



Board Meeting Minutes

Meeting:	Board Meeting	Location:	Saracen House / Microsoft Teams
Date:	28 March 2023	Time:	4.30pm
Attendees:	J Thorburn C Rossine G Satti J Fernie	J Kennedy (virtual) – left after item 6 J MacLeod (virtual) J Berrington (virtual) M Grimley (virtual)	
Apologies:	P Nelson, A Gow, F Malcolm		
In Attendance:	J Devine (CEO), B Hartness (DCEO) BH, L Cooper (DHS) LC, A Bell (DDPS) AB – left after item 4(g)		
Minute Taker:	C Murray CM (PA)		

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Declaration of Interest and Attendance		
	As Above.		
3.	Minutes of Board Meeting on 7 February 2023		
	Board AGREED the minutes were an accurate record of the meeting. Proposed J MacLeod Seconded J Thorburn i) Matters Arising None.		
4.	For Approval		
a.	Management Accounts to 31 January 2023		
	BH presented the Management Accounts for the period to 31 January 2023 and commented that the Association remains in a viable position and projections have been accurate. Members were pleased with the		

	<p>progress given the challenges and level of expenditure over the last 3 years.</p> <p>Members APPROVED the Management Accounts for the period to 31st January 2023.</p> <p>Proposed J Berrington Seconded J Fernie</p>		
b.	NGHA Budget		
	<p>BH presented the annual budget annual budget which includes an assessment of the full cost of each activity and a fair allocation and apportionment of costs.</p> <p>Member asked about the variance of rental income vs budget BH advised that this was due to not only just the difficulties and time issues with doing a budget months before that start of a period. It also included that we move rent as properties are void to the rent that would be applicable to the property, This generally involves an uplift to the rent, so hence being ahead of budget.</p> <p>CEO commented that they have continued to honour the rental agreement following the stock transfer from GHA. The Association has considered rent harmonisation and never anticipated some of the tenancies and therefore rental periods to last so long.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> a) the revised budget for 2023/24. b) to receive quarterly reports on performance. c) to delegate DCEO / C.E.O (and Executive Team) with day-to-day responsibility for implementing and managing overheads and overall budget reporting any material changes as necessary. d) the Executive team to continue to review expenditure for savings and to report back to Board on such. <p>Proposed J Thorburn Seconded G Satti</p>		

c.	NGPS Business Plan & Budget		
	<p>BH presented the NGPS Business Plan and Budget. BH highlighted the increase of 5% on management fees. A 5% increase for insurance has been built in but are currently awaiting the results of the insurance renewal so the insurance premium may change.</p> <p>Members APPROVED:</p> <p>a) the draft budget for 2023/24;</p> <p>b) factoring charges for 2023/24 subject to final confirmation of insurance premium.</p> <p>c) to receive quarterly reports on performance through the NGPS minutes.;</p> <p>d) to remit the Business plan back to NGPS for approval.</p> <p>Proposed J Kennedy Seconded J MacLeod</p>		
d.	ng2 Business Plan & Budget		
	<p>BH presented the ng2 Business Plan and Budget.</p> <p>CEO commented that although it is important ng2 remain viable it is important for Members to be aware of the benefits ng2 bring to the Association such as savings on VAT on labour or dealing with bulk/fly tipping via ng2 at cost, which releases pressures on the Association's finances, as well as the employment opportunities ng2 bring to the local community.</p> <p>Members APPROVED the business plan of NG2 and remits it back to the NG2 Board to adopt.</p> <p>Proposed J Berrington Seconded G Satti</p>		
e.	DSGL Business Plan		
	<p>BH presented the DSGL Business Plan and Budget.</p> <p>Member asked for an update on the progress with the commercial unit at Keppochhill Road.</p>		

