

**Thursday 30 November
2023 4:30pm**



ng homes BOARD

MEETING





AGENDA

Meeting: Board Meeting **Invitees** Board

Location: Saracen House

Date Thursday 30 November 2023

Time 4.30pm

Please submit any apologies to Cheryl Murray

Email: cmurray@nghomes.net

Telephone: 0141 630 4324

	Agenda	Paper	Lead Officer	Page Number
1.	Apologies			
2.	Declaration of Interest and Attendance			5
3.	Minutes of the Previous Meetings			
a.	Minutes of Board Meeting on 3 October 2023	Yes		7
	i) Matters Arising			
b.	Minutes of Board Meeting on 24 October 2023	Yes		21
	i) Matters Arising			
4.	For Approval			
a.	Management Accounts to 30 September 2023	Yes	BH	29
b.(i)	Rent Increase 2024/25	Yes	BH	37
b.(ii)	Rent increase Consultation Plan	Yes	LC	45
c.	Ukrainian Long Term Resettlement Programme	Yes	LC	49
d.	Gifts, Hospitality and Donations Report (Q1 & Q2)	Yes	TS	51
e.	Freedom of Information and Environmental Information Policy and Procedures	Yes	TS	53
f.	NRS Signatories	Yes	BH	67
g.	Membership Application Form	Yes	TS	73
5.	Chief Executive's Update	Verbal		
6.	Chairs' Remarks	Verbal		
7.	Delegates Feedback	Verbal		

8.	For Noting			
a.	Governance Update	Yes	TS	75
b.	Notifiable Events	Yes	LC	83
c.	Asset Management Strategy	Yes	AB	87
d.	The Future of Saracen House	Yes	BH	89
e.	Declaration of Interest Update	Yes	TS	91
f.	Freedom of Information (Q1 & Q2)	Yes	TS	93
g.	Complaints and Compliments (Q2)	Yes	LC	95
h.	Communications Update (Q2)	Yes	TS	99
9.	Minutes of Committees and Subsidiaries			
a.	Draft Minutes of Regeneration Committee Meeting on 7 November 2023	Yes		105
b.	Draft Minutes of NGPS Board Meeting on 15 November 2023	Yes		113
c.	Draft Minutes of HR Committee Meeting on 16 November 2023	Yes		119
10.	AOCB			
11.	Date of next meeting – Tuesday 6 February 2024			

Enclosures

None.

Key for Colour Coding in Reports

-  Highlighting Good Performance
-  Requires Close Monitoring
-  Requires Urgent Attention

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED BOARD ATTENDANCE 2022-23

C Rossine	P	P											
J Thorburn	P	A											
Cllr A Gow	P	P											
J Berrington	P	A											
G Satti	A	A											
J MacLeod	P	X											
F Malcolm	P	P											
J Kennedy	P	P											
M Grimley	A	A											
J Fernie	A	P											
% Total	70%	50%											

	P	-	PRESENT	X	-	ABSENT
	A	-	APOLOGIES	A*	-	LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 60%



Board Meeting Minutes

Meeting: Board Meeting **Location:** Vulcan St / Microsoft Teams

Date: 3 October 2023 **Time:** 4.30pm

Attendees: C Rossine (Chair) J Berrington
 F Malcolm J Thorburn
 A Gow (Virtual)
 J Kennedy
 J MacLeod

Apologies: G Satti, M Grimley, J Fernie

In Attendance: J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, T Sweeney (DCS) TS, A Bell (DDPS) AB

Minute Taker: C Murray (PA)

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	Board 2023/24		
a.	Declaration of Interest, Code of Conduct and Members Declaration.		
	TS confirmed that forms had been returned from every Member.		
	TS reminded everyone of the importance of these forms and what they covered.		
b.	Membership of Committees and Subsidiaries		
	TS referred to the current membership list per Subsidiary and Committee that was issued prior to the meeting. John MacLeod expressed an interest in joining the HR Committee.		
	Proposed J Thorburn Seconded J Berrington		

	There were no other changes to the Membership of Subsidiaries or Committees.		
c.	Representatives		
	<p>i) EVH – C Rossine</p> <p>ii) GWSF – J Thorburn</p> <p>iii) CPP – J Thorburn</p> <p>iv) SFHA – C Rossine advised she is standing for election for the SFHA Board.</p> <p>It was agreed to delay appointing a representative until more information was received on the activities SFHA will be covering that may require a representative.</p> <p>v) SHARE – J Berrington has now left the SHARE Board and TS will be stepping down from Thursday 5 October. No-one from ng homes has voiced an interest in joining at this time.</p> <p>Members AGREED.</p>		
d.	Temporary rescindment to Standing Orders		
	<p>TS presented the report and explained the proposed action to be taken in relation to the Association’s Standing Orders to support the process of the election of Chairs to the Association’s Committees. TS explained the rationale for proposed temporary rescindment of Standing Order 15 and there was discussion on the value of spreading the Office Bearer positions across different Board Members. This essentially spreads the workload, which is also good for Members development. More importantly it is good practice not to have too much power invested in a few individuals.</p> <p>Members discussed the report and TS’s comments and unanimously APPROVED the temporary rescindment to the Association’s Standing Order 15.</p>		
e.	Election of Office Bearers		
	The Standing Orders that were revised and approved in February 2023 included a new procedure for the election of Office Bearers. The biggest change being that the elections for all Office Bearer positions would be done at the first Board meeting that followed the AGM and nominations would be taken in advance of that meeting.		

TS recited the nominations received as follows:

ng homes Board Chair

C Rossine

Proposed J Thorburn Seconded J Berrington

As there were no other expressions of interest C Rossine was elected as Chair.

ng homes Board Vice-Chair

G Satti

Proposed J Thorburn Seconded J Berrington

As there were no other expressions of interest G Satti was elected as Vice-Chair

ng homes Board Secretary

J Berrington

Proposed C Rossine Seconded J Thorburn

As there were no other expressions of interest J Berrington was elected as Secretary

ng2 Board Chair

J Thorburn

Proposed C Rossine Seconded J MacLeod

As there were no other expressions of interest J Thorburn was elected as ng2 Board Chair.

ng2 Board Vice-Chair

There were no advance nominations for the position of ng2 Vice-Chair. J Berrington expressed an interest.

Proposed J Thorburn Seconded C Rossine

As there were no other expressions of interest J Berrington was elected as ng2 Board Vice-Chair

ng Property Services Board Chair

G Satti

Proposed C Rossine Seconded J MacLeod

As there were no other expressions of interest G Satti was elected as

the NGPS Board Chair.

ng Property Services Board Vice-Chair

J Thorburn

Proposed C Rossine Seconded J MacLeod

As there were no other expressions of interest J Thorburn was elected as NGPS Vice-Chair.

HR Committee Chair

C Rossine

Proposed J MacLeod Seconded J Berrington

As there were no other expressions of interest C Rossine was elected as HR Committee Chair.

HR Committee Vice-Chair

J Thorburn

Proposed J Berrington Seconded G Satti

As there were no other expressions of interest J Thorburn was elected as HR Committee Vice-Chair.

Audit Committee Chair

J Berrington

Proposed C Rossine Seconded J MacLeod

As there were no other expressions of interest J Berrington was elected as Audit Committee Chair

Audit Committee Vice-Chair

There were no nominations for Audit Committee Vice-Chair.

Regeneration Committee Chair

J Thorburn

Proposed J Berrington Seconded G Satti

As there were no other expressions of interest J Thorburn was elected as Regeneration Committee Chair.

Regeneration Committee Vice-Chair

There were no nominations for Regeneration Committee Vice-Chair.

	CEO encouraged all Members to consider what Committees or Subsidiaries they are Members of and whether they could potentially fill any of the Office Bearer positions in future. CEO stressed that he appreciates how busy everyone is and thanked the Members who were able to stand this year.		
4.	Minutes of Board Meeting on 25 July 2023		
	Board AGREED the minutes were an accurate record of the meeting. Proposed J Kennedy Seconded J Berrington i) Matters Arising None.		
5.	For Approval		
a.	Standing Orders		
	TS presented the report and advised of the requirement to review the following as per the Standing Orders that were revised and implemented in February this year: i) Committee Remits and Structure as per SO43 a. Board b. Audit Committee c. Human Resources Committee d. Regeneration Committee e. Committee Chair Role Description ii) Terms of Reference of Residents Improvement Group as per SO50 iii) Financial Regulations / Scheme of Delegation Members discussed and APPROVED: 1. The remit, membership, and role of the Chair for the Board, Audit Committee, Human Resources Committee and the Regeneration Committee. 2. The terms of reference and reporting requirements for the Residents Improvement Group as attached to this report. 3. The revised Financial Regulations / Scheme of Delegation as attached to this report. Proposed J Berrington Seconded J Kennedy		

b.	Meeting Etiquette		
	<p>Board Members discussed meeting etiquette at the Board Strategy Day that took place in May 2023. Meeting etiquette was marked to follow as an appendix to the Standing Orders. TS presented Members with the meeting etiquette appendix and commented that he has incorporated suggestions from that day along with suggestions from staff following a similar discussion at the Staff Strategy sessions. Good practice has also been built in. There was agreement across both Board and Staff that following a meeting etiquette would make meetings more valuable, efficient and effective and support in a more focused approach ensuring that aims are being achieved.</p> <p>Members discussed and APPROVED the meeting etiquette to be included in the Association's Standing Orders as an appendix and to adopt this going forward for Board and staff meetings across the ng group.</p> <p>Proposer J MacLeod Seconder J Kennedy</p>		
c.	Management Accounts to 31 July 2023		
	<p>BH presented the report summarising the income and expenditure and balance sheet for the period to 31st July 2023 together with cash flow. BH anticipated that by year-end the Association will be closer to a break-even position.</p> <p>Member queried the increased service costs vs budget. BH explained this was due to the increase utility costs, the cost of dealing with bulk (which is important to keep the area in good condition) and also the seasonal costs of landscaping, etc. The seasonal costs such as grass cutting are coming to an end so the increase vs budget should come down by the end of the year.</p> <p>CEO commented that keeping on top of the clean-up of the area has been tough and a lot of effort goes into it. It has subsequently required an increase in the number of vehicles and resource resulting in an increase in costs to the Association.</p> <p>CEO also acknowledged that ng homes are currently reviewing a complex draft Asset Management Strategy prepared by M-Four</p>		

	<p>Consultants.</p> <p>Members APPROVED the Management Accounts for the period to 31st July 2023.</p> <p>Proposed J Berrington Seconded J Thorburn</p>		
d.	Housing Services Risk register		
	<p>LC presented the report advising of two changes to the Housing Services Risk Register.</p> <p>There was some discussion on whether the residual risk for gas safety had to be as high as 16 given all the steps that are in place to ensure compliance. Members agreed to leave it as 16 for now and supported the view to be cautious and to review it again at a future meeting.</p> <p>Members considered and APPROVED the Housing Services Risk Register as presented.</p> <p>Proposed J Berrington Seconded A Gow</p>		
e.	Bribery Policy		
	<p>JB left the meeting briefly on an unrelated matter.</p> <p>BH presented the Bribery Policy and advised no changes were being proposed however still stressed to Members the seriousness of the content.</p> <p>Members APPROVED the Bribery Policy.</p> <p>Proposed J MacLeod Seconded J Thorburn</p>		
f.	Notifiable Events Policy		
	<p>JB returned to the meeting.</p> <p>TS presented the revised policy which has been brought up to date with UK General Data Protection Regulation 2021 as well as details of who to seek guidance from and updated contact details.</p> <p>Members APPROVED the revised Notifiable Events Policy as presented.</p>		

	Proposed A Gow Seconded J Kennedy		
g.	Payments & Benefits Policy		
	<p>TS presented the report and proposed changes to the Payments and Benefits Policy.</p> <p>Members discussed section 3 of the appendix relating to attendance at training and events and the challenge that could pose if the timing of events fell between the sequence of Board meetings. Members were satisfied with the change to delegate authority to the CEO and Chair.</p> <p>Members APPROVED the revised Payments and Benefits Policy.</p> <p>Proposed J Berrington Seconded J Kennedy</p>		
h.	Gifts, hospitality & Donations Policy		
	<p>TS presented the report detailing the proposed changes to the Gifts, Hospitality & Donations Policy. TS advised that there were no material changes but there is now clarity on thresholds.</p> <p>Members APPROVED the revised Gifts, Hospitality & Donations Policy.</p> <p>Proposed J Thorburn Seconded A Gow</p>		
i.	Procurement Strategy		
	<p>AB presented the revised Procurement Strategy. The report included clarity on what procurement options the Association has:</p> <ul style="list-style-type: none"> • Via a call off from a publicly procured framework • Via a call off from pre-tendered national framework • Via a publicly procured measured term contract • Via a direct award to ng2, a wholly owned subsidiary of ng homes. • Via a negotiation with a contractor / consultant for below threshold contract values <p>CEO commented that the above procurement options give the Association more scope to ensure value for money.</p> <p>Members APPROVED the Procurement Strategy as presented:</p>		

	<p>Proposed J MacLeod Seconded J Kennedy</p> <p>TS reminded Members that training on procurement was identified as part of the Board appraisal process and training for Board Members has been organised for 7 December 2023. This will provide more members with the skills to contribute to the procurement process which will support in spreading the load across available Board Members who will be invited to join future scoring panels.</p>		
j.	Damp and Mould Policy		
	<p>AB presented the newly produced Damp and Mould Policy. AB advised that reporting procedures are already in place but have been appended to the policy for clarity.</p> <p>Member thanked AB for producing the policy. Referring to the procedure, Member asked where the voice of the tenant fits in, in terms of whether they agree or disagree with the outcome of the process. AB agreed to have this point clarified in procedure.</p> <p>Member suggested reviewing the process again in six months and collating feedback on how it is working in practice and what the interaction with the tenant is. AGREED.</p> <p>Members APPROVED the Damp and Mould Policy.</p> <p>Proposer J Berrington Seconded J Thorburn</p>	<p>AB</p> <p>AB</p>	
k.	Membership Policy		
	<p>TS presented the revised Membership Policy and Membership Application Form. The form has been updated to reflect the equality monitoring form and only asks the required questions.</p> <p>Members APPROVED the revised Membership Policy and Membership Application Form.</p> <p>Proposed J Kennedy Seconded A Gow</p>		
l.	Association Membership Application		
	TS confirmed background checks have been carried out and the Senior		

	<p>Corporate Services Officer is working on a proforma that details the process for carrying out checks on individuals who apply for Membership of the Association.</p> <p>Members APPROVED the Association Membership Application as detailed in the report.</p> <p>Proposer J Berrington Seconded J Thorburn</p>		
6.	For Ratification		
a.	Payments and Benefits Case 155		
	<p>LC presented payments and benefits case #155 regarding ██████████ ██████████. Members Approved Payments and Benefits Case #155.</p> <p>Proposed J Berrington Seconded A Gow</p> <p>CEO advised that ██████████. The Board gave thanks to ██████████ for her service to ng2 and ng homes.</p>		
7.	Chief Executive's Update		
	<p>CEO advised that the dentist at Vulcan Street is interested in the commercial unit at Keppochhill Road and BH is arranging a viewing.</p> <p>CEO referred to the 10-phase plan for net zero. There is a meeting tomorrow to discuss further. When applying for grant the Association plan to have information to hand in order to apply quickly. There is a The Social Housing Net Zero Heat Fund (SHNZHF) application due to be submitted by 11 October 2023.</p> <p>The CEO has been invited and is attending an armed forces covenant silver award on Thursday evening. The relationship with the MOD has been extremely valuable.</p> <p>CEO provided an update on the Ukrainian project which continues to progress well. Senior Officers conducted a site visit and gave assurance to Members that the work is still on track and within budget.</p> <p>CEO advised that the Association has had a successful Stage 1</p>		

	<p>application for the Regeneration Capital Grant Fund (RCGF) to convert 252 Saracen Street to an entrepreneurial Centre. CEO said he was pleased with the successful submission as it was sent to the Scottish Government (SG) directly in error however SG agreed to accept it if it was approved by Glasgow City Council (GCC). CEO commented that the property has the potential to become the social economic change that will affect the physical change of the area. CEO commented on the work that will be involved to submit the Stage-2 application.</p> <p>CEO referred to the ongoing work with GCC on the masterplan for Possilpark. As part of this, the future of Saracen House is still unclear. CEO referred to a piece of land that sits behind Saracen House that ng homes would want to own. CEO advised that there would be a future discussion with the Board to agree whether ng homes will remain in Saracen House or whether it will be handed back to Jobs & Business Glasgow.</p> <p>CEO advised of a People Makes Glasgow plan to erect a solar farm that ng homes has been asked to support. After that discussion, the CEO was invited by Scottish Power to visit a solar farm in Falkirk, already successfully in operation. The set up was interesting and valuable to see as it included battery storage which is something the Association are looking into and are currently awaiting the outcome of a feasibility funding application via Scottish Power Energy Networks.</p> <p>CEO referred to Mosesfield House and that there may be an opportunity for Scottish Power to assist with solar panels on that building. However, discussions are still in early stages and the Board will be updated in due course.</p> <p>TS referred to an ongoing Notifiable Event [REDACTED] [REDACTED] [REDACTED]</p> <p>The Regulator is satisfied with the outcome and the Notifiable Event is now closed.</p>		
<p>8.</p>	<p>Chair's Remarks</p>		

