



# Board Meeting Minutes

**Meeting:** Board Meeting **Location:** Saracen House / Microsoft Teams

**Date:** 22 November 2022 **Time:** 4.30pm

**Attendees:** J Thorburn M Grimley (virtual) – left at 17:39  
C Rossine J Fernie (virtual) – left at 17:47  
J Berrington G Satti (virtual) – left at 18:04  
F Malcolm A Gow (virtual)  
J Kennedy

**Apologies:** P Nelson, J MacLeod

**In Attendance:** J Devine (CEO), B Hartness (DCEO) BH, T Sweeney TS (DCS),  
L Cooper (DHS) LC, A Bell (DDPS) AB – left after item 5(f)  
  
[REDACTED], Learning & Development Manager (SHARE) – left after item 3

**Minute Taker:** C Murray CM (PA)

	Agenda	Action	Date
1.	Apologies		
	As above		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	Process for ng homes 2022 Board Appraisal and Individual Board Member Reviews		
	TS introduced [REDACTED] from SHARE who will be assisting the Association with this years Board Member Reviews.  [REDACTED] took Members through the proposed process and how SHARE will help facilitate. [REDACTED] advised that the survey that was enclosed has been designed based on the seven regulatory standards. The survey		

	<p>should help to show Members skills, knowledge and understanding as well as aspirations that will then be discussed on a 1:1 basis. ■■■■■ stressed the need to reflect on last years review and especially for the newer Board Members who, for some, this will be their first full Member review. ■■■■■ asked Members to think about their answers, the rationale the why and to consider areas for development/training and commented that this is an opportunity for Members to ask questions they might have.</p> <p>Following the discussions with each Member, ■■■■■ will prepare and share individual learning statements and an overall Board training plan.</p> <p>■■■■■ shared a proposed timescale for the survey to be complete by Christmas and 1:1s to be planned in after the new year to which there were no objections.</p> <p>TS invited Members to consider the survey and what ■■■■■ had presented at the meeting and to share any suggested changes by next week.</p>		
<b>4.</b>	<b>Minutes</b>		
a.	Minutes of Board Meeting on 4 October 2022		
	<p>Board AGREED the minutes were an accurate record of the meeting.</p> <p>Proposed F Malcolm      Seconded J Berrington</p> <p>i)      Matters Arising</p> <p>None.</p>		
b.	Minutes of the Regen Sub-Committee on 1 November 2022		
	Noted.		
c.	Minutes of the Staffing Sub-Committee on 3 November 2022		
	Noted.		
<b>5.</b>	<b>For Approval</b>		
a.i	Rent Increase 2023/24		
	BH presented the rent increase paper and reminded members that the Scottish Government has enforced a rent freeze until 31 March 2023		

	<p>with an update expected mid-January on whether that will be extended. Regardless, Housing Associations have been advised by the Regulator to continue with rent consultations. BH informed Members that the Regulator in England consulted with Housing Associations and reached the position that increase will be restricted to 7%. In Wales the maximum increase will be 6.5%.</p> <p>BH referred to section 4 of the report that detailed the history of ng homes rent increases and commented that the goal has always been to keep increases low. In recent years, ng homes' rent increases have been generally lower than other Housing Associations in the surrounding areas.</p> <p>BH commented on results from the SFHA affordability tool and commented that suggested units are coming out as affordable but also stressed why services such as GEMAP are so important. BH highlighted section 6 of the report and how ng homes rents compare to other Associations.</p> <p>BH referred to the increase in costs ng homes is facing and commented that the Business Plan was based on inflation of 2% so this needs to change to reflect the reality of the cost increases. The suggested levels for consultation is 6%/7%/8%. BH commented that the lower option of 6% is the base level for ng home to cover most of its costs over the next 12 months and first and foremost the Association will be in a viable position to meet its creditors and obligations. If the Government decide to extend the rent freeze beyond March then the Association will manage its cash reserves appropriately and will remain viable by managing costs and limiting spend.</p> <p>BH invited questions and for Members to discuss the rent and service charge options for 2023/24.</p> <p>Members discussed the subject at length including the effects on arrears, bad debts, effects on the investment programme, affordability and viability.</p>		
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	<p>Members AGREED the consultation plan for the rent and service charge increase for 2023/2024 as follows:</p> <ul style="list-style-type: none"> <li>- 6% increase which was -4.1% under September CPI. The actual September CPI was 10.1%. This is significantly curtailing the required increase considering the cost increases detailed above.</li> <li>- 7% increase with additional funding for planned maintenance/cost increases of £240k</li> <li>- 8% increase with additional funding for planned maintenance/cost increases of £480k</li> </ul> <p>Proposed G Satti                      Seconded J Kennedy</p>		
a.ii	Rent Increase 2023/24 Consultation Plan		
	<p>LC presented the report detailing the consultation plan for ng homes rent increase for 2023/24. LC advised that an external partner will not be invited to assist with the consultation this year. To encourage participation from tenants, and hopefully achieve a response rate of 40%, the value of the prize draw has been increased from £50 to £100, but instead of 5 winners there will be 3.</p> <p>LC advised that results will be brought back to the Board in February.</p> <p>Members considered and AGREED the consultation plan for the rent and service charge increase for 2023/2024 as detailed in the report.</p> <p>Proposed F Malcolm                      Seconded G Satti</p>		
b.	Management Accounts to 30 September 2022		
	<p>BH presented the Management Accounts for the period to 30 September 2022.</p> <p>Members APPROVED the Management Accounts for the period to 30 September 2022.</p> <p>Proposed J Kennedy                      Seconded A Gow</p>		
c.	Business Plan Priorities Progress (Q2)		
	<p>BH presented the progress on Business Plan priorities for the second quarter. Members considered and APPROVED the report.</p>		

