



1986-2016: Celebrating 30 years working in the community

**Barrhead Housing Association Limited  
Minute of Governing Board Meeting  
Thursday 31 October 2019 at 6.00pm  
60/70 Main Street, Barrhead**

**Present**

<b>D McCready, Chairperson</b>	<b>C Baird</b>
<b>T Buchanan, Councillor</b>	<b>B Connelly, MBE</b>
<b>D McKinney</b>	<b>C Boyd</b>
<b>D Greig</b>	
<b>Leave of Absence</b>	<b>B Reilly – to Jan 2020 M Mukhtar – to Nov 2019</b>

**In Attendance**

<b>S Robison</b>	<b>Chief Executive</b>
<b>L Dallas</b>	<b>Director of Customer Services [DCuS]</b>
<b>J Ward</b>	<b>Director of Asset Management [DAM]</b>
<b>H Sutherland</b>	<b>Director of Corporate Services [DCoS]</b>
<b>Iain MacLean</b>	<b>Corporate Services Manager [CSM]</b>

<b>Agenda – BHA Governing Board meeting</b>	
<b>1</b>	<p><b>Apologies &amp; Sederunt Check</b></p> <p>Apologies were received from R McGuire, T Reilly and J Hamilton. The sederunt was signed by members present.</p> <p>The Chief Executive advised the Board that B Welsh had asked that her existing leave of absence be extended to the end of January 2020. This was <b>agreed</b>.</p> <p>D McCready welcomed T Buchanan to his first meeting of the Board and he was introduced to all Board members present and staff.</p>
<b>2</b>	<p><b>Declaration of Interest: Board and Staff</b></p> <p>Councillor Buchanan recorded a note of interest against agenda item 5.3 but following discussion, Board agreed that his contribution would be useful and he would not be asked to leave the meeting. There were no other declarations of interest.</p>

<p><b>3</b></p>	<p><b><u>Approval of Minutes</u></b></p> <p><b>(a) Board Meeting 26 September 2019</b></p> <p>The Board <b>approved</b> the minutes of the meeting as a true record. Proposed by D McKinney and seconded by C Baird.</p> <p><b>(b) Board Action Tracker</b></p> <p>The Board <b>noted</b> the outstanding actions. Actions relating to the Repairs Service Report, Smoke Alarm Pilot, Business Plan Review Day and Board Members Induction have all been completed, and will be removed from the next Action Tracker.</p>
<p><b>4</b></p>	<p><b>Matters Arising from Above Minutes</b></p> <p>The Director of Customer Services advised the Board that the eviction decree, discussed at the last meeting, had now been recalled. She will update the Board further as this matter develops.</p> <p>The Chief Executive advised the Board that she was still seeking clarification from one member, regarding her continued membership of the Association and Tenant Scrutiny Panel.</p>
<p><b>5</b></p>	<p><b>Matters for discussion and approval</b></p> <p><b>5.1 – Chief Executive’s Report</b></p> <p>The Chief Executive provided the Board with further detail in relation to the various matters covered within her update report. The main matters covered were:</p> <ul style="list-style-type: none"> <li>- The Business Plan Review Day has been booked for 20 November at HfAL, as the Dalmeny Park was found to be not suitable (break out space). D McKinney, D McCready, D Greig, B Connelly and C Boyd all confirmed their intention to attend. T Buchanan to confirm. Others will be contacted for clarification.</li> <li>- The Chief Executive had recently met with SHR regarding assurance and strategic option appraisals. No issues were flagged up. Good practice advice was received regarding option appraisals, which will be discussed with the Chair/ Vice at the CEX’s forthcoming appraisal review.</li> <li>- Regarding the Triodos loan, loan documents are ready to sign and the Board approved delegated authority to the CEX/DCoS to sign the documents and if required, Chairperson to progress completion of the necessary documentation as per the attached supplementary Minute confirmed to the Board. It was noted that the TC Young fee was on track but that discussions were continuing with Brodie’s regarding their fee level.</li> <li>- Following discussion, the Board agreed that J Hamilton should continue to be nominated as FLAIR spokesperson in B Welsh’s absence at the forthcoming FLAIR Annual meeting.</li> <li>- The Chief Executive reminded the Board of the meeting with Chiene+Tait on 14 November at 6pm to discuss the pension triennial valuation and</li> </ul>

consultation, and that Board member attendance was important. She confirmed that the slides from the recent event would be distributed for information (see Dropbox – key documents)

The Board **noted** the update report.

### **5.2 Value for Money Statement September 2019 for approval**

The Director of Corporate Services advised the Board of the terms of the Value for Money Statement, which is updated in September of each year. This is based on historic documents including the Charter returns, financial statements etc.

Noting that the format of the statement was agreed with the sector and that this would be published on the website, the Board **approved** the 2019 VfM Statement.

### **5.3 Development Strategy Update**

The Chief Executive advised the Board that, following completion of the Council's SHIP, the report is intended to provide the Board with an update on the current development activity for BHA.