	<p>The ng homes' AGM took place in Saracen House on 12 September 2023 and it went well.</p> <p>The Annual Assurance Statement is due to be submitted to the Regulator by 31 October 2023. Another Board Meeting has been called for 24 October 2023 and [REDACTED] has been invited to present his report to allow the Board to discuss the results and outcome from the Governance Self-Assessment exercise and to discuss and agree the wording for the Association's Annual Assurance Statement.</p> <p>Chair reminded Members that the Regulator is attending and observing the November Board Meeting and asked if Board Members could attend in person where possible. The observation is part of the engagement plan with the Regulator. A meeting between senior officers and the Regulator has been arranged for the following week (early December) to discuss ng homes' engagement plan for 2024.</p>		
9.	Delegates Feedback		
	An update on EVH and GWSF was provided.		
10.	For Noting		
a.	Governance Update		
	<p>TS referred to the Cyber Security Training for Board members. TS advised that the recording has been circulated and requested those unable to make the training to please watch it.</p> <p>TS reminded Members of the Tenant Participation Training that has been arranged for Board Members on Thursday 5 October being delivered by TPAS. This has replaced the Procurement Training that has been rescheduled to 7 December 2023.</p>		
b.	Notifiable Events		
	Members NOTED the report providing Members with an update to the Board on Notifiable Events that have been reported to the Scottish Housing Regulator since the last meeting.		
c.	Pension Trust Financial Assessment		
	Members NOTED the submission of the financial assessment to the Pension Trust.		
11.	Minutes of Subsidiaries/Sub-Committees		

a.	Minutes of the Audit Committee Meetings on: i) 20 July 2023 ii) 7 September 2023		
	Noted.		
b.	Minutes of the HR Committee Meeting on 10 August 2023		
	Noted.		
c.	Minutes of the NGPS Board Meeting on 16 August 2023		
	Noted.		
d.	Minutes of the ng2 Board Meeting on 22 August 2023		
	Noted.		
e.	Minutes of the Regeneration Committee on 5 September 2023		
	Noted.		
12.	AOCB		
	None.		
13.	Date of next meeting – Thursday 24 October 2023		
	Meeting ended at 6.30pm		



Board Meeting Minutes

Meeting: Board Meeting **Location:** The Ron Davey Enterprise Centre / Microsoft Teams

Date: 24 October 2023 **Time:** 4.30pm

Attendees: C Rossine (Chair) J Fernie (Virtual)
 F Malcolm
 A Gow
 J Kennedy

Apologies: G Satti, J Thorburn, J MacLeod, M Grimley, J Berrington

In Attendance: J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, T Sweeney (DCS) TS, A Bell (DDPS) AB
 [REDACTED] (Mulholland Housing Consultancy)

Minute Taker: C Murray (PA)

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	For Approval		
a.	Governance Self-Assessment: 2023 Annual Assurance Statement		
	TS highlighted the Governance Self-assessment process undertaken this year to give the Board Assurance that the Association meets the Scottish Housing Regulator’s Regulatory Standards. TS explained that the Association conducts a self-assessment review of its governance arrangements every year as part of the process for preparing the Annual Assurance Statement. This process is completed with the support of a suitably qualified independent external consultant. A full comprehensive review is planned every three years with a lighter		

touch review conducted in the intervening years. The full three-year review took place this year with external consultant [REDACTED] (Mulholland Housing Consultancy) conducting a comprehensive governance assessment / audit. This year it included an assessment of our compliance on landlord duties for tenant health and safety using a checklist and process that [REDACTED] [REDACTED] has developed which covers key areas that the SHR will be focusing on. A copy of [REDACTED] report is included in the papers.

TS reminded members that the Association is required to submit our Annual Assurance Statement to the Scottish Housing Regulator by 31 October each year. The outcome of the annual governance self-assessment review informs and supports the Association in the preparation of the Annual Assurance Statement and once the Board have agreed on the wording and approved the Annual Assurance Statement it would be signed by the Chairperson on behalf of the Association and sent to the SHR.

[REDACTED] summarised his report and findings from his review which was completed between July and September 2023 and which concluded a result of full compliance for the Association and summarised what areas the Association should prioritise over the coming year. More detail is included within his report. A draft Annual Assurance Statement was also provided to members for discussion and agreement at the meeting.

TS thanked [REDACTED] and invited the CEO to comment further on a recent Notifiable Event.

CEO stressed the amount of work that has gone in over the past two years to improve compliance and referred to various audits on compliance which were believed to be robust. However, the Association were made aware of a routine insurance inspection to a passenger lift in one of the multi-storey blocks that resulted in an emergency repair being highlighted. CEO summarised events from the date of the inspection on 7 October 2023 to it being brought to his attention by the SHR on 11 October 2023. The inspection was completed, and a report generated advising of emergency repairs

which should be completed or could become a danger. The repair was not undertaken on the day of the inspection but was completed within two hours of it being brought to the CEO's attention. An internal investigation is now underway that includes a review of our internal staff actions and procedures as well as the actions of contractors. The incident has been logged as a Notifiable Event with the SHR.

CEO went on to say that there have been discussions about whether the Association can sign the Assurance Statement as originally intended or whether an amendment should be made.

TS advised that he called the Regulator to seek advice and was advised that it was for the Board to discuss and agree. The meeting provided Board members the opportunity to discuss this with [REDACTED] present, and commented on [REDACTED] expertise and credibility.

The timing of the incident weighed heavily on the topic of compliance within the Assurance Statement and there was much discussion around this.

[REDACTED] gave his view that addressing the situation with the Notifiable Event within the Assurance Statement shows a level of self-awareness and integrity. [REDACTED] pointed out that it is an incident that is being properly addressed and that the Association should not lose all the positives that have come out of the audit. [REDACTED] reminded Members that the Assurance Statement status can be fluid and can be changed or updated at any time throughout the year. Revising the wording of the Assurance Statement will reflect the Association's position today but it can be rectified when the investigation is concluded, and the Board can convene and agree a revised Assurance Statement to be sent to the Regulator if this is required.

[REDACTED] report covered the audit he conducted between July and September 2023. The Notifiable Event occurred after he completed that piece of work. The CEO referred to it as an open investigation which is currently in the 'fact-finding' stage. CEO

confirmed the repairs identified had now been rectified and made safe. The investigation is looking at what should have happened, in terms of processes to follow versus what actually happened. CEO advised that procedure says that the Chair should be contacted in the event of a Notifiable Event and she was. CEO anticipates the investigation will take a number of weeks to complete. The potential correlation between the incident and the effect on the Assurance Statement was only realised on Thursday. Senior Officers have been discussing and taking advice on it in the lead up to this meeting.

There was a substantial debate regarding the validity of saying ng homes are fully compliant or not. Members discussed how material the incident was to the governance of the Association, but it was difficult to arrive at a conclusion when an investigation is ongoing. Members were keen to have transparency with the Regulator and show that such incidents are taken seriously. Communication with the Regulator on the incident and investigation will continue via the Notifiable Event process.

Member raised his concern over agreeing to a revised set of words for the Annual Assurance Statement when the investigation is ongoing and not yet concluded, therefore the full picture cannot be presented to Members. Member suggested that the Annual Assurance Statement should be signed confirming full compliance at the set point in time reflecting the results of the governance self-assessment review. Member stated he was confident that the investigation would be carried out appropriately and that Members would be provided with an update on progress or outcomes and that the appropriate actions will be taken. A thorough and robust discussion took place amongst Members and there was agreement with the member's suggested approach.

CEO commented that submitting a non-compliant Annual Assurance Statement would be done with a heavy heart and referred to all the positive work carried out over the past two years to support and maintain full compliance within the Association, but for transparency, he thought the recent Notifiable Event should be acknowledged in the wording of the Annual Assurance Statement.

	<p>After discussion Members considered and:</p> <ol style="list-style-type: none"> 1. APPROVED the Self-Assessment Outcome Report for up to September 2023. 2. AGREED that self-assessment against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management is conducted annually going forward. 3. APPROVED the continuation of a Governance and Financial Management Improvement Plan and note that this will be presented for review annually as part of the business planning process. 4. AGREED that the Board has had sufficient assurance to give it confidence to sign the 2023 Annual Assurance Statement and agree its wording confirming full compliance as at 30 September 2023 with a caveat acknowledging the Notifiable Event of 7 October 2023 where investigations are ongoing. 5. AUTHORISED the Chairperson to sign the Annual Assurance Statement letter and send it to the SHR by 31 October 2023. <p>Proposed A Gow Seconded J Kennedy</p> <p>CEO gave thanks for everyone's contribution.</p>		
4.	Chief Executive's Update		
	<p>CEO commented on the progress of the Ukrainian project which is still within budget. LC is identifying tenancies for the first couple of completed units.</p> <p>CEO referred to an annual meeting with NRS today regarding a feasibility study for Stonyhurst Street and Ashfield / Crowhill Street. Acquisitions were also discussed as part of that meeting, particularly around 265 Saracen Street.</p> <p>CEO referred to a letter from the SHR in relation to RAAC who are looking for information from all RSLs on whether there is RAAC present in any properties. ng homes has already started the investigation and will send the information to SHR in the format they have requested by the deadline of 31 October 2023</p>		

	<p>CEO referred to the Regeneration Capital Grant Fund application to convert 252 Saracen Street into a Social Entrepreneur Centre. The application is now at Stage 2. CEO advised that they are tying Saracen House to the application as a pathway for social entrepreneurs. An Entrepreneur Centre could be transformational in terms of what that the building is used for and for Possilpark as an area.</p> <p>CEO briefly referred to a meeting he attended with Glasgow City Council's (GCC) environmental team where some of the environmental issues ng homes and GCC are facing were discussed.</p> <p>CEO advised of early talks with GCC regarding the historical building, Mosesfield House at Springburn Park. CEO advised that he will bring a report with more information back to the Board.</p> <p>CEO has a meeting arranged with a representative of JBG, ██████████ to discuss the wider use and future of Saracen House, in addition to a piece of land adjacent to the building. The building is important to the future of Possilpark. CEO will be having discussions with Scottish Power and aspirations to have EV charging points and battery storage.</p> <p>CEO advised Members of another Notifiable Event on damp and mould where a tenant contacted the media regarding the condition of her property. Members will recall that a new Damp and Mould Policy was approved at the last Board.</p>		
5.	Chair's Remarks		
	<p>Chair reminded Members the Regulator has requested to observe an ng homes' Board meeting and will be attending the meeting scheduled for 30 November 2023. This forms part of the Engagement Plan and is good practice to see how the Board is operating. Chair requested that as many members as possible attend the meeting in person.</p> <p>EVH met with the Unite TradeUnion last week to begin the JNC 2024 salary discussions.</p> <p>Chair was elected to SFHA Board. SFHA Board meetings are held every 3 months.</p>		

6.	AOCB		
	<p>TS referred to a consultation on the future of social housing regulation in Scotland with proposed changes to the SHR's Regulatory Framework. A response is requested by 18 December 2023.</p> <p>CEO advised that he has been invited to join the Canal Regeneration Partnership on behalf of ng homes along with other Associations and commented that link is now more important than ever particularly between the Possilpark and Canal corridor.</p>		
7.	<p>Date of next meeting – Thursday 30 November 2023</p> <p>Meeting ended at 18:17</p>		

**Board Meeting****For Approval**

To: Board
From: DCEO

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 30TH SEPTEMBER 2023 **DATE 30 November 2023**

1. Introduction		
	Below are income and expenditure and balance sheet for the period to 30 th September 2023 together with cash flow and accompanying notes.	
2. Risk and other issues		
	The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring.	
	There are no applicable effects on sustainability or equality and diversity issues.	
3. Comparison against budget		
	The Management Accounts cover the period to 30 th September 2023 and compares the Income and Expenditure of the Association against the budget.	
	Effect	Comment
	- £k	
Grants received	213	With start of Ukrainian works £200k received from Scottish Government. Further sums to be claimed.
Day to day repairs	179	Reallocation of costs to cyclical codes keeping day to day costs down.
Other income	<u>254</u>	Receipt of RHI and wayleave income
	646	together with spend on cycle projects.
Other variances	<u>522</u>	
Total positive variances	<u>1,168</u>	

	Effect	
	- £k	
Planned maintenance	624	Ukrainian works boosting spending together with multis project coming towards an end and retentions being paid.
Service costs	339	Summer landscape maintenance costs, close utility costs and bulk charges.
Other negative variances	<u>519</u>	
Total negative variances	<u>1,482</u>	
Total positive variances	1,168	
Total negative variances	<u>(1,482)</u>	
Net movement	(314)	
Original projected deficit for period	<u>(79)</u>	
Actual deficit for period	<u>(393)</u>	

Ratios for lender are in an acceptable position. The Nationwide ratio of secured assets to loan value at 2.59 against a required ratio of 1.0.

Turning to the balance sheet the significant factors within the period included:

- Property expenditure of £2.08m, other assets expenditure of £302k and depreciation of £2.65m leading to a net decrease in fixed assets of £271k. This includes the expenditure on property acquisitions, property improvements, adaptations, and computer equipment.
- Bank balances moved downwards from £19.22m to £16.57m with negative cash flow of £2.65m. Once Ukrainian grants come in the negative cash flow will decrease.
- Loans decreased by £1.08m with the repayments made in the period. Now loans of £39.73m outstanding.

5.	Recommendation
	Board Members are asked to APPROVE the Management Accounts for the period to 30 th September 2023.

NORTH GLASGOW HOUSING ASSOCIATION LTD.

MANAGEMENT ACCOUNTS FOR PERIOD ENDED

30.09.23

INCOME AND EXPENDITURE

Year to	Sep.23	July - Sep 23			CUMMULATIVE TO DATE			ANNUAL	
31.3.23	Actual	Actual	Budget	Variance	Actual	Budget	Variance	BUDGET	
Income									
26,218,504	Rental Income	2,327,213	6,974,667	6,954,800	19,867	13,939,584	13,833,883	105,701	27,592,049
-272,282	Voids	-22,639	-69,492	-69,548	56	-132,122	-138,339	6,217	-275,920
41,150	Service Income	4,467	13,425	11,165	2,260	26,881	22,330	4,551	44,659
25,987,372		2,309,041	6,918,600	6,896,417	22,183	13,834,343	13,717,874	116,469	27,360,788
0	Factoring Income	152,604	192,459	219,738	-27,279	411,767	439,476	-27,709	878,952
738,563	Grant release/received	65,298	408,993	195,894	213,099	604,887	391,788	213,100	783,575
26,725,935	Net Income	2,526,943	7,520,052	7,312,049	208,003	14,850,997	14,549,138	301,859	29,023,315
Expenditure									
2,562,544	Day to Day	288,136	535,376	599,894	64,518	1,015,960	1,195,065	179,105	2,362,899
1,621,212	Cyclical	165,199	671,813	551,755	-120,058	1,262,683	1,103,511	-159,172	2,311,500
1,123,713	Void Maintenance	81,551	396,176	275,000	-121,176	632,743	550,000	-82,743	1,100,000
276,449	Bad Dbts-Rents	1,892	16,350	75,000	58,650	61,837	150,000	88,163	300,000
0	Bad Dbts-services	0	0	0	0	0	0	0	0
11,856,631	Planned maintenance	812,751	2,905,550	2,211,383	-694,168	5,046,559	4,422,765	-623,794	8,845,530
-5,274,679	Capitalised to balance sheet	-311,353	-1,455,034	-1,000,000	455,034	-2,159,456	-2,000,000	159,456	-4,000,000
1,118,238	Other Property Costs	73,476	226,626	190,000	-36,626	492,253	380,000	-112,253	760,000
5,015,827	Depreciation	417,000	1,251,000	1,250,000	-1,000	2,502,000	2,500,000	-2,000	5,000,000
2,345,953	Service Costs	246,601	1,006,621	462,034	-544,587	1,644,472	1,305,113	-339,359	1,845,118
-197,445	Factoring Expenditure	66,196	127,134	146,298	19,164	280,250	292,595	12,345	625,190
5,532,479	Salaries	407,886	1,337,010	1,409,273	72,263	2,743,546	2,818,546	75,000	5,637,091
2,290,467	Overheads	156,819	615,641	560,975	-54,666	1,182,717	1,121,950	-60,767	2,243,900
28,271,389	Total Expenditure	2,406,154	7,634,263	6,731,611	-902,652	14,705,564	13,839,544	-866,020	27,031,228
-1,545,454	Surplus from Ordinary Activities	120,789	-114,211	580,438	-694,649	145,433	709,593	-564,160	1,992,087
								-564,160	
0	Development Income	0	0	0	0	0	0	0	0
0	Development Expenditure	0	0	0	0	0	0	0	0
0	Development Surplus	0	0	0	0	0	0	0	0
679,289	Other Income	94,916	202,767	57,500	145,267	368,768	115,000	253,768	230,000
536,662	Other Expenditure	93,492	152,934	119,750	-33,184	245,005	239,500	-5,505	479,000
-1,402,827	Net Surplus	122,213	-64,378	518,188	-582,566	269,196	585,093	-315,897	1,743,087
1,336,074	Loan Interest	145,691	452,864	394,587	-58,277	857,170	789,175	-67,995	1,578,349
200,613	Interest received	40,894	112,394	62,500	49,894	196,239	125,000	71,239	250,000
25,047	Other finance charges	0	0	0	0	0	0	0	0
0	Property and fixed asset sales	-1,391	-1,391	0	-1,391	-1,581	0	-1,581	0
-277,043	Pension adj/corp tax/gift aid	0	0	0	0	0	0	0	0
-2,286,292	Net Surplus after interest	16,025	-406,239	186,100	-592,339	-393,316	-79,081	-314,235	414,738
2,500,000	Trans from Designated Reserve	0	0	0	0	0	0	0	0
0	Trans to Designated Reserve	0	0	0	0	0	0	0	0
213,708	Net result after Transfer	16,025	-406,239	186,100	-592,339	-393,316	-79,081	-314,235	414,738

NORTH GLASGOW HOUSING ASSOCIATION LTD.