	Proposed J Berrington                      Seconded J Thorburn		
d.	Data Protection Policy		
	<p>TS presented the revised Data Protection Policy and the addition of a section regarding how information should be stored and destroyed when working from home.</p> <p>Members considered and APPROVED the revised Data Protection Policy.</p> <p>Proposed F Malcolm                      Seconded J Berrington</p> <p>CEO invited TS to remind Members of the 5 key elements Directors are looking at to bring information to a future Board meeting in order for Members to make an informed decision on ng homes' position of homeworking going forward:</p> <ol style="list-style-type: none"> <li>1. Staff survey results</li> <li>2. Customer views</li> <li>3. A legal view and risks to consider</li> <li>4. What sector representatives such as SFHA, GWSF and EVH are proposing</li> <li>5. What other Housing Associations are doing</li> </ol> <p>Members agreed with this measured approach.</p>		
e.	Gifts, Hospitality and Donations Report (Q1-2)		
	<p>TS presented the report. Members Approved the report.</p> <p>Proposed J Kennedy                      Seconded J Berrington</p>		
f.	Physical Regeneration Strategy		
	<p>Discussed after item 4 followed by 5(a).</p> <p>AB presented the report and referred to 2 additional paragraphs under the heading of 'collaborative working' across pages 7 and 8 that were added after the papers went to print.</p> <p>Members considered and APPROVED the revised Physical Regeneration Strategy.</p> <p>Proposed J Berrington                      Seconded J Kennedy</p>		

<b>6.</b>	<b>For Ratification</b>		
a.	Payments and Benefits Case 145		
	<p>LC presented the case with details of an offer of tenancy. Members APPROVED case no 145.</p> <p>Proposed J Berrington                      Seconded J Kennedy</p>		
b.	Payments and Benefits Case 146		
	<p>TS presented case 146 and the details of attendance at an awards ceremony where ng homes, who unfortunately did not win, but were were finalists for the Net Zero in Housing Award.</p> <p>Proposed G Satti                      Seconded A Gow</p>		
c.	Payments and Benefits Case 147		
	<p>TS advised Members that since distributing the papers the UK Housing Awards were cancelled. The Association recouped the fee for the table and accommodation and is working on the train fare. There are no plans for the event to be rearranged and the results are expected to be published online.</p> <p>For completeness Members approved the removal of the paper.</p> <p>Proposed F Malcolm                      Seconded J Kennedy</p>		
<b>7.</b>	<b>For Noting</b>		
a.	Governance Update		
	<p>Members NOTED the report providing an update on governance related matters from 17 September to 11 November 2022.</p> <p>TS highlighted the link to the Scottish Social Housing Charter that was revised and approved by the Scottish Govt. on 5 October 2022.</p>		
b.	Communications Update		
	Members NOTED the report providing an all communications update from 1 July to 30 September 2022.		
c.	Register of Interests		