She provided the Board with detail of the estimated allocation of funding and that significant slippage in the indicative programme, although she expressed confidence that the estimated £0.975 funding in the current year would be maximised. She confirmed that the majority of the Association's development activity would be through s75 partnership agreements – which gives the lowest level of risk and an agreed cost, but less influence over specification.

She confirmed that ERC estimate delivery of 561 units over the life of the plan, and that she estimated 67 units being delivered through BHA, taking account of the lack of certainty with other sites. The Chief Executive then advised the Board of the position with individual sites (table at 3.0).

Following a question regarding ERC's figure of only 10% delivery of housing for particular needs, T Buchanan advised the Board of the challenges associated with land supplies and land values locally, which make it difficult to deliver all that the Council might want to achieve in terms of unit numbers and specification.

The report noted that senior staff continue to meet quarterly with ERC regarding on-going development activity and future opportunities

The Board **approved** the updated development strategy.

### **5.4 In-House Repairs Report**

The Chief Executive advised the Board that this report was an interim report which sought to provide information in relation to the costs associated with the in house repairs service.

The DCoS provided the Board with detail of the work undertaken to analyse costs, and that further work was required to more accurately record time spent on jobs, productivity and non-productive time. Work was also required to assess the materials most commonly used by the repairs operative, in order that better stock control could be put in place – with a view to reducing non productive time

The Board **noted** the terms of the report, and that a more detailed report will be brought back to the Board in due course and before the end of the financial year.

### **5.5 GDPR/FOI Update**

The Corporate Services Manager advised the Board of preparations for FOI and that, subject to approval of the updated FOI policy later in the agenda, the Association and LPS were ready for FOI implementation effective from 11 November 2019.

In relation to GDPR, the CoSM explained the self- assessment activity recently undertaken and confirmed that an action plan has been prepared to address any outstanding actions. This action plan will also be used to decide upon the scope of the upcoming Internal Audit.

Having been advised that quarterly FOI and GDPR updates will be provided, the Board **noted** the update and the terms of the GDPR Action Plan.

### **5.6 FLAIR Customer Satisfaction Surveys – Benchmarking Report**

The Chief Executive advised the Board that the report provided detail of the Association's recent customer satisfaction survey results, benchmarked against the other FLAIR Associations' results. She indicated that there has been a reduction in levels of satisfaction across FLAIR, and across the sector more generally.

The Board **noted** the report.

### **5.7 Tenant Satisfaction Survey Action Plan**

The Director of Customer Services advised the Board of the terms of the Action Plan which has been prepared to allow the Association to respond to the findings from the 2019 Customer Satisfaction Survey. The main areas being focused upon are rent affordability/VfM, quality of home, repairs service, 1<sup>st</sup> time repair fixes and development of a 5-year investment plan

The Board **approved** the terms of the Action Plan for implementation. Monitoring of the Action Plan would be progressed via the Audit and Risk Group.

### **5.8 Tender for Smoke Alarms**

The Director of Asset Management advised the Board of the PCS tender exercise recently undertaken in relation to the fire safety works previously reported to the Board.

Following 36 notes of interest, a total of 13 tenders were returned at the closing

	<p>date of 11 October 2019. A full tender evaluation was then undertaken by the Association's appointed QS' - ADA Construction.</p> <p>The DAM provided to the Board detail of the evaluation undertaken and his report provided clarification in relation to matters including asbestos, contingencies, professional services, quality assurance and contract supervision. These items have all been reflected in the contract provision. He also confirmed that a schedule of rates had been agreed as part of the contract, to deal with any ad-hoc works arising.</p> <p>Following a couple of questions asked by Board members regarding levels of disruption, it was noted that the work was not expected to be particularly intrusive, so arrangements for decant and decoration allowances were not anticipated at this point. However, this will be monitored as the contract progresses and where other community facilities could be used to offer a place to visit, this would also be arranged.</p> <p>Following discussion, it was agreed that the contract be awarded in accordance with the recommendations contained within the report, with an expected contract commencement of January 2020 and on the basis of regular quarterly updates to the Board to meet the required deadline of February 2021.</p> <p><b>5.9 Membership Report</b></p> <p>The Corporate Services Manager advised the Board of 3 x new applications for membership, and advised the Board that this would bring total membership to 51.</p> <p>The Board noted the report and <b>approved</b> the 3 new applications for membership.</p>
<p><b>6</b></p>	<p><b>Policy updates:</b></p> <p><b>6.1 Freedom of Information – Updated Policy</b></p> <p>Having previously updated the Board in relation to FOI, the Corporate Services Manager advised the Board that an updated FOI policy has been prepared which reflects the recently received GWSF/SFHA model documentation.</p> <p>The Board <b>approved</b> the updated policy, noting that this and all other FOI documentation would now be added to the Association's and LPS' websites and that the Scottish Information Commissioner would now be notified.</p> <p><b>6.2 Procedure for dealing with serious complaints against the CEO</b></p> <p>The Chief Executive reminded the Board that a policy had already been approved with this report to the Board focusing on the need to have in place a procedure for dealing with serious complaints against the Chief Executive. She confirmed that the procedure drafted has taken account of both guidance provided by the SHR and ACAS/EVH guidance on the procedures to be followed.</p> <p>In the event of such a complaint, the Chief Executive advised that an independent investigation would be undertaken, and that FLAIR senior officer resources would be</p>