MANAGEMENT ACCOUNTS FOR PERIOD ENDED

30.Sep.23

INCOME AND EXPENDITURE

ANALYSIS OF DIRECT EMPLOYEE & ADMINISTRATION COSTS

31.03.23	Sep.23 Actual	<----- Actual	July - Sep 23 Budget	Variance	CUMMULATIVE TO DATE			ANNUAL BUDGET
					Actual	Budget	Variance	
4,454,454 Salaries	351,164	1,163,908	1250749	86,841	2,391,615	2,501,498	109,883	5,002,995
1,073,966 Pensions	56,722	173,102	158524	-14,578	351,931	317,048	-34,883	634,096
5,528,420 Total Direct Employee	407,886	1,337,010	1409273	72,263	2,743,546	2,818,546	75,000	5,637,091
69,066 Heat & Light	1,755	18,170	17500	-670	37,713	35,000	-2,713	70,000
300,749 Depreciation	25,000	75,000	65000	-10,000	150,000	130,000	-20,000	260,000
16,243 Office & General	1,888	6,886	7800	914	12,629	15,600	2,971	31,200
93,300 Cleaning and Materials	9,531	34,073	22500	-11,573	59,785	45,000	-14,785	90,000
66,044 Subscriptions	5,374	23,238	18750	-4,488	37,228	37,500	272	75,000
10,402 Photocopier costs	97	1,952	5000	3,048	3,857	10,000	6,143	20,000
45,349 Postage & Stationery	3,978	19,191	12500	-6,691	25,565	25,000	-565	50,000
33,900 Office Repairs & maintenanc	0	1,515	7500	5,985	1,515	15,000	13,485	30,000
220,530 Rent, Rates, Insurance	16,338	62,600	75000	12,400	138,112	150,000	11,888	300,000
181,975 Telephone & internet	15,722	47,345	33750	-13,595	90,629	67,500	-23,129	135,000
18,114 Audit & Accountancy	1,296	9,189	7500	-1,689	11,840	15,000	3,160	30,000
25,173 Equipment Maintenance	1,931	5,850	12500	6,650	17,522	25,000	7,478	50,000
32,856 Legal Fees	0	4,052	7500	3,448	6,673	15,000	8,327	30,000
13,892 Leasing Contracts	832	6,015	5000	-1,015	10,579	10,000	-579	20,000
12,816 Promotions, publicity & ann	0	1,250	6250	5,000	1,250	12,500	11,250	25,000
115,101 Consultants	7,961	39,186	30000	-9,186	71,479	60,000	-11,479	120,000
371,664 Computer Support	21,506	113,593	100000	-13,593	264,707	200,000	-64,707	400,000
212,591 Computer - License & acce	31,463	107,074	62800	-44,274	168,973	125,600	-43,373	251,200
0 Office Landscape Maintena	0	0	1875	1,875	0	3,750	3,750	7,500
1,839,765 Total Office Overheads	144,672	576,179	498725	-77,454	1,110,056	997,450	-112,606	1,994,900
21,083 Recruitment advertising & c	3,740	5,380	5000	-380	9,002	10,000	998	20,000
32,307 Staff Training	3,142	7,407	15000	7,593	8,384	30,000	21,616	60,000
10,000 Staff life cover	0	2,400	3750	1,350	6,000	7,500	1,500	15,000
8,208 Staff uniforms	56	2,094	1500	-594	2,206	3,000	794	6,000
0 Temporary Staff	0	0	1250	1,250	0	2,500	2,500	5,000
5,343 Conferences & Seminars	0	0	6250	6,250	3,945	12,500	8,555	25,000
4,654 Travel & Subsistence	665	4,893	5000	107	8,818	10,000	1,182	20,000
56,848 Health & Safety	3,644	15,112	17500	2,388	26,862	35,000	8,138	70,000
138,443 Total Staff Overhead Cos	11,247	37,286	55250	17,964	65,217	110,500	45,283	221,000
2,510 Training	720	720	2000	1,280	2,354	4,000	1,646	8,000
697 Travel Expenses	0	503	1000	497	553	2,000	1,447	4,000
4,417 Expenses to Committee	180	858	1500	642	1,992	3,000	1,008	6,000
12,804 Conferences	0	95	2500	2,405	2,545	5,000	2,455	10,000
20,428 Total Committee Costs	900	2,176	7000	4,824	7,444	14,000	6,556	28,000
7,527,056 Total Direct Employee & Administration Costs	564,705	1,952,651	1970248	17,597	3,926,263	3,940,496	14,233	7,880,991

**NORTH GLASGOW HOUSING ASSOCIATION LIMITED
MANAGEMENT ACCOUNTS FOR THE PERIOD TO
BALANCE SHEET**

30.Sep.23

Previous
year
totals

		ACTUAL
FIXED ASSETS		
152,265,626	Housing Properties	154,344,753
-34,615,438	Depreciation	-37,117,438
<u>117,650,188</u>		<u>117,227,315</u>
	Less:	
	0 Housing Association Grant	0
<u>117,650,188</u>	Net Value	<u>117,227,315</u>
1,359,848	Other Fixed Assets	1,512,234
1,300	Investments	300
<u>119,011,336</u>	TOTAL FIXED ASSETS	<u>118,739,849</u>
CURRENT ASSETS		
25,721	Stock & WIP	45,275
19,352,000	Cash and Other Short Term Investments	16,569,683
461,149	Rent Arrears	428,941
1,902,510	Other Current Assets	2,372,029
<u>21,741,380</u>	TOTAL CURRENT ASSETS	<u>19,415,928</u>
CURRENT LIABILITIES		
2,489,216	Short Term Loans and Current Loan Capital Repayments	2,489,216
132,334	Bank Overdrafts	0
4,617,763	Other Current Liabilities	3,666,853
912	Pension liability under one year	912
<u>7,240,225</u>	TOTAL CURRENT LIABILITIES	<u>6,156,981</u>
<u>14,501,155</u>	NET CURRENT ASSETS	<u>13,258,947</u>
<u>133,512,491</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>131,998,796</u>
CREDITORS DUE AFTER ONE YEAR		
38,329,951	Long Term Loans	37,243,548
657,684	Pension liability	646,499
18,796,562	Deferred income	18,773,780
<u>57,784,197</u>		<u>56,663,827</u>
<u>75,728,294</u>	NET ASSETS	<u>75,334,969</u>
RESERVES		
14,591,245	Designated reserves	14,591,245
21,101,998	Revenue	20,708,682
40,034,964	Revaluation reserve	40,034,964
<u>75,728,207</u>	TOTAL RESERVES	<u>75,334,891</u>
87	SHARE CAPITAL	78
<u>75,728,294</u>		<u>75,334,969</u>

cashflow

NORTH GLASGOW HOUSING ASSOCIATION LIMITED
MANAGEMENT ACCOUNTS FOR THE PERIOD TO 30.Sep.23
CASHFLOW

YEAR TO	ACTUAL
31.03.2023	
0	
OPERATING ACTIVITIES	
-1,402,827 Operating surplus for period	269,196
5,015,827 Depreciation - properties	2,502,000
307,759 Depreciation - fixtures	150,000
-738,563 Amortisation of capital grants	-391,788
0 Gain on sale of fixed assets	-1,581
Other finance charges	
-562,252 Decrease/(Increase)in Debtors	-437,311
77,755 Decrease/(Increase)in stock	-19,554
2,611,372 (Decrease)/Increase in Creditors share capital cancelled	-593,089
5,309,071 Net Cash In/(Out)flow From Operating Activities	1,477,873
INVESTING ACTIVITIES	
0 Grants Received	0
-5,900,240 Acquisition and Construction Of Properties	-2,079,127
-133,225 Acquisition of Other Fixed Assets	-302,386
-1 Proceeds on disposal of properties	0
0 Investment in Activities	1,000
-6,033,466 Net Cash In/(Out)flow From Investing Activities	-2,380,513
-724,395	-902,640
FINANCING	
1,945,279 Loans Received	1
-2,618,285 Less: Loans Repaid	-1,086,404
200,613 Interest Received	196,239
-1,336,074 Interest Paid	-857,170
-24 Share capital issued	-9
-1,808,491 Net cash In/(Out)flow From Financing	-1,747,343
-2,532,886 Increase/(Decrease) in Cash and Cash Equivalents	-2,649,983
-2,400,552 Movement in Cash & Bank	-2,782,317
-132,334 Movement in Bank overdrafts	132,334
-2,532,886 Increase/(Decrease) in Cash and Cash Equivalents	-2,649,983
21,752,552 Opening cash balance	19,219,666
19,219,666	16,569,683



Board Meeting

For Approval

To: Board
From: DCEO

SUBJECT: RENT INCREASE 2024/25

DATE 30 November 2023

1.	Introduction
	<p>The purpose of this report is to seek approval from the Board for the Rent and Service Charge options for 2024/25 to ensure enough resources for the Association to:</p> <ul style="list-style-type: none"> • manage the existing stock of properties, • conduct ongoing maintenance, repairs, modernisation, and major works, • cover service charge increases from our suppliers and contractors, • service current loans for investment of £39.7m, • support future loans for investment in the stock, • maintain the future viability of the Association.
2.	Cost of Living Crisis
	<p>The period in recent years has been notable for the level of events that has been out of the ordinary. There was Covid, there was lockdowns, we had furlough and businesses going insolvent, Brexit and Covid has resulted in the exit of non-UK domiciled staff to elsewhere whether to their home country or anywhere else. That then morphed into a scenario of contractors being short of staff, material costs increasing by significant amounts, utility costs being out of control, wage increases going to higher levels, the living wage increasing by 10%, interest rates increasing and a potential rent freeze.</p> <p>So, we could write paragraph's indicating how serious this is and threatening the viability of the entire sector, that development will cease and that all non-statutory activities will be eliminated. The Regulators comments at conferences even mirrored this as possibilities.</p> <p>"With rents being held back at under inflation levels it meant that landlords cannot invest as planned in the quality of their housing stock or in other measures that benefit tenants.</p> <ul style="list-style-type: none"> • How could we have afforded it any event?! The costs associated with net zero are difficult to gauge but most estimates put them in the billions. Resources are finite and tenant affordability is a key driver • Who pays for the new build requirements and retrofit? If the burden falls solely on landlords this will mean a) some will lack the resources to fund them and b) for those that can, some of the costs could eventually flow through to tenants, which as noted,

may run counter to ensuring tenant affordability

- Is it fair on current tenants to ask them to pay for energy efficiency measures through higher rents? This is a trade-off – but if savings in energy bills are greater than any increase in rents then overall tenant affordability is enhanced.”

There was no answers provided in that speech. For a business planning to ensure its viability that’s not a viable option. Answers have to be provided whether in increasing income or reducing non statutory costs. The rest of this paper will try and indicate what we need to do to maintain a viable business for the long term. As trustees of a charity that is the primary consideration and responsibility.

3. 2024/25 increase

Last year’s business plan assumption for the rent increase for 2024/25 was 4.0%. That level of increase is now out of date with current cost increases and other factors. The increase in rents in previous years is shown below.

The rise in CPIH since April 2017 to date has been 26.2%. Our rent increases have been lower than other Housing Association’s in the surrounding area over the last seven years and lower than the rise in CPIH.

ng homes	Maryhill	Queens X	West of Scotland	Wheatley Homes Glasgow
Apr 23 - 6.0%	Apr 23 - 7.0%	Apr 23 - 7.0%	Apr 23 - 5.9%	Apr 23 - 3.9%
Apr 22 - 2.9%	Apr 22 - 3.6%	Apr 22 - 2.9%	Apr 22 - 2.5%	Apr 22 - 1.9%
Apr 21 - 2.0%	Apr 21 - 0.0%	Apr 21 - 0.7%	Apr 21 - 0.5%	Apr 21 - 1.6%
Apr 20 - 3.0%	Apr 20 - 3.0%	Apr 20 - 2.4%	Apr 20 - 2.5%	Apr 20 - 3.4%
Apr 19 - 2.0%	Apr 19 - 3.9%	Apr 19 - 3.3%	Apr 19 - 3.4%	Apr 19 - 3.3%
Apr 18 - 2.5%	Apr 18 - 3.9%	Apr 18 - 3.6%	Apr 18 - 4.0%	Apr 18 - 3.2%
Apr 17 - 1.2%	Apr 17 - 3.0%	Apr 17 - 2.0%	Apr 17 - 1.9%	Apr 17 - 2.4%
19.6%	24.4%	21.9%	20.7%	19.7%

While considering long term viability of the Association we also need to consider the effect of the affordability of the rent increases in relation to the tenant’s income. Other associations are facing the same decision for the 24/25 consultations and some comparable Associations that have indicated increases are shown below.

- Glasgow West – 6.7%
- Govan – 6.25% or 6.5%
- Southside between 5% and 6%

- Argyll Community HA between 5% and 8%

The Regulator as always continues to advise associations to focus on review of costs and other efficiencies before resorting to above inflation rent increases.

For ng homes the past years have been difficult in terms of the cost pressures that have built up:

- Contactors have asked for and got increases in rates of between 10% and 15% to meet increased material and salary costs. We have managed to retain our contractor's, but it is a growing problem across the sector of contractors going insolvent or withdrawing from contracts as they are unable to source experienced staff or make a profit. Across day to day/cyclical and void a 15% uplift would be an additional £750k of costs, that represents a 3% rent increase just by itself. Increases in planned maintenance costs would be an additional item above that.
- Material costs whether it is just copper pipe, paint, ironmongery, cleaning materials or clothing have all being showing significant uplifts in cost. Parts of this were down to supply chain disruptions.
- Energy costs increased at excessive rates when the longer-term fixed agreements expired. Even continuing agreements such as the one we have through Procurement Scotland have resulted in significant increases. Despite buying two years forward, price pressures eventually caught up with our electricity rate increasing from under 10p kWh to 22p kWh. That is not far short of a 2% rent increase just by itself without considering all the other electricity and gas supplies that we purchase. The increase in energy prices affects every industrial process involved in making the materials and products we buy.
- The Association's loan portfolio at September 2023 was at £39.7m. This increased in recent years to meet development costs, increased levels of planned maintenance and to fund increased levels of capital repayments on the loan portfolio in coming years. Annual interest costs are now about £1.5m. About 69% of loans are currently on fixed rates with about £12.4m on variable rates. The rise in interest rates has had an effect but is balanced by the £2m of capital repayments we make each year.
- The EVH pay award for 2024/25 will probably be higher than 5% for a second year in a row. The living wage is increasing by 10% again for a second year in a row, which affects the majority of the staff in ng2. To this will be added the SHAPS range of pension costs of 11.6% and 16.2% on the employee's salary cost. The Strathclyde Pension Fund contributions are at a higher rate than the SHAPS rate with a current 27.4% contribution. A 5% salary increase will cause about a £280k increase in costs together with a £180k increase in ng2 costs from a 10% increase. Taken together that represents about another 2% rent increase.

As RPI is still a recognised inflation statistic some of our suppliers still reference to it for increases in contract expenditure. RPI was currently sitting at 8.9% at September 2023, which is the increase in price our laundry maintenance contractor has communicated to us.

The Association has managed to achieve some efficiency savings over the past few years and is committed to driving further savings and improved value for money over 2024/25 and beyond. A significant level of areas will be procured over the next couple of years and achieving savings or at least limiting the cost increases will be part of the procurement objectives. However whatever way it is put the cost increases outlined above have substantially increased our costs. To hold the rent increase down in these unusual times then we will need to:

- Consider carefully for any staff vacancies whether the position needs to be filled immediately or at all. Some positions will not be replaced, and consideration given to reorganising responsibilities and whether services need to be curtailed.
- Reprofile component lifecycles and programmes for replacements.
- Delay major projects and consider the trade off in proceeding with new net zero projects against further delaying kitchen and bathroom programmes.

All the above will need to be considered and implemented as the expectation is that while inflation is coming down, it may be stickier than some of the forecasters are projecting. The ongoing wars and trade disruptions could still create further price shocks, particularly in the energy markets.

The Regulator expects that the Board should consider a range of rent increase options. The thematic report "How Social Landlords consult tenants about rent increases" highlights they also expect that the consultation with tenants will include a range of options with an explanation of the effects on spending that would arise from the proposals.

