University on 2nd December 2020.

Thank you letter to CHA from Agnes Nicholas: Letter outlining thanks to the Association for all their help with the community during the worse times of people's lives.

Thank you card from Bessie: Thanks to all the Cassiltoun Team for all the wonderful things that have been arranged during COVID.

9. APPLICATIONS FOR MEMBERSHIP

None

10. USE OF SEAL

Used on one occasion.

11. ENTITLEMENTS, PAYMENTS & BENEFITS REGISTER

Donations received from:-

Item redacted as contains commercially sensitive information.

CEO reported that these monies were used to donate to Christmas Gift Bank, Youth Complex, Christmas packs for families and vouchers were purchased to be raffled to tenants.

12. NOTIFIABLE EVENTS

The Chief Executive informed the Board that there is one notifiable event at present: -

1. Ongoing operational issues regarding COVID which the SHR have indicated that they would wish to remain live.

13. **SUBSIDIARY & SUB-COMMITTEE DECISIONS & MINUTES MADE BETWEEN 26TH NOVEMBER 2020 – 16TH DECEMBER 2020**

Chief Executive Officer presented the above report previously circulated under Agenda Item 5.

14. **HEALTH & SAFETY/HWL**

H&S: Complying with COVID guidance and COVID Risk Assessment.

HWL: Alcohol Awareness email sent to all staff as per the HWL Action Plan.

15. **AOCB**

Gas Safety: Evelyn Ferguson enquired if the Association can enforce owners to have their gas safety checks carried out. CEO confirmed that unfortunately we cannot as we do not have any legal powers to enforce this.

Church site: William Craig intimated that the plaque and subscription erected at the Church Site was well received and thanked everyone on behalf of the Church . CEO confirmed that a tree will also be planted.

Item redacted as contains personal information.

Item redacted as contains personal information.

The Chair wished everyone a happy and safe Christmas.

16. **DATE AND TIME OF NEXT MEETING**

Wednesday 27th January 2021 at 6.00 pm

There being no further business the meeting concluded at 6.54 pm

Signature:
Chair of Board of Management

Date:

Copies of all reports mentioned within these minutes and any sub-committee reports/ minutes are available on request.