	<p>BH commented that it has been delayed and due to discussions with [REDACTED] [REDACTED] [REDACTED] The property will be run through the Association as it avoids the issue of a tri-party lease.</p> <p>Members APPROVED the business plan and budget of DSGL for 2023/24 and remits it back to the DSGL Board to formally adopt.</p> <p>Proposed J Thorburn Seconded G Satti</p>		
f.	Expenses Policy		
	<p>AB presented the revised Expenses Policy. Members considered and APPROVED the policy.</p> <p>Proposed G Satti Seconded J Thorburn</p>		
g.	Strategy Development Funding Plan (SDFP) 2023/24-2027/28		
	<p>AB presented the report. Members APPROVED the Strategy & Development Funding Plan 2023/24 - 2027/28 for submission to Glasgow City Council, Housing & Regeneration Services Department.</p> <p>Proposed J Macleod Seconded G Satti</p>		
h.	Key Performance Indicator (KPI) Targets		
	<p>LC presented the key performance indicators outturn for 21/22, YTD vs target and proposed targets for 22/23. LC requested Members to consider increasing the target for completing disabled adaptations from 25 days to 30 days due to an increase in demands for adaptations along with the increase in cost and lead in time for materials generally making it difficult to achieve the current 25 day target. LC commented that increasing the target from 25 to 30 days would still be a challenging target.</p> <p>Member referred to item 9(b) Benchmarking and asked why a target for adaptations wasn't included. LC explained that the KPIs used in the benchmarking report are the ones the SHR benchmark on their website and adaptations is not one of them. However, The Association did a benchmarking exercise via Scottish Housing Network (SHN) and can provide that information.</p>		

	<p>Member commented they would have liked some more quantitative information in the report.</p> <p>Members discussed the difficulty in calculating a realistic delivery time since requests can vary. It is also difficult to compare to others as each HA's demographic can vary. ng homes have an older demographic of tenants. There are also external factors that can impact such as the timescale of occupational therapists/social care. Coming to the end of the year can also pose delays as the Association nears the end of funding or budget.</p> <p>Member asked of tenancy sustainment is returning to pre-covid levels. LC advised the outturn was around 85% pre-pandemic and the last couple of years has been more stable. When the ban on evictions is lifted there may be a change in that. This is echoed from Shelter Scotland who are expecting an increase in homelessness.</p> <p>LC agreed to provide more information in writing to Members via email relating to the adaptations KPI.</p> <p>Members APPROVED the proposed targets for 23/24.</p> <p>Proposed J Fernie Seconded J Berrington</p>	LC	
i.	Maintenance Policy		
	<p>LC presented the Maintenance Policy and explained the reasons for asking Members to consider changing the timescale for complex repairs from 20 working days to 30 working days.</p> <p>The Association are looking closely at how to provide a better service to its customers and manage expectations better.</p> <p>Members APPROVED the amended Maintenance Policy.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
j.	Housing Services Risk Register		

	<p>Due to the Area Committee being disbanded by the Board in February 2023 LC presented the Housing Services Risk Register in its place. Members considered and APPROVED the proposed changes to the Housing Services Risk register.</p> <p>Proposed J Berrington Seconded J Thorburn</p>		
5.	Chief Executive's Update		
	<p>CEO provided Members with an update on the Notifiable Event following a fire at [REDACTED] Saracen Street on Thursday 16 March 2023 and the priority for people's safety. CEO advised that politicians have also been kept up to date and press enquiries have been responded to.</p> <p>CEO was pleased to report that the Notifiable Event regarding asbestos is now closed.</p> <p>CEO thanked Board Member, [REDACTED] for presenting on the subject of risk and resilience to the senior management team and that the feedback has been positive. CEO appreciates it is a difficult subject matter and the recommendations made will be considered. CEO said that risk registers in general are being reviewed across all departments.</p> <p>CEO advised of a successful funding application for £3.9m via the Scottish Government .to bring properties back up to standard to house Ukrainian refugees.</p> <p>Following the unsuccessful Levelling Up Bid, the CEO continues with discussions with GCC on alternative funding to bring property at Stoneyhurst Street back into play.</p> <p>CEO informed Members of a successful opportunity to welcome a graduate on a four-month work placement via GCC's Step up to Net Zero initiative to review the Associations approach.</p> <p>CEO referred to the upcoming Board Strategy Day scheduled for Sunday 14 May and advised of plans to have an agenda item to discuss the future of social regeneration at ng homes following the retirement of the [REDACTED].</p>		

CEO referred to his update at the February Board Meeting where he advised of plans to review the service provided by concierge and confirmed that a consultant has been appointed.