	Members NOTED the report providing an update on the current declaration of interests by ng homes Board/Area Committee and ng homes group staff.		
d.	Freedom of Information		
	Members NOTED the report providing an update on FOISA requests, EISR requests and SARs for Q1 and Q2.		
e.	KPI Performance YTD (Q1-2)		
	<p>At the time of going to print 3 repairs KPI's were marked as TBC. An updated report to include those 3 figures was shared with Members this afternoon. LC commented that the Association is now back on target for emergency repairs and non-emergency repairs and is sitting in a similar position as last year. LC advised that repairs completed right first time has been discussed with the contractor.</p> <p>LC explained that there are 2 parts to this indicator – the repair must be fixed right first time but also within the target timescale. LC advised the Associations KPI targets will be brought to the Board in quarter 4.</p> <p>CEO added that he has been in regular contact with the Chief Executive of City Building and they have agreed and installed a liaison between ng homes and City Building. That individual staff member will work directly with ng homes and then can link back to City Building services. CEO went on to say that some of the issues are IT related and those are also being worked from both our side and theirs.</p>		
f.	Complaints and Compliments (Q2)		
	Members NOTED the report providing an update on complaints and compliments received for the period 1 July to 30 September 2022.		
g.	Notifiable Events		
	Members NOTED the report advising Members on notifiable events reported to the Scottish Housing Regulator since the last meeting.		
<b>8.</b>	<b>Chief Executive's Update</b>		
	CEO referred to the death of 2-year old Awaab Ishak and shared with Members steps he has taken to tackle damp in ng homes properties. CEO went on to say that, in his opinion, damp, condensation and mould should be treated as a H&S priority in the same bracket as things such		

	<p>as gas, electrical, asbestos, etc. The Head of Investment has been asked to contact HSE for their view on it. CEO went on to say that training on the subject was carried out earlier this year and that same group will be brought together again to reinforce the seriousness of the message. CEO wanted to give assurance to Members that the matter is being treated as a serious issue.</p> <p>Member commented that this sounds like the right approach and is probably overdue and commended the CEO's refreshing approach.</p> <p>CEO referred to the Board mid-year review that took place on 14 November and advised that the slides will be shared. The CEO reminded Members that he is happy to meet any board member either individually or collectively to have a chat about what was discussed or any other relevant business.</p> <p>CEO advised that the SHR got in touch to arrange to meet to discuss ng homes' engagement plan and offered December or January and Monday 12 December 2022 has been confirmed.</p> <p>CEO referred to the Levelling up Bid that was submitted as part of Glasgow City Councils application that was then delayed due to the change of Prime Minister and UK government Ministers. A decision is expected in December. CEO reminded Members that the money would be significant for Stoneyhurst Street and would bring currently empty units back into play, generating income. If successful, the Levelling up fund and the Capital Regeneration Grant Fund would bring ng homes circa £2.5m and the Association would add a cash investment of £1.5m to deliver the project.</p> <p>CEO referred to ongoing discussions with Glasgow City Council officers on how ng homes can provide accommodation for Ukrainian refugees. GCC were looking for as many units as possible and ng homes have put forward 114 units. A timeline of when to expect individuals is still unknown. CEO commented that this impacts on the strategic development framework document for Balgrayhill, Hawthorn and Balmore as this would bring those vacant units back into mainstream letting. Funding and finance would be required to bring those properties</p>		
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	<p>up to standard and ng homes would be expecting that to include EESSH2 standards before letting at the nominated rent.</p> <p>CEO commented that over the last year the Association has put learning and development plans in place for all staff and are working to ensure all staff have all the tools to do the job. This is encompassed in health and wellbeing and the Association trialled a health and wellbeing project that includes questions and scoring approved by the World Health Organisation (WHO). It was trialled with 12 managers (2 were absent on the day). CEO advised that it will be rolled out to all staff and commented that it is important the Association work with individuals and take into account that staff are dealing with change that is not just a result of things happening in the outside world such as covid, war, politics but changes internally such as structural changes and line management and it is important that staff are supported.</p>		
<b>9.</b>	<b>Chairs' Remarks</b>		
	None.		
<b>10.</b>	<b>Delegates Feedback</b>		
	<p>CM shared the EVH monthly report when it was issued. CR had no additional information.</p> <p>JT has not heard anything from SFHA or GWSF.</p>		
<b>11.</b>	<b>AOCB</b>		
	None.		
<b>12.</b>	<b>EVH Salary Negotiations – Ballot23</b>		
	All ng homes staff left the meeting. Board Members considered the letter detailing EVH's proposal and Employers' Ballot Paper from the Chair of the EVH Negotiating Committee regarding the annual staff salary negotiations. Board members voted on the proposal and a unanimous decision was AGREED to be submitted to EVH by the deadline of Wednesday 30 November 2022.		
<b>13.</b>	<b>Date of Next Meeting – Tuesday 7 February 2023</b> Meeting concluded at 18:30		