The Regulator has highlighted what they consider to be good practice, but it is left to each Association to do what is appropriate in the status and geographical spread of the organisation. Some Associations are widely spread across many local authority areas. NG Homes is a locally based Association so we would normally be able to arrange meetings open to all tenants who can attend together with having local focus groups. With Covid that was not possible, and technology took a greater role with text messaging, telephone surveys and survey monkey being used to spread the consultation. The suggested levels for the consultation communications are set out below:

	<ul style="list-style-type: none"> - 6% increase which was -0.7% under September CPI of 6.7%. This is significantly curtailing the required increase considering the cost increases detailed above. - 6.5% increase with additional funding for planned maintenance/cost increases of £130k. - 7% increase with additional funding for planned maintenance/cost increases of £260k. <p>The long-term nature of the Association’s plans in terms of new build costs and spending on planned maintenance means the significance of any one rent increase can be underestimated. The expenditure can only be achieved if there are the funds to finance the works. This is something that must be recognised decades in advance as with the long lifecycles of elements such as cladding, heating systems and roofs means that the cash resources and reserves to do such have to be recognised from the point when a property is constructed or rehabilitated.</p> <p>In general, we are in a better position than some other Associations but rent increases lower than expected cost increases can only be a short-term measure. The alternative is to consider the expenditure programme and consider the time-period on which expenditure is incurred. If costs are advanced, then this results in greater write offs and increased interest costs. In the short-term loans can be drawn down but in the long-term rental income must pay for all the expenditure of the Association. Grants pay for costs, but anything funded by a loan costs interest and the capital of the loan must be paid back.</p>
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5.	Affordability
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	<p>The rent affordability tool from the SFHA compares for different types of income groups how much of their income goes on rent. The income is compiled for each local authority area from the Annual Survey of Hours and Earnings (ASHE). The calculations have been based on using the rent that would be applied for new tenants moving into the property. For existing tenants who may have moved in many years ago based on stock transfer agreements their rent would generally be lower and the percentages of rent to income would be lower.</p> <p>The results from the model are what we would generally expect. A tenant occupying a property of an appropriate size for their household is generally able to cover the rent without it exceeding 30% of their income. Single tenants whether of working age or retired are more likely to be closer to 30% particularly if they are under occupying for reasons of their own.</p> <p>The calculation in the model seems to have a problem with tenants on UC only. They are the group most likely to be financially strained in sustaining a tenancy in terms of affordability. However, we would not say this is always the case, and many on UC manage their tenancy successfully. We also have a substantial number with discretionary housing payment top ups</p>
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	<p>etc which helps with doing this. It is more likely that a tenant on UC or other benefit who is not engaging with the system due to personal issues will have difficulties managing their tenancy. The UC levels alone are not adequate for a basic lifestyle which is why so much effort through GEMAP and other agencies to maximise tenant's income and opportunities.</p> <p>NG Homes is generally just above mid table in the association comparison tables that accompany the rent affordability tool.</p>
<p>6.</p>	<p>Comparability</p>
	<p>The Association compares weekly rent levels across its stock with other housing providers as this may have some relevance in reviewing rent levels. However, each Association has different stock and a different financial history. An association could appear to have lower rents but may not have completed the same level of investment that we have already done.</p> <p>As legislation changes whether on ESSH, smoke detectors or other compliance matters past financial projections need updated to reflect the current legislative framework. Both the Westminster and Scottish Governments are considering revised health and safety and environmental regulatory requirements following from the Grenfell inquiry and climate change.</p> <p>The latest information, for the position at end March 2023 was that:</p> <ul style="list-style-type: none"> • The Association's average three apartment rent was £95.03 (+6% would be £100.73). • This figure was higher than the GHA average of £91.28 though the gap between NG Homes and others has declined in recent years. Other comparable associations were Queens Cross at £90.07, West of Scotland £93.74 and Maryhill at £91.63. All rent levels are inclusive of service charges. With the nature of ng homes stock having a high level of multi storey blocks and the additional services being provided to the tenants in such, we will generally have a higher rent.
<p>7.</p>	<p>Universal Credit</p>
	<p>Universal credit has over time increasingly become the primary benefit source for the Association. With the complexities of the system and the limitations that exist it must be recognised that arrears levels and bad debts will rise. Collection procedures will need to recognise this and ensure payment methods such as standing order and direct debit regardless of position are put in from the first day of the tenancy. Every primary tenant needs a bank account and being without one is not an option. Internet access whether through smart phone or other means is a necessity. The effect of this will need to be</p>

	factored into the levels of how much of the charged rent will be collected and that could have a significant effect on the future cash position of the Association.
8.	Summary
	The Association's general business plan rent increase assumption was as per the business plan assumption of 2% matching the long-term inflation expectation of the Bank of England. With the rate of CPI now running at 6.7% this is currently irrelevant. With labour and material supply constraints various suppliers have been indicating that costs will need to increase significantly. The Association is aware of the financial pressure on tenants and has been seeking to make savings in the staff structure and other costs. We do need to produce a business plan that produces sufficient income to meet the continuing change in standards particularly on EESSH. A below CPI option of 6% together with additional options of 6.5% and 7% has been suggested for consultation.
9.	Recommendations
	The Board is asked to: Consider the above and agree North Glasgow HA's rent and service charges consultation options for 2024/25.



Board Meeting

For Approval

To: Board
From: Director of Housing Services

SUBJECT: RENT INCREASE 24/25 CONSULTATION DATE: 30 November 2023

1.	<p>Introduction</p> <p>The Scottish Government’s Social Housing Charter includes the outcomes / standards:</p> <p>“Social landlords manage all aspects of their businesses so that:</p> <ul style="list-style-type: none"> • tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay.” <p>And</p> <p>“Social landlords set rents and service charges in consultation with their tenants and other customers so that:</p> <ul style="list-style-type: none"> • a balance is struck between the level of services provided, the cost of the services, and how far current and prospective tenants and service users can afford them • tenants get clear information on how rent and other money is spent, including details of any individual items of expenditure above thresholds agreed between landlords and tenants.” <p>It is important to ng homes, that we get the views of as many of our tenants as possible, in order to establish a consensus of what tenants want and need. In our 23/24 Rent Increase Consultation, we received 2613 returns, which is 48% of our tenants. This year, we want to exceed that figure and will be working again with Wider Role Solutions to help us achieve this.</p>
2.	<p>2023/24 Consultation Methods</p> <p>In order for us to engage with as many tenants as possible, we would look to consult using a variety of different methods:</p> <p>Face-to-Face</p> <ul style="list-style-type: none"> • Housing Officer estate/rent visits • Concierge/Retirement Housing Officer visits

	<ul style="list-style-type: none"> Local drop-in sessions / Roadshows in conjunction with community partners Door-to-door/communal areas - pro-actively seeking returns Community Networking Breakfast – December – tap into community partners reach wider audience and encourage participation and engagement Active Travel Hub Wider Role Solutions carrying out a telephone survey <p>Telephone</p> <ul style="list-style-type: none"> Telephone survey Call Centre - encouraging/assisting with returns when taking telephone calls. Message on automated answerphone when calls waiting – encouraging participation or signposting to website etc <p>Digital</p> <ul style="list-style-type: none"> Text Message SurveyMonkey Website (homepage, internal page) Social Media – all platforms Ng homes Media Centre ng homes app <p>Print Material</p> <ul style="list-style-type: none"> Letter to all tenants with prepaid return envelope North News Winter Edition Easy Read Posters – entrances to offices or have displayed at community events such as the Community Networking Breakfast or Active Travel Hub <p>All tenants who take part in the rent increase consultation will be entered into a prize draw and 5 tenants will receive a £50 Tesco Voucher.</p>
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3.	2024/25 Consultation Timeline	
	Date	Action
	30/11/2023	Seek Board approval
	01/12/2023	Rent Consultation begins and Housing Services, Customer Service officers and Wider Role Solutions will commence surveys.
	4/12/2023	Letters and text messages will be sent, and survey monkey will be uploaded to our website and social media platforms.
	Mid Dec 2023	North News Winter Edition Release - with Rent Increase info advising tenants of the importance of taking part in our consultation.
	15/12/2023	Rent Increase will be discussed at the Community Breakfast to ensure partners are aware of why we need to increase our rents.

	19/12/2023	Rent Consultation Roadshow in Saracen House with partners – Wise Group
	10/01/2024	Follow up Text Message to be sent to encourage those who have not responded to take part in the consultation
	11/01/2024	Rent Consultation Roadshow in Springburn with partners – Wise Group
	17/01/2024	Consultation Ends
	22/01/2022	Winners of Prize Draw Selected
	06/02/2022	Seek Board Approval for Rent Increase for 24/25 based on tenant views.
	28/02/2024	Notification of Rent Increase will be sent to tenants
	01/04/2024	Rent Increase implemented
4.	Recommendations	
	The Board are asked to consider the above and agree the consultation plan for the rent and service charge increase for 2024/25.	

**Board Meeting****For Approval**

To: Board
From: Director of Housing Services

**SUBJECT: UKRAINE LONG TERM
RESETTLEMENT PROGRAMME**

DATE 30 November 2023

1.	Introduction
	This report is to update the board on the Ukraine Long Term Resettlement Programme and changes since the last board meeting on 24 th October 2023.
2.	Changes to the Programme
	<p>On 26th October 2023, we received an email from the Scottish Government to advise that our plan to lease the 139 properties for the ULTRP directly to Glasgow City Council contravenes with the grant funding requirements. Scottish Government advised that these properties should be let through an SST or an SSST directly to the Ukrainian families.</p> <p>Following this, telephone calls took place with the Scottish Government and Glasgow City Council and a meeting was set up for 8th November 2023.</p> <p>Scottish Government advised that although ng homes were clear in their intentions on the grant funding application to lease the properties directly to GCC and have the properties furnished by GCC, this appears to have been accepted in error as a condition of the grant is that the properties are let directly to the Ukrainian Displaced Person.</p> <p>Glasgow City Council apologised for agreeing to lease the properties, at the time of acceptance, they were not aware that the properties could not be leased to them.</p> <p>Scottish Government confirmed that this was the only way to access the grant. They did agree that through the Ukraine Long Term Resettlement Fund, they would be able to increase ng homes grant funding to include furniture.</p>
3.	Next Steps
	<p>We are currently working with our lawyers - TC Young to determine the most appropriate form of lease for these properties and we are working with our contractor - Nixon's to cost a furniture package for each property.</p> <p>When we have full costs, we will present these to the Scottish Government for approval.</p>

4.	Risk and Mitigation
	<p>The risk, is that instead of guaranteed rental income for the next three years from GCC, there is a possibility that there will be arrears and lost rent for these properties.</p> <p>The mitigation for this, is that we put in place a robust monitoring system for the rent accounts and ensure we maximise income as much as possible. In terms of sustainment, we will work closely with GCC to ensure that ng homes services compliment the wrap around services of GCC to provide a home and a community where the Ukrainian families will want to stay.</p>
5.	Recommendation
	Members are asked to APPROVE the changes to the Ukraine Long Term Resettlement Programme.



Board Meeting

For Approval

To: Board
From: Senior Corporate Services Officer

SUBJECT: GIFTS, HOSPITALITY AND DONATIONS Q1 & Q2 **DATE: 30 November 2023**

1.	Introduction						
	<p>In line with our Policy on the above, the Board should receive a report on gifts and hospitality given and received and on donations made by the Association/group subsidiaries. The table below sets out relevant notifications provided to Corporate Services for the period covering 1st April 2023 to 30 September 2023.</p>						
	Date	From	To	What	Approx. Value	Accepted/declined	Notes
	24/04/2023	ng homes	Staff Member	Sympathy flowers	£45	Accepted	Approved by CEO
	24/04/2023	ng2	Staff Member	Sympathy flowers	£40	Accepted	Approved by CEO
	30/05/2023	ng2	Staff Member	Sympathy flowers	£45	Accepted	Approved by CEO
	06/07/2023	ng homes	Staff Member	Sympathy flowers	£45	Accepted	Approved by CEO
	27/09/2023	Glasgow Chinese Recreation Centre (GCRC)	Board member John Thorburn	Mid-Autumn Festival Lunch	£25	Accepted	Declared even though below threshold
	24/10/2023	ng homes	Staff Member	Sympathy flowers	£45	Accepted	Approved by CEO
	02/10/2023	SHARE	Staff Member Tony Sweeney	Voucher Leaving gift / Thank You for contribution as a SHARE Board member for over 10 years.	£30	Accepted (being donated to local Marie Curie Hospice)	Approved by CEO
	30/10/2023	ng homes	Staff Member	Sympathy flowers	£44.50	Accepted	Approved by CEO
2.	Recommendation						
	Board members are asked to APPROVE this report.						



Board Meeting

For Approval

To: Board
From: Director of Corporate Services

SUBJECT: FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION POLICY AND PROCEDURES **DATE 30 November 2023**

1.	Introduction
	The purpose of this report is to seek approval from the Board for the adoption of an existing policy which has been reviewed. It has been reviewed in line with the Association’s policy review schedule. As a governance policy, it will be reviewed every two years or earlier to reflect any regulatory or legislative changes or good practice guidelines.
2.	Proposed changes
	The existing policy has been reviewed and the following changes are proposed at this time. The Contents page has been updated and page numbers inserted into the document. EIR changed to EISR throughout the document to bring this up-to-date. Job titles changed where required within the Policy and the Procedures. Reference to GDPR at 6.5 Data Protection has been updated to UK GDPR. Section 7. Other Related Policies has been updated Section 8. GDPR updated to UK GDPR. The review date in the footnote has been updated. There are no other material changes proposed at this time.
3.	Risk / Mitigation
	It is important to review our policies in line with the Association’s policy timetable or earlier in line with regulatory or legislative guidance/changes or good practice guidelines. This will ensure that the Association’s policies are up to date, meet regulatory and/or legislative requirements and reflect current good practice.
4.	Recommendation
	Members are asked to APPROVE the adoption of the revised Freedom of Information and Environmental Information Policy and Procedures.



FREEDOM OF INFORMATION AND ENVIRONMENTAL INFORMATION POLICY AND PROCEDURES

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1. Introduction

The Freedom of Information (Scotland) Act 2002 ("FOISA") and the Environmental Information (Scotland) Regulations 2004 ("EISR") place a general obligation on Scottish Public Authorities to allow the public access to information that they hold. Both FOISA and EISR are overseen by the Scottish Information Commissioner ("SIC").

From 11 November 2019 ng homes and its subsidiary ng2 are designated as a Scottish Public Authority and will make information available in accordance with FOISA and EISR.

- This is the Freedom of Information and Environmental Information Policy of ng homes. The policy covers all applicable services across the ng group and any reference to ng homes will also refer to the ng group. This policy applies to all Board, Committee and staff members.

The policy will:

- provide a general understanding of FOISA and EISR; and
- outline where responsibility lies for complying with the legal duties of ng homes under FOISA and EISR;

2. Policy Statement

ng homes is committed to the underlying principles of openness and transparency underpinning FOISA and EISR and complying fully with the requirements of the legislation. To this end ng homes will:

- follow the relevant Scottish Ministers Codes of Practice* relating to FOISA and EISR, as well as any relevant guidance issued by SIC;
- take into account the needs of individuals when presenting information under FOISA and EISR;
- make all employees aware of their responsibilities under the FOISA and EISR and support them in fulfilling those responsibilities;
- publish a wide range of information through our Publication Scheme;
- monitor compliance with FOISA and EISR with a view to continuous improvement;
- respect data protection in accordance with the GDPR and Data Protection Act 2018 when complying with FOISA and EISR;
- only withhold information where entitled to do so under FOISA and EISR and explain why information is withheld; and

- provide advice and assistance to individuals seeking to access information.

3. Responsibilities

- The Director of Corporate Services has lead management responsibility for FOISA and EISR within ng homes. This will include overseeing the effective implementation and regular review of this Policy.
- The members of the Executive Team are responsible for ensuring that staff adhere to this policy and the FOI procedure (See Appendix 1).
- The Senior Corporate Services Officer (or the Corporate Services Manager in times of absence/holidays etc.) will be responsible for:
 - responding to requests under FOISA and EISR and forwarding information requests to relevant Executive team members;
 - collating information for sending out to requesters as provided by Executive Team members;
 - making information provided by Executive Team members available in accordance with our Publication Scheme;
 - The Director of Corporate Services or Corporate Services Manager (in times of absence/holidays etc.) will be responsible for dealing with requests for review.
- All employees are responsible for:
 - familiarising themselves with this policy;
 - forwarding information requests received to the foi@nghomes.net inbox for the attention of the Senior Corporate Services Officer as quickly as possible. If you are unsure how to recognise an information request you should seek guidance from the Senior Corporate Services Officer (or Corporate Services Manager in times of absence/holidays);
 - seeking guidance from the Senior Corporate Services Officer (or Corporate Services Manager in times of absence / holidays) if they are unsure about any of the duties placed on ng homes by FOISA or EISR;
 - providing advice and assistance to those making a request for information

- Employees should be aware that a criminal offence is committed where an information request is received and an employee deletes or alters information held by ng homes with the intention of preventing disclosure of that information. Where employees are unsure if deletion or alteration of information may result in a criminal offence they should seek guidance from the Senior Corporate Services Officer (or Corporate Services Manager in times of absence/holidays).
- Compliance with this policy is compulsory for all employees of ng homes. Any employee who fails to comply with this policy may be subject to disciplinary action.

4. Scope of the Policy

This policy applies to any information held by ng homes which relates to one or more of the functions set out below, regardless of format. This will include information created internally and information received from third parties. It will also relate to information which is held on behalf of ng homes.

This policy applies to all ng homes employees.

5. Background

5.1 Why is ng homes subject to FOISA and EISR?

ng homes is subject to both FOISA and EISR by virtue of the: Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 (the "Order").

The Order came into effect on 11 November 2019 and brought all Registered Social Landlords ("RSLs") and certain RSL subsidiaries under the scope of FOISA and the EISR.

5.2 What is subject to FOISA and EISR?

However, in accordance with the terms of the Order, not everything that ng homes does is subject to FOISA and EISR. Instead, ng homes is only subject to these regimes in respect of certain functions, namely 'housing services' (as defined in s.165 of the Housing (Scotland) Act 2010) which ng homes carries out – subject to some restrictions. Looking at the definition of 'housing services' and the restrictions which are set out in the Order the following functions carried out by ng homes are covered by FOISA and EISR:

- the prevention and alleviation of homelessness
- the management of social housing accommodation
- the provision and management of sites for gypsies and travellers; and

- the supply of information to the Scottish Housing Regulator (SHR) by an RSL or a connected body (i.e. a subsidiary) in relation to its financial wellbeing and standards of governance.

5.3 What is the difference between FOISA and EISR?

EISR provides a right of access to 'Environmental Information' held by ng homes. Environmental Information has a very wide definition which is set out in Regulations. Where a request under FOISA is received for Environmental Information it should be processed in accordance with EISR.