	<p>available to assist the Chairperson on procedural issues as necessary on a reciprocal basis.</p> <p>The Board <b>approved</b> the new procedure.</p> <p><b>6.3 Governing Board Succession Planning Policy</b>  The CoSM advised the Board that this policy is designed to set out the programme and mechanism which will ensure appropriate succession planning arrangements are established in relation to the Governing Boards of both Barrhead Housing Association and Lavern Property Services as already being implemented.</p> <p>The Board <b>approved</b> the new policy.</p> <p><b>6.4 Financial Regulations Policy and Procedure</b>  The Director of Corporate Services updated the Board on the recent review of the Group’s Financial Regulations and Procedures. She advised the Board that these documents have all been reviewed and agreed by SMT, and reflect current practice.</p> <p>The Board <b>approved</b> the revised Financial Regulations Policy and Procedure.</p> <p><b>6.5 Procurement Policy</b>  The Director of Asset Management advised the Board that the Procurement Policy has been updated and expanded upon, and sets out the Association’s aims and objectives in relation to the Association’s procurement practices. He then briefly took the Board through the various sections within the policy including community benefit commitments.</p> <p>The Board <b>approved</b> the new Procurement Policy.</p> <p><b>6.6 Governing Board Appraisal and Skills Assessment Policy</b>  The CoSM advised the Board that an updated policy and skills assessment has been prepared following the 2019 Board appraisal process, and takes into account the outcome and findings arising from these appraisals.</p> <p>The Board <b>approved</b> the new policy, noting that this would be used for the 2020 Board appraisal process.</p> <p><b>6.7 Recruitment and Selection Policy</b>  The CoSM advised the Board that the Group’s Recruitment and Selection Policy has been updated to reflect both EVH model policies and the Staff Behaviour Framework which was approved by the Staffing and Health and Safety sub-group at its meeting of 19 September 2019.</p> <p>The Board <b>approved</b> the updated Policy.</p>
<b>7</b>	<b>LPS Updates – No meetings</b>

<p><b>8</b></p>	<p><b>Matters for Information</b>  <b>8.1 Correspondence</b>  The Board noted the terms of the following correspondence:</p> <p>Letter from Scottish Government regarding local level BREXIT vulnerabilities and BREXIT database  IFLAIR Newsletter  Letter from SHR regarding safety matters</p> <p>Regarding safety matters, the Chief Executive confirmed that a report would be brought to the next meeting of the Board.</p> <p><b>8.2 Notifiable events – see GDPR data breach.</b> SHR had been notified of the breach and had indicated they required no further information of BHA.</p> <p><b>8.3 Documents for execution/approval/noting:</b>  Triodos loan documentation – delegated approval as per Minute attached.</p> <p><b>8.4 GDPR Breach</b>  The Chief Executive advised the Board of the circumstances surrounding the recent GDPR breach, and of the actions proposed to ensure that a similar situation does not arise in the future.</p> <p>The Board <b>noted</b> the position and agreed actions.</p>
<p><b>9</b></p>	<p><b>Health &amp; Safety Incident Reports</b>  The Director of Asset Management advised the Board of a recent incident involving the Repairs Operative, and the injury caused arising from this incident. He also advised the Board of the reminder issued to the operative regarding the risk to be assessed and future action being taken to minimise the possibility of any similar future incident arising.</p> <p>In addition, the DAM advised the Board of the recent incident regarding a contractor accessing a loft space and being injured requiring a hospital visit. He confirmed that the contractor has put in place a corrective action plan and a plan to support the employee. In addition, he indicated that he had undertaken a review of the expectation of contractors in such situations – and that contractors should not access a loft space in future without first having reported an insecure loft to allow a needle sweep to be undertaken.</p> <p>The Board <b>noted</b> the incident reports and actions agreed.</p>
<p><b>10</b></p>	<p><b>AOCB-</b> Nil</p>

**11 Date of Next Meeting:**

**Audit and Risk Sub – 7 November 2019 at 6.00pm**  
**Chiene+ Tait Pension Discussion – 14 November 2019 at 6.00pm**  
**Buisness Plan Review Day – 20 November 2019 (HfAL)**  
**GB meeting Thursday 28 November 2019 at 6.00pm**

The Minute was approved by the Board at the meeting on: 28 November 2019.

Signed by Chairperson: \_\_\_\_\_

Date: \_\_\_\_\_