CEO referred to a recent, successful work placement via ng2 that recruited 20 people to start (■ of who had additional support needs (ASN)). CEO was pleased to report that 13 completed the placement (■ with ASN) and 9 went onto secure employment with ng2 ■ with ASN):

	DWP	ASN
Number started	20	■
Number completed	13	■
Number offered positions	9	■

CEO is keen to broaden the equality and diversity throughout the organisation, take the pressure off of ng2 annual recruitment as well as improving social benefits and supporting people. CEO invited any Board Member who may wish to discuss the employability strategy in more detail separately.

The Association had a visit from ■■■■■ (■■■■■ Scottish Government). CEO advised that ■■■■■ was instrumental in securing funding that started ng2 and wanted to show ■■■■■ what ng2 has achieved. They also walked Possilpark and discussed areas of opportunity.

As a new chief executive, the CEO meets regularly with local politicians, senior managers, etc. An 'update from the CEO' is also included in every staff newsletter, however the CEO is conscious of being accessible, listening to every member of staff and giving everyone a voice, therefore the first of monthly 'drop in' sessions with the CEO for all staff is starting tomorrow.

Since the last Board meeting there has been a second incident where staff have been threatened with physical violence and insulted. CEO stressed the Association's zero tolerance approach to that kind of behaviour and is making some modest changes to the reception areas. The Regulator has been informed and local politicians have also been informed that ng homes will take a firm stance on tenants who think

	<p>that sort of behaviour is appropriate. Staff affected by such incidents have been supported throughout and both tenants have been banned from accessing the office. Advice on whether to take legal action is being sought.</p> <p>CEO was aware that he covered a lot in his update and invited any questions or for Members to get in touch to arrange a separate chat to discuss anything in more detail.</p>		
6.	Chairs' Remarks		
	<p>Chair gave thanks to the staff involved in the incident at Saracen St on Thursday 16 March 2023.</p> <p>CEO commented that all [REDACTED] involved have been supported throughout.</p>		
7.	Delegates Feedback		
	<p>The EVH meeting with union scheduled in February to discuss the proposed changes to Staff T&Cs was cancelled as the union had not responded to them.</p> <p>Chair gave feedback following the CIH Housing Festival that three Board Members attended.</p> <p>Chair attended SFHA's Governing body member assurance - putting safety first and shared the slides via Members iPads.</p> <p>Member gave an update following the first GWSF meeting in three years.</p>		
8.	AOCB		
	<p>CEO raised concerns for the Ukrainian families settling in the area. There has been little information on what wrap-a-round support they will get resulting in a potential risk, reputationally, on how these families integrate into the community. ng homes will be asking GCC for more information and a plan.</p>		
9.	For Noting		
a.	Notifiable Events		

	Members NOTED the report providing an update on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.		
b.	Benchmarking		
	Members NOTED the report detailing the performance of ng homes in comparison to peer landlords.		
c.	ng homes Engagement Plan Meeting with SHR		
	Members NOTED the report providing information on what was discussed with the Scottish Housing Regulator on 12 December 2022 regarding ng homes' engagement plan.		
10.	Minutes of Subsidiaries / Sub-Committees		
a.	Minutes of the ng2 Board Meeting on 14 February 2023		
	Noted.		
b.	Minutes if the Audit Committee on 16 February 2023		
	Noted.		
c.	Minutes of the ng Property Board Meeting on 22 February 2023		
	Noted.		
d.	Minutes of the Regeneration Committee on 7 March 2023		
	Noted.		
11.	Date of Next Meeting – Tuesday 23 May 2023 Meeting concluded at 6.00pm		