Whilst the obligation under FOISA and EISR are similar – there are some key differences that employees must be aware of when dealing with requests for information. Further guidance on the differences are available on SIC's website:

(<http://www.itspublicknowledge.info/home/ScottishInformationCommissioner.asp>)

6. Legal Duties

ng homes has a number of legal duties which it must comply with under FOISA and EISR. These are set out in more detail below:

6.1 Responding to Information Requests

People have the right to request information from ng homes. Where the information requested is within the scope of the Order and ng homes holds that information it must release the information unless an exemption (under FOISA) or an exception (under EISR) applies. ng homes shall, when responding to requests for information from individuals, follow the Section 60 Code of Practice* and any relevant guidance produced by SIC.

ng homes will aim to respond to information requests promptly, and in any event within 20 working days of receiving the request (except in some circumstances under EISR where ng homes is entitled to extend the timescale for responding by an additional 20 working days).

Where ng homes is providing an individual with the information they have requested they will, in so far as is reasonable to do so, provide information in the format that the individual has requested and will adhere to any duties under the Equality Act 2010. Where ng homes is refusing to provide information to individuals it will clearly explain to the individual what provision ng homes believes applies (including, where required, an explanation of how ng homes carried out the Public Interest Test).

Where ng homes is asked to provide information which it does not hold, but ng homes knows that another Scottish Public Authority does hold the requested information – ng homes shall provide contact details of the Authority to the individual requesting the information and explain that the individual may wish to request the information from that Scottish Public Authority. Where a request

is being handled under EISR and these circumstances apply, ng homes shall offer to transfer the individual's request to the other Scottish Public Authority.

ng homes may choose to charge for fulfilling information requests received from individuals. Any charges made by ng homes shall be made in accordance with:

- for requests being handled under FOISA: the Freedom of Information (Fees for Required Disclosure) (Scotland) Regulations 2004
- for requests being handled under EISR: the Schedule of Charges of ng homes

Any fee charged by ng homes will be reasonable and will not exceed the costs to ng homes of providing the requested information.

6.2 Responding to Requests for Review

Where someone has requested information from ng homes and:

- ng homes has failed to respond to the request within the 20 working day deadline (or extended deadline in respect of certain requests made under EISR); or
- the person requesting the information is unhappy with the response to the request (for example where information has been withheld under one of the exemptions or exceptions available under FOISA/EISR)

then they have the right to request that ng homes reviews the response to their request to determine whether or not the provisions of FOISA or EISR have been followed.

Where ng homes performs a review and determines that a response to a request is not in accordance with FOISA or EISR ng homes will take immediate steps to rectify this (which could, for example, include releasing information which was previously withheld).

Where ng homes performs a review and determines that a response to a request is in accordance with FOISA or EISR then ng homes will notify the individual who asked for a review as quickly as possible.

In any event ng homes will handle all requests for review in accordance with the timescales set out in FOISA and EISR.

Where an individual is unhappy with the response to their review request they may appeal to SIC. If an appeal is made by SIC and a decision handed down by them both ng homes and the individual in question have a right to appeal to the courts on a point of law.

6.3 Provision of Advice and Assistance to Individuals

ng homes must provide advice and assistance to individuals seeking to access information. This advice and assistance will be provided with a view to ensuring that all barriers which may potentially prevent an individual from accessing information are removed. ng homes will comply with this duty by following the guidance contained in the Section 60 Code of Practice* issued by Scottish Ministers.

6.4 Publication of Information

ng homes shall publish information in accordance with its Publication Scheme through its Guide to Information. The Guide to Information of ng homes will be available on its website and a paper format will also be available on request.

6.5 Data Protection

ng homes is committed to upholding its data protection obligations set out in the UK GDPR and the Data Protection Act 2018.

Under data protection laws, individuals have the right to request access to all of the information that ng homes holds about them. This and other rights that individuals have under data protection are not covered by this policy and you should refer to our Data Protection Policy when dealing with these rights.

7. Other Related Policies

- Data Protection
- Openness, Accountability and Confidentiality
- Customer Care
- Equality and Diversity
- Discipline and Grievance Procedures

8. UK General Data Protection Regulation 2021 (UK GDPR)

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices. The organisation will treat your personal data in line with our obligations under the UK General Data Protection Regulation and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notices.

9. Policy Review

This Policy will be reviewed every two years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.

10. Equality Impact Assessment

This Policy is equally applicable to all and has no detrimental impact on protected characteristic groups.

*Scottish Ministers' Code of Practice Section 60 Code of Practice: <https://bit.ly/33BU4Ts>

Appendix 1 – Freedom of Information Procedures

We will aim to complete stages 1–8 in the specified timescales.

Stage 1 – Receive, Identify & Log

Request Received (days 1-2) Pass to **SCSO**, who will Log details, validate request, ID legislation and send acknowledgement

Pass the Request to foi@nghomes.net for the attention of the **Senior Corporate Services Officer (SCSO)** (Corporate Services Manager in times of holiday/absence). They will:

- Evaluate the request and identify which legislation it will be processed under i.e. whether it is:
 - Freedom of Information (Scotland) Act (FOISA)
 - Environmental Information Regulations (EISRs)
 - Data Protection Act (DPA)
- Log the request in the **Freedom of Information Request Register** held by the **Corporate Services Department**.
- If the request is a complex/controversial case, inform the **Director of Corporate Services / Relevant Director / Deputy Director**.

- Send an acknowledgement letter confirming receipt of the request, and the legislation under which it will be processed or proceed to Stage 2.

Stage 2 – Clarify

Clarify Request (days 1-2) SCSO to contact requester if necessary to seek further clarification

The **Senior Corporate Services Officer** in consultation with the **relevant Director / Deputy Director** will ensure that the request is clear regarding what information is being asked for. If the request is unclear clarification will be sought from the requester.

Stage 3 - Assess

Assess Request (days 3-5) SCSO to decide if: the information is covered by the Order; we hold the information and if it is already accessible

The **Senior Corporate Services Officer** will assess:

- If the request relates to functions covered by The Freedom of Information (Scotland) Act 2002 (Designation of Persons as Scottish Public Authorities) Order 2019 (the Order):
 - If information covered by the Order will proceed with next steps in Stage 3.
 - If information not covered by the Order but we are willing to release some or all of the information will proceed with next steps in Stage 3.
 - If information is not covered by the Order and we are not willing to release any of the information, a letter will be sent to the requestor informing them that we are not obliged to provide them with the information.

- if we hold the information and if it is already accessible:
 - If the information is held and covered by the Order but is already published then a Section 25 exemption letter will be sent to the requestor informing them of where to find this information. Where the information is not covered by the Order we should simply write to the requester and inform them where to find the information.
 - If the information is held and has not been published then the process will proceed to Stage 4.
 - If we do not hold the information a letter will be sent to the requestor informing them the information is not held.

Stage 4 - Assign Request Department - Inform & Consult

Assign request/Inform/Consult (days 3-5)

The **Senior Corporate Services Officer** will send a request to the appropriate department to request the information held.

The relevant **Director / Deputy Director** will respond to the **Senior Corporate Services Officer** when information has been collected or to inform the **Senior Corporate Services Officer** that the department does not hold the information.

Consult with the **Senior Corporate Services Officer** to determine if fees are applicable. The **Senior Corporate Services Officer** will advise on applying fees.

Stage 5 - Locate & Consider Information to be Disclosed

Locate Information (days 3-5) Appropriate department collate information. SCSO will assist, support and advise

The relevant **Director / Deputy Director** and the **Senior Corporate Services Officer** will consider if the information can be supplied or whether any exemptions apply. Where the information requested is not covered by the Order you do not need to determine whether or not exemptions apply

and can instead choose what information you are prepared to release.

The **Senior Corporate Services Officer** will advise and assist in applying exemptions.

The relevant **Director / Deputy Director** of the appropriate department obtains information from all sources and collates.

The relevant **Director / Deputy Director** of the appropriate department completes the information request documents as appropriate.

Stage 6 - Consider Response

**Consider Response
(days 6-10) SCSO**
review and draft

The **Senior Corporate Services Officer** will review documents and prepare the response letter.

Stage 7 - Clearing Response

**Clearing Response
(days 11-15)**

In cases of complex/controversial requests the **Senior Corporate Services Officer** will seek clearance and consult with the relevant **Director / Deputy Director** and/or **Legal Advisors** as necessary.

Stage 8 - Issue Response

**Issue Response (days
16-20) SCSO**
issue response

The **Senior Corporate Services Officer** quality checks and issues information requested, stating any exemptions as appropriate.



Board Meeting

For Approval

To: Board
From: Deputy CEO

SUBJECT: NRS AUTHORISED SIGNATORIES LIST UPDATE **DATE 30 November 2023**

1.	Introduction
	<p>Neighbourhoods, Regeneration and Sustainability Services (NRS) have requested an updated Authorised Signatory lists for grant claims and accepting HAG offers.</p> <p>The attached forms will be submitted to NRS once fully signed by the Associations officers and by the Associations solicitors.</p>
2.	Risk and other issues
	<p>The Association if it is going to obtain grant funding from NRS needs to have in place a signatory list that reflects the current list of authorised officers. Not to so would cause issues as staff moved on and the list became out of date.</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
3.	Recommendation
	<p>Board Members are asked to approve the updated signatory list.</p>



Form 1: Housing Association Authorised Signatory List for DRS Housing Services (2023-24)

Housing Association Name: North Glasgow Housing Association Limited

Effective Date: 30th November 2023

Officers Name (Print)	Position	Specimen Signatory	HARP Payment submissions	Accept Grant Offers	Grant Claims
John Devine	CEO		Yes	Yes	Yes
Robert Hartness	DCEO		Yes	Yes	Yes
Karin Sherriff	Deputy Director of Finance		Yes	Yes	Yes
Angela Bell	Deputy Director of Property Services			Yes	Yes
Carmen Baird	Investment Manager			Yes	Yes
Lynne Cooper	Director of Housing			Yes	Yes

The Housing Associations External Auditors for 2023-24 are: Wylie & Bisset (Audit) Limited

Signed by Director/Secretary/Senior Officer (delete as appropriate): Date: 30th November 2023

69 Approved by Housing Association Board on: 30th November 2023

OFFICIAL



Form 2: Housing Association Bank Details for DRS Housing Services (2023-24)

Housing Association Name: North Glasgow Housing Association Limited

Housing Association Bank Details:

Account Name:	North Glasgow Housing Association Limited
Sort Code:	■■■
Account Number:	■■■■■■■■■■
Address:	Virgin Money 2 – 4 Royal Exchange Square Glasgow G1 3AB

70 Signed by Director/Secretary/Senior Officer (delete as appropriate):

Date: 30th November 2023

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Form 3: Housing Association Authorised Signatory List for DRS Housing Services (2023-24) – Solicitors

Housing Association Name: North Glasgow Housing Association Limited Solicitors Name: T C Young

Effective Date: 30 November 2023

Officers Name (Print)	Position	Specimen Signatory	HARP Payment submissions	Accept Grant Offers	Grant Claims
██████████	Partner				Yes
██████████	Partner				Yes
██████████	Partner				Yes

Signed by Housing Association Director/
Secretary/Senior Officer (delete as appropriate): Date: 30th November 2023

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Form 4: Housing Association Solicitors Bank Details for DRS Housing Services (2023-24)

Housing Association Name: North Glasgow Housing Association Limited

Solicitors Name: T C Young

Solicitors Bank Details:

Account Name:	T C Young
Sort Code:	■■■■■
Account Number:	■■■■■
Address:	7 West George Street, Glasgow G2 1BA

**Signed by Housing Association Director/
Secretary/Senior Officer (delete as appropriate):**

Date: 30th November 2023

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Board Meeting

For Approval

To: Board
From: Director of Corporate Services

SUBJECT: ASSOCIATION MEMBERSHIP APPLICATION

DATE: 30 November 2023

1.	Introduction										
	<p>Membership of ng homes is open to organisations sympathetic to the objects of the Association, and to people aged 16 and over who live in our operating area of North Glasgow and who are:</p> <ul style="list-style-type: none"> • A tenant of ng homes • Permanent members of a tenant’s household • Service users of ng homes • Resident within communities served by ng homes <p>Everyone applying for membership must fulfil the criteria for membership set by the ng homes’ Management Board from time to time. Members will hold one share in the Association and their names will be entered in the Register of Members referred to in the Association’s Rules. Currently we have 79 members/shareholders. For £1 you get:</p> <ul style="list-style-type: none"> ✓ Membership of the Association ✓ A vote in the election of the Board ✓ Eligibility to stand for election to the Board 										
2.	Applications Received										
	<p>We have received 1 new membership application:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Name</th> <th style="width: 25%;">Address</th> <th style="width: 25%;">Tenant/ Owner</th> <th style="width: 25%;">Ethnic Origin</th> </tr> </thead> <tbody> <tr> <td>██████████</td> <td>██████████ ██████████</td> <td>Tenant</td> <td>██████████</td> </tr> </tbody> </table>			Name	Address	Tenant/ Owner	Ethnic Origin	██████████	██████████ ██████████	Tenant	██████████
Name	Address	Tenant/ Owner	Ethnic Origin								
██████████	██████████ ██████████	Tenant	██████████								
3.	Risk										
	This report follows the due process for approval of Association membership applications.										
4.	Recommendation										
	Members are asked to APPROVE the above membership application.										



Board Meeting For Noting

To: Board
From: Director of Corporate Services

SUBJECT: GOVERNANCE UPDATE

DATE: 30 November 2023

1.	Introduction
	This report provides an update on governance related matters from 16 September to 17 November 2023.
2.	Scottish Housing Regulator News / Publications
	<p>As previously reported, a comprehensive archive of news and publications is available on the SHR's website www.housingregulator.gov.scot The sections for news and publications are clear and easily accessible. The SHR has updated a whole raft of previously published information, guidance and advice for RSL's and Governing Bodies. These updates are available on the SHR's website at;</p> <p>https://www.housingregulator.gov.scot/publications?p=3&s=10</p> <p>There are also links to speeches and other information. Other SHR news and publications can be accessed at the links below: https://www.housingregulator.gov.scot/about-us/news https://www.housingregulator.gov.scot/publications</p> <p>For ease of reference your search for publications can be filtered by date range and publication type which includes the following categories:</p> <ul style="list-style-type: none">• Advice for landlords• Statutory guidance for landlords• National Reports• Consultations• Forms and questionnaires• Speeches and presentations• Corporate Publications• Archived Reports• Information for tenants

Recent news/features

Sector finances remain resilient, but landlords continue to face significant challenges, says Regulator; 14 November 2023

<https://www.housingregulator.gov.scot/about-us/news/sector-finances-remain-resilient-but-landlords-continue-to-face-significant-challenges-says-regulator/>

RSL sector retains lender and investor confidence, but continues to face significant challenges, says Regulator; 31 October 2023

<https://www.housingregulator.gov.scot/about-us/news/rsl-sector-retains-lender-and-investor-confidence-but-continues-to-face-significant-challenges-says-regulator/>

We're seeking a regulation support officer to join our team; 30 October 2023

<https://www.housingregulator.gov.scot/about-us/news/we-re-seeking-a-regulation-support-officer-to-join-our-team/>

Regulator publishes updated engagement plan for Calvay Housing Association; 26 October 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-updated-engagement-plan-for-calvay-housing-association/>

Regulator launches consultation on the future of social housing regulation in Scotland; 20 October 2023

<https://www.housingregulator.gov.scot/about-us/news/regulator-launches-consultation-on-the-future-of-social-housing-regulation-in-scotland/>

Housing Regulator strengthens security of social landlord portal; 13 October 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-strengthens-security-of-social-landlord-portal/>

SHR writes to social landlords to request information about reinforced autoclaved aerated concrete (RAAC); 13 October 2023

<https://www.housingregulator.gov.scot/about-us/news/shr-writes-to-social-landlords-to-request-information-about-reinforced-autoclaved-aerated-concrete-raac/>

Housing Regulator publishes annual report and accounts for 2022/23; 5 October 2023

<https://www.housingregulator.gov.scot/about-us/news/housing-regulator-publishes-annual->

	<p>report-and-accounts-for-202223/</p> <p>Regulator publishes updated engagement plan for Bridgewater Housing Association; 5 October 2023 https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-updated-engagement-plan-for-bridgewater-housing-association/</p> <p>Regulator publishes updated engagement plan for Clyde Valley Housing Association; 21 September 2023 https://www.housingregulator.gov.scot/about-us/news/regulator-publishes-updated-engagement-plan-for-clyde-valley-housing-association/</p>
3.	The Office of the Scottish Charity Regulator (OSCR)
	<p>The OSCR website; www.oscr.org.uk provides access to a comprehensive suite of information for charities. This includes news, updates, reports and guidance documents and links to videos and information on webinars that are planned.</p> <p>Recent news/features</p> <p>UK Charity Regulators write to banks over charity banking; 15 Nov 2023 https://www.oscr.org.uk/news/uk-charity-regulators-write-to-banks-over-charity-banking/</p> <p>OSCR removes 30 more charities from Scottish Charity Register; 14 Nov 2023 https://www.oscr.org.uk/news/oscr-removes-30-more-charities-from-scottish-charity-register/</p> <p>VIDEO: Top tips on what makes a good, well-managed charity; 10 Nov 2023 https://www.oscr.org.uk/news/video-top-tips-on-what-makes-a-good-well-managed-charity/</p> <p>VIDEO: OSCR's vision for the next three years; 5 Oct 2023 https://www.oscr.org.uk/news/video-oscr-s-vision-for-the-next-three-years/</p> <p>Updated Sector Overview Report released; 5 Oct 2023 https://www.oscr.org.uk/news/updated-sector-overview-report-released/</p> <p>OSCR events at The Gathering 2023; 5 Oct 2023</p>

	<p>https://www.oscr.org.uk/news/oscr-events-at-the-gathering-2023/</p> <p>VIDEO: OSCR's Regulatory Priorities 2023-26; 5 Oct 2023 https://www.oscr.org.uk/news/video-oscr-s-regulatory-priorities-2023-26/</p> <p>VIDEO: OSCR's refreshed approach to inquiries; 5 Oct 2023 https://www.oscr.org.uk/news/video-oscr-s-refreshed-approach-to-inquiries/</p> <p>Join OSCR's Charities Reference Group; 5 Oct 2023 https://www.oscr.org.uk/news/join-oscrs-charities-reference-group/</p> <p>OSCR removes 31 charities from Scottish Charity Register; 27 Sep 2023 https://www.oscr.org.uk/news/oscr-removes-31-charities-from-scottish-charity-register/</p> <p>Interim Inquiry Report: ZesT Football Club; 27 Sep 2023 https://www.oscr.org.uk/news/interim-inquiry-report-zest-football-club/</p> <p>VIDEO: How does OSCR handle concerns about Scottish charities?; 25 Sep 2023 https://www.oscr.org.uk/news/video-how-does-oscr-handle-concerns-about-scottish-charities/</p>
4.	CEO's 2023 Annual Appraisal
	<p>The CEO's 2023 appraisal was carried out during Q3. This was conducted by the Association's Chairperson and the Vice-Chairperson using the template and process provided by SHARE. This was carried out in compliance with the requirement of SHR Regulatory Standard 6. <i>The governing body and senior officers have the skills and knowledge they need to be effective</i>, as specified at 6.7 of the guidance; <i>The governing body is satisfied that the senior officer has the necessary skills and knowledge to do his/her job. The governing body sets the senior officer's objectives, oversees performance, ensures annual performance appraisal, and requires continuous professional development.</i></p>
5.	SHR Consultation on future of social housing regulation in Scotland
	<p>As detailed in the SHR Recent news/feature in section 2 above, the Scottish Housing Regulator is consulting on proposals for how it regulates social housing in Scotland. It is inviting tenants, landlords and others with an interest in its work to give their views by 15 December 2023. The Regulator will use the consultation feedback to develop its final Regulatory Framework and guidance which it will publish in February 2024 and implement</p>

on 1 April 2024.

In its proposals, the Regulator explains how it will continue to safeguard and promote the interests of current and future tenants, people who are homeless and others who use social landlords' services. A key proposal would see the Regulator introduce a new provision to its statutory guidance to allow the Regulator to require landlords to provide explicit assurance in the Annual Assurance Statement (AAS) on a specific issue or issues.

The Regulator also proposes changes to strengthen the emphasis in its Regulatory Framework on social landlords listening to tenants and service users, to make it clearer when a social landlord is non-compliant, and to initiate a comprehensive review of the Annual Return on the Charter which it will consult on next year.

6. Board attendance at learning/development events (training/conferences etc.)

Board members remain committed to keeping their skills and knowledge up to date and continue to embrace the opportunities that technology has provided by taking part in training events and conferences. The table below provides details of the learning events scheduled for Board members during the period late September to December 2023.

Please note that "The Procurement Process" will be delivered on 7 December (as detailed below). We aim to deliver the Board Health and Safety session during Q4 2023/24. Course / Webinar / Conference Subject	No of Board members attending	Date(s)	Training Provider
Cyber Security (Board Training Plan)	5	27 September 2023	Assure IT (Association's IT Consultants)
Governance Forum	1	28 September 2023	SFHA (on-line)
Tenant Participation / Community	4	5 October 2023	TPAS (Eveline Armour)

	Engagement			
	Fair Work First Information Session	1	9 October 2023	EVH
	SFHA Finance Conference	2	14 – 15 October 2023	SFHA
	The Procurement Process	tbc	7 December 2023	Internal; Angela Bell (Deputy Director of Property Services)
	<p>It's important that members continue to have access to a wide range of learning and development resources and we are keen to support anyone who would like to take part in any session or event. SHARE's website www.share.org.uk is a useful resource where you can access information on planned training, network groups and learning events. Other training and learning opportunities are provided by a range of organisations including SFHA, EVH and CIH that continue to offer training and awareness sessions, webinars, and conferences.</p> <p>If members are interested in any of the courses, webinars or events advertised or have any specific training requirements please speak to the Chairperson in the first instance and thereafter contact Tony Sweeney or Cheryl Murray to make the necessary arrangements.</p>			
7.	Review of ng group Independence Agreements (Intragroup Agreements)			
	As previously reported, this exercise is underway and we are moving to the final stages. BTO Solicitors will be supporting the Association in this. A meeting is scheduled for early December to finalise the draft internally and this will then be sent to ██████████ at BTO to produce the final version of the Intra-group Agreements that will go to the Board for discussion and approval. The target is to have this complete during Q4 2023/24.			
8.	2023 Annual Assurance Statement			
	As members are aware, the Association conducts a self-assessment review of its governance arrangements every year as part of the process for preparing the Annual Assurance Statement. A full comprehensive review was conducted this year with external consultant ██████████ (Mulholland Housing Consultancy) supporting the Association by conducting a comprehensive governance assessment / audit. This year it included an assessment of our compliance on tenant health and safety using a checklist and process that ██████████ has developed which covers key aspects of tenant and resident safety. The outcomes of assessment / review was the subject of a separate Board meeting held on			

	24 October and this informed the Association's 2023 Annual Assurance Statement which was submitted to the SHR's portal on Monday 30 October 2023.
9.	North News Tenants Newsletter
	The 2023 Winter edition of North News (Issue 65) is scheduled to be delivered to all tenants and Factored Owners early to mid-December in time for the festive period. This edition covers a wide range of topics, guidance and advice for tenants including information on tenant and resident safety.
10.	Board Recruitment
	There is a two-page feature included in the next edition of North News looking for people who would be interested in joining the Association's Board. Amongst other aspects, the feature covers the positive things to be gained by becoming a Board member, including personal and professional development and it emphasises the importance of the Board member role to the North Glasgow community. We will also be advertising this on the Association's website and on social media channels.
11.	2023 Customer Service Excellence (CSE) Review
	<p>The Customer Service Excellence (CSE) Standard is recognised across the UK and it lies at the heart of an overarching strategy to provide public services for all customers which are efficient, effective, excellent, equitable and empowering and it is totally aligned with the five key drivers of customer satisfaction; delivery, timeliness, information, professionalism and staff attitude.</p> <p>The Association has held the CSE accreditation for many years and the 2023 annual review took place on Tuesday 21 November. The review was held remotely again this year with the Assessor conducting a comprehensive review of the Association's approach to customer service to establish whether the organisation continues to meet the requirements of the CSE Standard.</p> <p>Previous reviews have been very positive finding that the Association has always focussed very clearly on developing and delivering services that meet the needs and expectations of its customer base across the organisation. This year was also very positive with the Assessor meeting staff, customers and a partner organisation to hear about the customer focused work being delivered by the Association's staff teams and how this was supporting our tenants and other customers. This involved the Assessor reviewing our performance, looking at the services delivered and importantly also speaking to tenants and other customers to learn about the customer experience from their perspective and to hear examples of successful outcomes for customers. The Assessor was also keen to learn about</p>

	<p>the Association's excellent partnership working with other local organisations that is delivering an excellent joined up approach that is making a positive difference to our tenants and residents emphasising the important role the Association plays in working with others to benefit the North Glasgow community.</p> <p>We will be formally advised of the result of the review in due course and a full report will be produced by the Assessor. We look forward to receiving the report which will highlight areas of good practice and compliance plus whilst also identifying areas for focus in our pursuit of continuous improvement. We will share the outcome with Board members and staff and will communicate it through the Association's website and will provide an update for readers in a future edition of North News.</p>
12.	Ombudsman/ First Tier Tribunal Complaints
	<p>Scottish Public Services Ombudsman (SPSO) There were no tenant complaints investigated by the Scottish Public Services Ombudsman.</p> <p>First Tier Tribunal Complaints There were no First Tier Tribunal Complaints to report.</p>
13.	Recommendation
	Board members are asked to NOTE the contents of this report.



Board Meeting For Noting

To: Board
From: Director of Housing Services

SUBJECT: NOTIFIABLE EVENTS

DATE 23 November 2023

1.	Introduction
	This report is to update the board on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.
2.	Notifiable Events
	<p>There have been two notifiable events reported to the Scottish Housing Regulator.</p> <p>On 11 October 2023, we were contacted by the Scottish Housing Regulator (SHR) who had received a report via Health & safety Executive (HSE), from our independent lift inspector, Bureau Veritas, in respect of defects identified during a routine inspection of a lift at 250 Edgefauld Road on 7 October 2023.</p> <p>The urgent lift repair work identified under Section A of the report was carried out by City Building LLP, our lift maintenance contractor, on 11 October 2023 and that the lift is now fully operational.</p> <p>City Building completed the work detailed under the Section B repairs on 12 October 2023.</p> <p>The works identified under Section C are considered advisory, however, City Building have been instructed to carry out the repairs and they will form part of our monthly programmed work.</p> <p>In response to concerns raised by the SHR and the subsequent Notifiable Event, the CEO called a number of emergency meetings and outlined a remit for senior staff to establish what the circumstances were surrounding the event, identify failures and recommend any actions to be undertaken to ensure this does not happen again.</p> <p>In addition to the foregoing internal investigations, we are also seeking independent opinions from external consultants as follows:</p>

The Robin Primrose Partnership Engineering Consultants

The Robin Primrose Partnership has been appointed to provide an independent opinion on the Notifiable Event due to their specialist expertise in lift maintenance and repairs. Established in 1999, The Robin Primrose Partnership is an independent consultancy specialising exclusively in lift and escalator engineering.

Passenger Lift Health Check

To provide additional reassurance on lift safety, we planned to appoint a LOLER certified engineering firm to carry out an independent 'Health Check' on all of the Association's 30 passenger lifts. Following discussions with two passenger lift specialists and our existing repairs contractor it was confirmed that health checks were not necessary and could cause contractual issues.

[REDACTED]

[REDACTED] To date, there are no Category A defects outstanding.

[REDACTED]

I can confirm that the Association has revised the current process to ensure that the situation which resulted in this notifiable event cannot occur again. This was implemented as soon as we became aware of the issue.

The concierge received a call on 19 November to report a fire in an ng homes 4-in-a-block property in Dykemuir Street. The fire brigade had already been contacted. [REDACTED].

	<p>SFRS removed damaged furniture from the property and left the property vented. Unfortunately, [REDACTED] suffered heavy and extensive water damage. The utilities were isolated [REDACTED] for safety purposes.</p> <p>[REDACTED] inhabitable due to the extent of smoke and water damage. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] have been assessed by ng homes and the respective insurers notified. We will liaise with the insurers to restore the property. Until the loss adjuster fully assesses the site, we cannot say how long the repairs will take [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
<p>3.</p>	<p>Recommendation</p>
	<p>Members are asked to note the notifiable event reported to the Scottish Housing Regulator.</p>



Board Meeting For Noting

To: Board
From: Deputy Director of Property Services

**SUBJECT: ASSET MANAGEMENT STRATEGY
2022/2025**

DATE: 30 November 2023

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on progress with our new Asset Management Strategy (AMS). This comprehensive strategy will more accurately reflect the condition of our stock, our energy-efficiency requirements, and the needs of the business. The Board previously approved the appointment of M-Four consultants to prepare the AMS which is progressing well and is anticipated to be complete by January 2024.</p>
2.	Strategy Review
	<p>As previously advised, M-Four consultants were selected to prepare the AMS as they are part of the McDermott Group who carried out our stock condition surveys and are also currently undertaking fire safety, investment and energy efficiency works to our multi-storey blocks, and as such have an in-depth working knowledge of all our stock.</p> <p>The AMS will ultimately capture all the key elements of the project brief which are:</p> <ul style="list-style-type: none">• Strategic Aims• Stock Condition Survey Plan• Investment Plans (5/10/30 year plans)• Dealing with Hard to Let Stock• Risk Management• NPV model Update• Disposal/ Demolitions Strategy• Tenemental Retrofit Strategy• Energy Efficiency Plan• Housing Sustainability Plan• Road Map to Net Zero 2040• Tackling Fuel Poverty• Funding Opportunities• Budgets• Action Plans

	<p>A draft of the written strategy has been circulated to relevant staff for comment and the investment plan data is currently being reviewed. A final meeting will take place with M-Four Consultants in December to agree any changes to the AMS followed by a formal presentation in early January, where Board members will be invited to attend and comment.</p> <p>On completion, Board approval of the AMS will be sought. Thereafter, the Strategy will be reviewed every three years, or earlier, in line with regulatory or legislative changes and/or good practice guidelines.</p>
3.	Recommendation
	The Board is asked to note the update on the Asset Management Strategy 2022/25.



Board Report For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: DECLARATION OF INTEREST UPDATE DATE: 30 November 2023

1.	Introduction																								
	<p>This Report updates the Board on the current declaration of interests by ng homes Board and ng homes group staff. The Declaration of Interest Policy, which was introduced in 2015, applies across the entire ng group, and assists compliance with Scottish Housing Regulator (SHR) 2019 Governance Standard 5. The RSL conducts its affairs with honesty and integrity; 5.4, "Governing body members and staff declare and manage openly and appropriately any conflicts of interest and ensure they do not benefit improperly from their position."</p>																								
2.	Declarations of Interest																								
	<p>Board members: Relevant declarations of interest are summarised below.</p> <p>Board Member Declarations</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #d9e1f2;">Interest</th> <th style="background-color: #d9e1f2;">Declarations</th> </tr> </thead> <tbody> <tr><td>I am a tenant</td><td style="text-align: center;">1</td></tr> <tr><td>Someone connected to me is a tenant</td><td style="text-align: center;">0</td></tr> <tr><td>I am a factored owner</td><td style="text-align: center;">2</td></tr> <tr><td>Someone connected to me is a factored owner</td><td style="text-align: center;">0</td></tr> <tr><td>I own property in the area (not factored)</td><td style="text-align: center;">0</td></tr> <tr><td>I am a Board Member of an ng group subsidiary</td><td style="text-align: center;">5</td></tr> <tr><td>I am a volunteer/involved with a local community organisation</td><td style="text-align: center;">1</td></tr> <tr><td>I am a shared owner</td><td style="text-align: center;">1</td></tr> <tr><td>I am a Glasgow City Councillor - SNP</td><td style="text-align: center;">1</td></tr> <tr><td>I do paid/voluntary work with an organisation which does business with the ng homes group</td><td style="text-align: center;">2</td></tr> <tr><td>Relevant political or campaigning activities</td><td style="text-align: center;">2</td></tr> </tbody> </table> <p>Employees: At the time of writing this report on 13 November 2023 there were 183 employees in the ng group. This includes 101 ng homes staff plus 11 ng2 direct service staff, e.g. concierge. The tables overleaf detail staff declared interests involving themselves and/or someone closely connected to them (these are close or more distant relatives and friends).</p>	Interest	Declarations	I am a tenant	1	Someone connected to me is a tenant	0	I am a factored owner	2	Someone connected to me is a factored owner	0	I own property in the area (not factored)	0	I am a Board Member of an ng group subsidiary	5	I am a volunteer/involved with a local community organisation	1	I am a shared owner	1	I am a Glasgow City Councillor - SNP	1	I do paid/voluntary work with an organisation which does business with the ng homes group	2	Relevant political or campaigning activities	2
Interest	Declarations																								
I am a tenant	1																								
Someone connected to me is a tenant	0																								
I am a factored owner	2																								
Someone connected to me is a factored owner	0																								
I own property in the area (not factored)	0																								
I am a Board Member of an ng group subsidiary	5																								
I am a volunteer/involved with a local community organisation	1																								
I am a shared owner	1																								
I am a Glasgow City Councillor - SNP	1																								
I do paid/voluntary work with an organisation which does business with the ng homes group	2																								
Relevant political or campaigning activities	2																								

Employee Declarations (ng homes and ng2 direct service staff)

Interest	Declarations
I am a tenant	4
Someone connected to me is a tenant	14 (covering 15 tenancies)
I am a housing applicant	0
Someone connected to me is a housing applicant	0
I am a factored owner	2
Someone connected to me is a factored owner	7 (covering 8 properties)
I own property in the area which is not my own home (not factored)	2
Someone connected to me is also an employee of ng homes or ng2	18
Financial or business interest in a relevant company	0
I am a director of an ng group subsidiary	3
Paid/voluntary work with an organisation that does business with ng homes	1
I am a Board member of another housing association	2
I am a volunteer/involved with a local community organisation	0
Purchased good/services from any of our approved contractors/suppliers	1

Employee Declarations (ng2 staff)

Interest	Declarations
I am a tenant	6
Someone connected to me is a tenant	8 (covering 9 tenancies)
I am a housing applicant	3
Someone connected to me is a housing applicant	1
I am a factored owner	0
Someone connected to me is a factored owner	2
I own property in the area (not factored)	0
Someone connected to me is also an employee of ng homes or ng2	15
Financial or business interest in a relevant company	0
I am a director of an ng group subsidiary	0
Paid/voluntary work with an organisation that does business with ng homes	0
I am a Board member of another housing association	0
I am a volunteer/involved with a local community organisation	0

3. Recommendation

Board members are asked to note the contents of this report.



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

SUBJECT: FREEDOM OF INFORMATION Q1 & Q2 DATE: 30 November 2023

1.	Introduction
	<p>On 11 November 2019 RSLs and certain of their subsidiaries (ng2) were brought under the scope of the Freedom of Information (Scotland) Act 2002 for certain of their functions. RSLs are also subject to the Environmental Information (Scotland) Regulations (EISRs) which have a wider scope than the FOISA Act. FOISA and EISRs together are known as Freedom of Information (FOI) Law and the Scottish Information Commissioner (SIC) is responsible for promoting and enforcing FOI Law. This legislation means that anyone requesting information from a public authority has legal rights and must be provided with the information requested if the public authority holds it at the time of the request unless the law allows for the request to be refused.</p> <p>Information which is covered by the FOISA Act:</p> <ul style="list-style-type: none"> • The prevention and alleviation of homelessness • Management of social housing accommodation • Provision and management of sites for gypsy travellers • Information supplied to the SHR on finance and governance
2.	FOI – the 3 duties
	<p>There are 3 core FOI duties:</p> <ul style="list-style-type: none"> • The duty to respond to requests for information • The duty to advise and assist requesters • The duty to publish information (ng homes group publishes information on its website in line with its Guide to Information).
3.	FOI Statistics
	<p>ng homes received 2 FOISA requests and 2 EISR requests during Q1 and Q2 2023/24. The requests for information consisted of the following:</p> <ul style="list-style-type: none"> • How many properties for rent owned by ng homes are currently empty as of September 1, 2023? • How many properties for rent owned by ng homes have been empty for over six months?

	<ul style="list-style-type: none"> • How many properties for rent owned by ng homes have been empty for over a year? • How many properties for rent do ng homes own? • How many homeowners do ng homes provide a factoring service for? • As a tax-payer, I would like to know to what extent the taxes I pay (as council tax) are directed towards keeping my neighbourhood and building clean. • How often should the common areas of the building be cleaned? • The total number of properties in your stock. • The number of properties in each local council tax band. • The total number of properties added to your stock since 2016 and the number of properties added to your stock since 2016 in each local council tax band. • The total number of violent incidents on ng homes staff broken down by job title/category of worker. • A breakdown of the nature of the violent incident e.g. verbal, physical, threatening behaviour. • How many violent incidents have been reported under RIDDOR Regulations, with a breakdown by job title/category of worker. <p>If a requester is unhappy with the response from the Association they have the right to request a review from us. There were no requests for review received in the period.</p> <p>All information requests were responded to within the target timescale of 20 working days.</p>
4.	Subject Access Requests
	<p>The SIC also collect data on Subject Access Requests (SARs) received under the heading "Number of Requests Received Under the Data Protection Act" to assess how the number of FOISA and EISR requests authorities receive compares to the number of Subject Access Requests received. A Subject Access Request is where a person requests copies of their own personal information. In Q1 and Q2 the ng homes group received 4 SARs. All were responded to within the target timescale of one month from receipt.</p>
5.	Recommendation
	<p>Board members are asked to NOTE the contents of this report.</p>



Board Meeting For Noting

To: Board
From: Senior Corporate Services Officer

**SUBJECT: COMPLAINTS AND COMPLIMENTS
(Q2 2023/24)**

DATE: 30 November 2023

1.	Introduction																																																								
	This report updates the Board on complaints and compliments received for the 3-month period 1 July to 30 September 2023 (Q2).																																																								
2.	Complaints Monitoring Q2 2023/24																																																								
	<p>a) Analysis of Complaints received in the period 1 July to 30 September 2023</p> <p>Over the 3-month period, a total of 85 complaints were received. In addition to the numbers below, there were also 9 complaints escalated from Stage 1 to Stage 2 in the period. The table below details the service area which the complaint was logged under.</p> <table border="1"> <thead> <tr> <th>Complaint Service Area</th> <th>Received at Stage 1 *</th> <th>Received directly at Stage 2</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Contractors</td> <td>30</td> <td>3</td> <td>3</td> </tr> <tr> <td>Investment</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Repairs</td> <td>14</td> <td>0</td> <td>0</td> </tr> <tr> <td>Other Housing</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>Anti-Social</td> <td>2</td> <td>0</td> <td>0</td> </tr> <tr> <td>Rent and Arrears</td> <td>1</td> <td>0</td> <td>0</td> </tr> <tr> <td>Allocations</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Close Cleaning and Backcourt Maintenance</td> <td>3</td> <td>0</td> <td>0</td> </tr> <tr> <td>About a Staff Member</td> <td>10</td> <td>6</td> <td>6</td> </tr> <tr> <td>Landscaping and Garden Maintenance</td> <td>6</td> <td>0</td> <td>0</td> </tr> <tr> <td>Factoring</td> <td>5</td> <td>0</td> <td>5</td> </tr> <tr> <td>Concierge</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Total</td> <td>76</td> <td>9</td> <td>85</td> </tr> </tbody> </table> <p>* NB this includes escalated complaints as they were first received at Stage 1</p> <p>b) SPSO Key Performance Indicators</p> <p>The SPSO published a standardised set of KPIs for the Model Complaints Handling Process for RSLs on their website in March 2022. It includes mandatory reporting and publishing requirements of complaints performance, statistics, complaints trends and outcomes, and</p>	Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total	Contractors	30	3	3	Investment	2	0	0	Repairs	14	0	0	Other Housing	3	0	0	Anti-Social	2	0	0	Rent and Arrears	1	0	0	Allocations	0	0	0	Close Cleaning and Backcourt Maintenance	3	0	0	About a Staff Member	10	6	6	Landscaping and Garden Maintenance	6	0	0	Factoring	5	0	5	Concierge	0	0	0	Total	76	9	85
Complaint Service Area	Received at Stage 1 *	Received directly at Stage 2	Total																																																						
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Factoring	5	0	5																																																						
Concierge	0	0	0																																																						
Total	76	9	85																																																						

	actions taken to improve services. The attached Appendix contains a snapshot of ng homes complaints data for Quarter 2.										
3.	Method of Complaint										
	<p>The phone and electronic methods were the preferred method of making a complaint.</p> <table border="1"> <caption>Method of Complaint Data</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Phone</td> <td>52%</td> </tr> <tr> <td>Electronic</td> <td>44%</td> </tr> <tr> <td>In Person</td> <td>3%</td> </tr> <tr> <td>Post</td> <td>1%</td> </tr> </tbody> </table>	Method	Percentage	Phone	52%	Electronic	44%	In Person	3%	Post	1%
Method	Percentage										
Phone	52%										
Electronic	44%										
In Person	3%										
Post	1%										
4.	You Said, We Did (<i>complaints made and action taken</i>)										
	<p>You Said – A tenant complained about debris being left by contractors in the drainage pipework.</p> <p>We Did – We apologised on behalf of our contractors and arranged for this to be cleared.</p> <p>You Said – A tenant complained that she had several repairs to report and that the Housing Officer had agreed to visit to take note of them but had not visited.</p> <p>We Did – We explained that, due to a miscommunication, the appointment had not been arranged but that a visit would now take place.</p> <p>You Said – An owner was flooded by a leak at the bath in a recently tenanted ng homes property which caused damage to the bathroom ceiling.</p> <p>We Did – We repaired the bathroom ceiling and noted the bath should be run at void inspection to ensure no leaks are present.</p>										
5.	Compliments received Q2 2023/24										
	<p>As well as receiving complaints, 17 compliments were recorded in our register for Q2. These included the following messages of thanks:</p> <ul style="list-style-type: none"> • The guys are doing a great job on the weeding. • Thanks for following up on works and arranging repairs and taking time to listen. • Thanks for all the help with getting a property. The staff went above and beyond to get the house ready asap, giving me access to community support website and charities to help with furnishings etc. They have been a lifesaver and I am very grateful. 										
6.	Recommendation										
	Board members are asked to NOTE this report.										

Complaints KPIs

Indicator One

Quarter	Number of complaints received at S1 (includes escalated complaints as they were first received at Stage 1)	Number of complaints received directly at Stage 2	Total complaints received.	Relation to organisation's housing stock per thousand units
Q2	76	9	85	1.28%

Indicator Two

Quarter	Number of S1 complaints closed in full within 5 working days	% of all Stage 1 complaints closed in 5 working days as % of all Stage 1 complaints closed in full	Number of S2 complaints closed in full within 20 working days	% of all S2 complaints closed in full at Stage 2 within 20 days as % of all S2 complaints responded to in full	Number of S2 complaints closed in full after escalation within 20 working days	Number of escalated complaints closed in full within 20 working days as % of escalated complaints responded to in full
Q2	54	71.05%	7	100%	9	100%

Indicator Three

Quarter	The average time in working days to respond to complaints at Stage 1	The average time in working days to respond to complaints at Stage 2	The average time in working days to respond to complaints after escalation
Q2	5.58 days	14.14 days	16 days

Indicator Four

Quarter 2	Upheld	Partially Upheld	Not Upheld	Resolved
Number of S1 complaints in each category:	26	3	27	20
% of complaints as % of all complaints closed at Stage 1:	34.21%	3.95%	35.53%	26.32%
Number of S2 complaints in each category:	3	1	1	2
% of direct S2 complaints closed at S2 in each category:	42.86%	14.29%	14.29%	28.57%
No of complaints closed after escalation in each category:	4	0	2	3
% of all complaints closed after escalation:	44.44%	0%	22.22%	33.33%

Extensions can be authorised in exceptional circumstances. However these are considered as "late" ie not completed in timescale



Board Meeting For Noting

To: Board
From: Communications Officer

SUBJECT: COMMUNICATIONS UPDATE

DATE: 30 NOVEMBER 2023

1.	Introduction
	This report provides the Board with an update on communications and media information from 1 July 2023 to 30 September 2023 (Q2).
2.	Overview
	<p>Since the previous report, issue 64 (Summer 2023) of North News has been delivered (early July) as was the Summer 2023 issue of the breaking news (staff newsletter – August 2023). Feedback received has all been positive. Issue 65 of North News (Christmas/Winter 2023/24) is underway aiming for delivery to ng2 for distribution the week commencing 4 December 2023; the winter/Christmas issue of breaking news (staff newsletter) is also progressing towards an early December release.</p> <p>The 'Getting to Know You' tenant survey and the online version of ng homes' Housing Application were both published during this quarter. The housing application appears to be working well; a few minor issues have been reported to our web developers Kiswebs and subsequently resolved.</p> <p>The ng homes 'Getting to Know You' survey was published in August 2023 through a soft launch. Unfortunately, participation and uptake has been slow thus far despite regular and ongoing efforts to promote the survey through social media, newsletter, ng homes Media Centre and placing it on the homepage of the ng homes website along with the creation of QR codes to make it as easy as possible to access.</p> <p>Work is progressing on the staff Intranet – the main ng homes site is coming together nicely with content being uploaded. Several sections are currently subject to further discussion to determine the best platform/method to develop sections (e.g. an interactive directory and options for discussion boards). The Communications Officer has been visiting teams to provide updates on the intranet and request support from teams through 'intranet champions' to support development and ongoing maintenance once launched, in particular</p>

with respect to team sections. Reception towards the proposed intranet has so far been positive overall and we will continue working towards a tentative launch date in early 2024 (Quarter 4).

The Communications Officer has supported other projects including:

- Website Audit – monitoring the ng homes website looking at all pages, links, documents and updating/changing anything as required. This will be an ongoing project.
- Accessibility Updates (website) - Progressing through updates for meta data which is missing from many pages but is necessary to support website searches and Google results. We are also looking at developing a quick access guide for anyone who updates the website around accessibility requirements. This is an ongoing project.
- Supporting Greg Cann (Project Manager) with the development of an Active Travel survey and additional 'employability' materials for use in local secondary schools through Developing the Young Workforce careers sessions.
- Liaising with Message Matter, Glasgow City Council and the Communications Team from the Scottish Parliament to prepare and have ready a proactive press release on the Ukrainian homes/resettlement project.

3. Website Analysis

Google Analytics (GA) monitors the ng group’s website traffic and can be used to produce reports covering audiences, locations, popular pages, and what devices are used.

The previous version of Google Analytics (known as Universal Analytics or GA3) stopped recording data on the 1 July 2023. It has been replaced by Google Analytics 4 (GA4). This report is the first relying solely on the new reporting system. Both ng homes and the Media Centre appear to have been recording steadily over the quarter.

During Q2, the ng group website had:

Audience	Popular pages	Devices used
4,757 users	<ul style="list-style-type: none"> • ng homes • Apply for a home • Repairs • Vacancies 	<ul style="list-style-type: none"> • Mobile phone devices (66%) • Desktop computer/laptop (33%) • Tablets (1%)

Reports available through our Google Business Profile analytics have been updated by Google over the last couple of quarters. Previous reports are no longer available but monthly summaries of activity can be accessed.

	<p>Over Q2:</p> <ul style="list-style-type: none"> • ng homes: 1,694 interactions with 71% viewing through via a mobile device and appearing in 4,353 searches by 7,853 profiles; • 252 Saracen Street: 131 interactions with 74% viewing via a mobile device, appearing in 268 searches by 1,262 profiles; • ng2 Ltd: 202 interactions with 67% viewing through mobile device, appearing in 637 searches to 1,363 profiles.
4.	App
	<p>For the period there have been 44 downloads (increase of around 64% over previous quarter). The app is promoted regularly through social media channels, appears on the homepage of the website and has been featured in both the staff newsletter and in North News. We have also developed QR codes which now appear as part of the promotional material for the app. These QR codes allow anyone interested to launch the download link by scanning a barcode with their smartphone.</p> <p>A change was made to the ng homes app to link to the online housing application. Due to how the app and housing application tool are built, this is restricted to a link to the main website; however, the application form has been built to be fully responsive so can be accessed through mobile devices. No reports have been received regarding any issues related to access through the app.</p> <p>We will continue to look at ways to promote the app.</p>
5.	Social Media
	<p>ng homes are utilising the use of social media to communicate with customers and make it easier for customers to contact the Association. Changes to the internal reporting analytics within X (formerly Twitter) appeared early in Q2. To date, no updates have been implemented by the platform, meaning some metrics are currently missing or incomplete.</p> <p>We use the following channels:</p> <p>Twitter - @ng_homes This channel shares housing and corporate related information. Where appropriate, this channel also shares community-based events and updates, particularly where ng homes is actively involved.</p> <p>Twitter - @ngha_community This channel shares and promotes community activities. This channel is run by the Project</p>

Manager.

Facebook - @nghacommunity

This channel shares and promotes community activities along with sharing essential housing and corporate information.

Instagram - @ng__homes

This channel shares housing and corporate related information in a visual format. Where appropriate, this channel also shares community-based events and updates, particularly where ng homes is actively involved.

LinkedIn - ng homes

This channel shares housing and corporate related information, particularly around vacancies for both ng homes and ng2. Relevant visits and media coverage will also be shared. The social media accounts mentioned above will be reported on moving forward.

Twitter

We are continuing to expand the content shared on the @ng_homes page/channel to support regular posting of content and to support continued engagement.

The new Staff Wellbeing Group will be encouraged to continue to identify/highlight content to further grow engagement and ng homes' social profile.

Social channel	Tweets	Impressions	Profile views	Mentions	Followers
@ng_homes	131	50,000	N/A	N/A	2,345
@ngha_community	33	17,446	N/A	N/A	1,237

Facebook

Analytics covers the @nghacommunity Facebook page. Figures here have been calculated using the 'Meta Business Centre' recording tools.

Page reach - Q2	Page likes - Q2	Audience - Q2
13,464	Page likes - 691 Page followers - 806	<ul style="list-style-type: none"> • 73% Female • 27% Male • 70% viewing from Glasgow

Instagram

Instagram's analytics seemed to have settled following changes in quarter 1.

	<p>ng homes’ account continued to grow throughout Q2.</p> <p>Figures for Q2 are included below:</p> <table border="1" data-bbox="199 353 1445 506"> <thead> <tr> <th data-bbox="199 353 549 405">Accounts reached</th> <th data-bbox="549 353 948 405">Post and stories reach</th> <th data-bbox="948 353 1445 405">Profile visits</th> </tr> </thead> <tbody> <tr> <td data-bbox="199 405 549 506">549</td> <td data-bbox="549 405 948 506">614 (Impressions: 5,027)</td> <td data-bbox="948 405 1445 506">115</td> </tr> </tbody> </table> <p>We will continue to explore the use of social media channels to communicate with the Association’s customers. A review of ng homes social media channels has been drafted as part of ongoing development. An update on this review will hopefully be available to include with this report in quarter 3.</p>	Accounts reached	Post and stories reach	Profile visits	549	614 (Impressions: 5,027)	115
Accounts reached	Post and stories reach	Profile visits					
549	614 (Impressions: 5,027)	115					
6.	North News						
	<p>Issue 64 of North News was released in early July (2023) and issue 65 is underway, with delivery to ng2 for distribution tentatively agreed for the week commencing 4 December. This issue offers a good selection of content, with ideas and content contributed from a number of different teams and organisations as well as signposting to external support.</p> <p>We are proactively working with the admin team at ng2 to establish a system for improved monitoring of the distribution. Feedback on community locations where copies could be distributed has, unfortunately, not been forthcoming but will remain a priority.</p> <p>The next issue will be Summer 2024 due out in early July. If members have any suggestions or would like to contribute to the next issue, please contact our Communications Officer, Amanda Krats, at: media@nghomes.net.</p>						
7.	Media Centre						
	<p>The Media Centre is a valuable channel of communication – this quarter we have posted content regularly utilising a range of options from press releases to news updates, blogs, and events.</p> <p>We continued to post content regularly throughout July to September with approximately 2,700 views generated by news, blogs, events and press release. Desktop continues to be the main source to view content (51%), followed by mobile (47%) and tablet (2%).</p> <p>The most viewed press releases and news articles include:</p> <table border="1" data-bbox="199 1935 1445 2063"> <tbody> <tr> <td data-bbox="199 1935 1310 1989">ng homes celebrates double award for best practice</td> <td data-bbox="1310 1935 1445 1989">487</td> </tr> <tr> <td data-bbox="199 1989 1310 2063">Your community needs you. Learn more about joining ng homes Board!</td> <td data-bbox="1310 1989 1445 2063">291</td> </tr> </tbody> </table>	ng homes celebrates double award for best practice	487	Your community needs you. Learn more about joining ng homes Board!	291		
ng homes celebrates double award for best practice	487						
Your community needs you. Learn more about joining ng homes Board!	291						

	<p>Activate Community Development Course now open for applications</p>	<p>218</p>
<p>We are seeing views and engagement with content shared through the Media Centre remain steady. This underlines the importance of regular content, utilising all options (press release, news, blogs and events). Stories shared through the Media Centre are currently being picked up by multiple outlets including Scottish Housing News on a regular basis.</p> <p>The Communications Officer will be looking to speak with the account manager for <i>MyNewsDesk</i> in late 2023 or early 2024 to carry out a review and find out if/where we can make changes or try something new so that reach and engagement continues to grow.</p>		
<p>8.</p>	<p>Google Accounts – Reviews</p>	
	<p><u>Google Reviews</u></p> <p>There were three positive (4 and 5 star) reviews left over the period for ng homes. No further activity has appeared on Google.</p>	
<p>9.</p>	<p>Recommendation</p>	
	<p>Board Members are asked to NOTE the contents of this report.</p>	

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED REGENERATION SUB- COMMITTEE ATTENDANCE 2023-24

	7.11.23								
J Berrington	A								
G Satti	P								
C Rossine	P								
J Thorburn	P								
J Kennedy	X								
% Total	60%								

P PRESENT
A APOLOGIES

X ABSENT
A* LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 60%



Regeneration Committee Meeting Minutes

Meeting: Regeneration Committee **Location:** Saracen House

Date: Tuesday 7 November 2023 **Time:** 4.00pm

Attendees: C. Rossine
J. Thorburn (Chair)
G. Satti

Apologies: J. Berrington

In Attendance: John Devine (CEO) - JD
L Cooper (DHS) - LC
A Bell (DDPS) - AB
[REDACTED] - GP from Local Health Centre arrived 16:31 for item 4(c)
and 4(d)

Minute Taker: C Bramham (SAC) CB

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	Apologies noted above		
3.	Minutes of the previous meeting – 5th September 2023		
	Members AGREED the minutes were an accurate record of the meeting. Proposed C Rossine Seconded G Satti <u>Matters Arising</u> Item 4 – Chair asked if there had been any further enquiries regarding the Ukrainian Project. JD advised there had been 3 in total: 1 from a tenant, 1 from an MSP and 1 from a local Councillor. There was discussion around ng homes position on a press release, but JD was of the opinion that it is a Scottish Government and		

	Glasgow City Council initiative, and they should take the lead on any publicity.		
4.	For Approval		
a.	Property Services Risk Register		
	<p>AB presented the report and the Property Services Risk Register.</p> <p>Members APPROVED the proposed changes to the Property Services Risk Register as detailed in the report.</p> <p>Proposed G Satti Seconded C Rossine</p>		
b.	Regeneration Risk Register		
	<p>LC presented the report and the Regeneration Risk Register.</p> <p>No changes required to the Regeneration Risk Register.</p> <p>Members APPROVED the Regeneration Risk Register</p> <p>Proposed C Rossine Seconded G Satti</p>		
c.	Flourish Women's Mental Health Project		
	<p>JD presented the report requesting funding of up to £20,000 to support a local women's mental health project. This funding is inclusive of £7.5k that the group didn't draw down in 2020. Funding is ring-fenced for group sessions and will not be allocated to staffing costs.</p> <p>JD introduced ██████████ a local GP from Possilpark Health Centre who is supporting this project.</p> <p>██████████ spoke about the passion ng homes has for helping the community and added that this is where he finds his connection with ng homes.</p> <p>Members APPROVED funding of up to £20,000.</p> <p>Proposed G Satti Seconded C Rossine</p>		

d.	Mens' Mental Health Project		
	<p>JD presented the report and asked for funding of up to £15,000 to support a local Men's Mental Health Project. This funding is ring-fenced for group sessions and will not be allocated to staffing costs.</p> <p>Members APPROVED funding of up to £15,000.</p> <p>Proposed C Rossine Seconded G Satti</p>		
e.	Consultancy Services – Contract Administration		
	<p>AB presented the report to appoint Ewing Somerville Partnership to perform the role of Contract Administrator with regards to cyclical and compliance contracts.</p> <p>Member asked how this would be monitored and a full explanation given. Members were satisfied with the response.</p> <p>Members APPROVED the appointment of Ewing Somerville Partnership for Contract Administration Services as Contract Administrator at [REDACTED]</p> <p>Proposed G Satti Seconded C Rossine</p>		
f.	Regeneration Capital Grant Fund (RCGF)		
	<p>JD presented the report regarding the Stage 2 application for £600k from the Scottish Government from the Regeneration Capital Grant Fund (RCGF) to convert 252 Saracen Street into an entrepreneur centre.</p> <p>JD advised he had received notification from Glasgow City Council that the application had been successful in progressing to Stage 2.</p> <p>JD suggested applying for planning and building warrants as soon as possible as the project would be time sensitive should funding be approved.</p> <p>Members APPROVED the submission of the Stage 2 RCGF application for £600k and 5 years financial support of £165k per annum from 2024-2029.</p>		

	Proposed C Rossine Seconded G Satti		
g.	Glasgow Chinese New Year		
	As per Standing Order 30, Members agreed to table an additional item of business. LC presented the report seeking funds up to £8,000 for a Chinese New Year event. Members APPROVED funds of up to £8,000 for a Chinese New Year event. Proposed G Satti Seconded C Rossine		
5.	For Noting		
a.	Compliance Report		
	Members NOTED the report advising on progress with ongoing statutory and regulatory compliance works.		
b.	Investment Report		
	Members NOTED the report advising on progress with current planned maintenance works.		
c.	Multi-Storey Flats Major Works Report – Round 1 Funding.		
	Members NOTED the report advising on progress with the MSFs works contract (Round 1).		
d.	Multi-Storey Flats Major Works Report – Round 2 Funding		
	Members NOTED the report advising on progress with the MSFs works contract (Round 2).		
e.	Procurement Report		
	Members NOTED the report advising on progress with current procurements.		
f.	Regeneration Report		
	Members NOTED the report advising on progress with current regeneration projects.		
g.	Employability		
	Members NOTED the report advising on progress with current employability projects.		

6.	AOCB		
	<p>JD thanked LC for picking up additional duties since the retirement of the Deputy Director of Regeneration.</p> <p>JD advised Members he had a meeting with Energy Savings Trust earlier that day with regards to aspirations for the ng homes group to further develop services around energy. JD and colleagues have been discussing the topic with Scottish Power Energy Network and have applied for feasibility money and support for battery storage and electric vehicle charging points.</p> <p>JD spoke about Reinforced Autoclaved Aerated Concrete (RAAC) and advised he has replied to the Regulator and ng homes has identified a number of properties that may require surveys. AB confirmed that this was solely based on the age of the properties and that a specialist engineer has been appointed to conduct surveys.</p>		
7.	<p>Date of Next Meeting Tuesday 5 March 2024</p> <p>Meeting concluded at 17:00</p>		

ng PROPERTY LIMITED BOARD ATTENDANCE 2023-24

	16.11.22								
C Rossine	A								
J Thorburn	A								
I Munro	P								
P Miller	P								
J Berrington	A								
G Satti	P								
L Cooper	A								
B Hartness	A								
C Baird	A								
% Total	33%								

P - PRESENT

A - APOLOGIES

X - ABSENT

A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 33%



Board Meeting Minutes

Meeting: NGPS Board **Location:** The Ron Davey Enterprise Centre, 10 Vulcan Street

Date: 15 November 2023 **Time:** 4.00pm

Attendees: G Satti (chair) K Sherriff
P Miller C Baird
I Munro C Wilson

Apologies: J Thorburn, C Rossine,
J Berrington, R Hartness,
L Cooper

Present -

Minute Taker: K Sherriff

	Agenda	Action	Date
1.	Apologies		
	As above – JT, CR, RH attending the SFHA Finance Conference		
2.	Disclosure of Interest and Attendance		
	No declarations of interest were made.		
3.	Minutes of Meeting 16th August 2023		
	Minutes were agreed as an accurate record. Proposed: P Miller Seconded: I Munro		
4.	Reports for Approval		
(a)	Management Accounts - period to 30th September 2023		
	Information from the management accounts for the period to 30 th September 2023 was reviewed. Noted that: <ul style="list-style-type: none"> o Factoring income of £412k in the period with £279k of costs. o Gross profit of £133k with £113k of salaries and overheads leaving a £20k profit for the period before tax. o Level of share capital and reserves at period end £227k. o Intercompany balance £195k owed by the Association to NGPS. o Gross arrears level including the September 23 factoring run at £231k. GS reminded group that any questions/comments can be emailed in advance of meeting.		

	Proposed I Munro Seconded P Miller		
(b)	Risk Register		
	<p>KS reported that this will continue to be a standing item on all future agendas, as there is a focus on risk.</p> <p>There were no changes proposed to the risk register and it was agreed to retain the existing risk register. Comment about including a risk specific to MMR will be considered and taken forward to next meeting.</p> <p>Proposed P Miller Seconded I Munro</p>		
5.	Reports for Noting		
(a)	Factoring Report		
	<p>CW reported that the factoring arrears on 30th September 2023 was £86k. There was £14K of communal repairs added to the accounts during October 2023, looking at processes to smooth out this charge on a monthly basis.</p> <p>It was noted that:</p> <ul style="list-style-type: none"> • There are 11 owners owing more than £2,000 and all of these have notices of potential liabilities over the property. • 143 owners are currently on a payment plan. <p>It was also noted that former owner's arrears are £2,392 with some of them being house sales and we are waiting for the balance to be settled.</p> <p>No referrals made to the FTT.</p> <p>Update on investment works was given by CW and CB:</p> <ul style="list-style-type: none"> - St Monance wall: 21x notices of interest with tenders due back by 16/11/23. - Saracen St Scaffolding: meeting with GCC asked NGPS to assist in the delivery of the shop fronts. This will lead to more positive communication with commercial owners re works, payment & grant packages. - 265 Saracen: Earlier in the day there was a meeting with GCC and the owners. We can now proceed with the steelworks, and this will start approx. 4 weeks after instruction to contractor. A 		

	<p>meeting will be arranged with owners and contractors mid-December re programming and method statements.</p> <p>CW gave and update on staffing:</p> <p>2x new starts: [REDACTED] Factoring & Letting Officer and [REDACTED] Repairs Officer (Factoring) joined the factoring team at end of October. [REDACTED]</p> <p>The factoring team have temporarily relocated to Saracen House office to accommodate the larger team with a plan to move to 51 Reidhouse Street once complete.</p> <p>Report noted.</p>		
(b)	Mid-Market Rent Update		
	<p>All 21 properties are let.</p> <p>There were 2x void properties during the period with both being relet.</p> <p>There are 2x arrear cases and both have payment plans set up.</p> <p>All gas services due within the first year were complete within the year.</p> <p>Annual visits have started and on track to finish by the end of Q3.</p> <p>[REDACTED] will undertake the CIH Letwell qualification in January 2024.</p> <p>GS commented that it was good to see the cracked window has been fixed and asked if a lease for the commercial unit was further forward. KS said the [REDACTED] has shown interest and viewed the space and discussions are currently happening.</p> <p>Report noted.</p>		
6.	AOCB		
	No points raised.		
7.	Date of Next Meeting		

	Next Meeting is scheduled for 14 February 2024.		
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DRAFT

NORTH GLASGOW HOUSING ASSOCIATION LIMITED HR COMMITTEE ATTENDANCE 2023-24

		16.11.23							
J Thorburn		P							
C Rossine		P							
J Berrington		P							
J MacLeod		P							
G Satti		P							
% Total		100%							

P - PRESENT
A - APOLOGIES

X - ABSENT
A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE -



Human Resources Committee Minutes

Meeting: Human Resources Committee **Location:** Microsoft Teams

Date: 16 November 2023 **Time:** 4pm

Attendees: C Rossine – CR – Chair
J Thorburn – JT
G Satti – GS
J Berrington – JB
J MacLeod – JM

Apologies: None

In Attendance: T Sweeney – TS (DCS)
D Waugh – DW (CSM)

Minute Taker: A Whiteford – AW (SCSO)

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Disclosure of Interest and Attendance		
	None.		
3.	Minutes of the Human Resources Committee Meeting held on 10 August 2023		
	Members AGREED the minutes were an accurate record of the meeting. Proposed J Thorburn Seconded G Satti Matters Arising Item 4(b) – Corporate Services Risk Register – TS has now updated the points which related to Q1.		
4.	Reports for Approval		
a.	Home Working Policy		
	DW presented the report on the Home Working Policy which has been reviewed in line with the policy calendar incorporating the		

	<p>changes as detailed in the report. These are minor changes and the policy will be reviewed again as required in line with any proposals relating to the pilot Hybrid Working Policy.</p> <p>Members APPROVED the revised policy.</p> <p>Proposed J Berrington Seconded G Satti</p>		
b.	2023-2024 Festive Period: Office Closure & Staff Holidays		
	<p>DW presented the report on the Festive Period and the following proposals were agreed:</p> <ul style="list-style-type: none"> • The offices will close at 12.30pm on Friday 22 December 2023 and re-open at 9am on Monday 8 January 2024. • All staff will be awarded a ½ day Christmas shopping holiday to be taken over the course of late November/December 2023 as agreed with line managers. • Staff will receive a contribution to their Christmas lunch of £30 per person which is an increase from £25 in previous years. <p>Member queried how the organisation supports its tenants over the Christmas period and it was confirmed verbally that the normal emergency procedures would be actioned where required in a similar way to what happens at weekends. Member requested that future annual reports contain this information and DW agreed to incorporate this into future reports.</p> <p>Members APPROVED the proposals in the report.</p> <p>Proposed G Satti Seconded J Thorburn</p>	DW	Annually
c.	Company Health Cash Plan – Renewal Terms for 2024		
	<p>DW presented the report regarding the renewal terms for the Company Health Plan. A full market review was undertaken and 5 additional providers were explored in depth, however the analysis showed that Simplyhealth were still competitive in</p>		

	<p>terms of value for money. It was proposed to continue with the current provider, Simplyhealth.</p> <p>Members APPROVED the continuation of the Company Health Plan with Simplyhealth with effect from 1st January 2024.</p> <p>Proposed J Berrington Seconded J Thorburn</p>		
d.	Corporate Services Risk Register		
	<p>TS presented the report providing an update on the review of the Corporate Services Risk Register together with the revised Risk Register for approval.</p> <p>Members APPROVED the revised Risk Register.</p> <p>Proposed G Satti Seconded J Berrington</p>		
5.	Reports for Noting		
a.	Staff Recruitment, Leavers and Trainee Update		
	<p>Members NOTED report providing an update on information relating to staff recruitment and leavers for the period 1 July 2023 to 30 September 2023.</p>		
b.	Staff Attendance: Sickness Absence		
	<p>Members NOTED report providing information relating to staff sickness absence for the period 1 July 2023 to 30 September 2023.</p>		
c.	Staff Learning and Development		
	<p>Members NOTED report providing details of staff learning and development activities and events during the period 1 July to 30 September 2023.</p>		
d.	Health and Safety Update		
	<p>Members NOTED report providing an update on health and safety in the workplace and, in particular, an update regarding accidents incidents and near misses for the period 1 July 2023 to 30 September 2023.</p>		

e.	Employee Engagement Update		
	Members NOTED report providing an update on progress to date in further developing our approach to employee engagement. DW highlighted to members that they are looking for feedback on the check-in progress in relation to frequency and quality of conversation. Check-ins with staff are held every quarter at present, however the larger teams are finding it a bit of a struggle to complete them all so we need to look at this to ensure that all members of staff receive the same quality of experience whether they are first in the team to have a check-in or last in the team. Questions on this will be incorporated into the next staff survey so that staff can provide their views anonymously and a report will be brought back to the next meeting.	DW	Next Mtg
f.	Company Health Plan Update: Simplyhealth		
	Members NOTED the report providing them with an update on our Company Health Plan available to employees through our provider Simplyhealth for the period 1 April 2023 to 30 June 2023. DW advised members that the information which was enclosed with the papers was for the year to date but she can send them the quarterly information if they wish to see it however members were satisfied with the information provided.		
g.	Flexible Working Request		
	Members NOTED report regarding a request from a member of staff to reduce their working hours from 21 to 14 hours per week. DW advised members that as we do not receive many flexible working requests it was important to highlight this to members.		
h.	Update on Departmental Reviews		
	TS referred to the report providing an update on the ongoing departmental reviews. Chair commented that the Consultant handling the Housing		

	<p>Services Review and the Consultant reviewing the Concierge Service have done a thorough job.</p> <p>TS explained that due to operational pressures or time pressures there may be times when external support may be required to assist with or conduct specific pieces of work and he informed the Committee that there was an investigation currently being conducted that was a good example of this. It was noted that any such consultancy support would of course be subject to procurement rules and Board approval where required.</p>		
6.	AOCB		
	<p>Chair had received an email from SHARE regarding the e-learning system but is unable to log in to the system to transfer her learning log over to the new system. DW advised that HR have already dealt with this and have fed back the huge cost implications to SHARE. The e-learning will be looked in relation to value for money and to see whether other organisations such as SFHA or EVH could carry out the training instead and provide better value for money.</p> <p>Board Procurement Training will be carried out on 7th December in Vulcan Street so it was agreed to move the Health and Safety Training into next year. ng is trying to boost the number of Board members who can be involved in procurement.</p> <p>There was a discussion on the numbers attending scheduled Board Training sessions. It's important that as many people attend the Board training sessions as possible particularly as the training topics were identified and requested by Board members themselves through the annual Board Appraisal and Board Member Review process.</p> <p>JT reported that EVH are holding another Mindfulness Session on Thursday 30th November at 10am if anyone wants to take part.</p>		
7.	Date of Next Meeting: 22 February 2024		



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