



Board Meeting Minutes

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

Date: 23 May 2023 **Time:** 4.30pm

Attendees: J Thorburn J Kennedy
C Rossine J MacLeod (virtual)
G Satti M Grimley (virtual) – left at 6:07pm
F Malcolm

Apologies: P Nelson, A Gow, J Berrington, J Fernie

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

Minute Taker: C Murray CM (PA)

| | Agenda | Action | Date |
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| 1. | Apologies | | |
| | As above. | | |
| 2. | Declaration of Interest and Attendance | | |
| | As Above. P Nelson requested a leave of absence until the end of July 2023. Proposed G Satti Seconded J Thorburn | | |
| 3. | Minutes of Board Meeting on 28 March 2023 | | |
| | Board AGREED the minutes were an accurate record of the meeting. Proposed J Kennedy Seconded J Thorburn i) Matters Arising | | |

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| | Item 4(h) – an email with further information on adaptations was shared with the Member who raised a question at the meeting. That email will be circulated to all members. | LC | |
| 4. | For Approval | | |
| a. | Reactive Repairs and Maintenance Measured Term Contract Tender | | |
| | <p>AB presented the report explaining the tender and procurement process for the day-to-day reactive repairs and maintenance contract. AB confirmed that the scoring panel always consists of a one or two members of staff, an external consultant and a Board member.</p> <p>Members referred to section 4 of the report and queried the difference of the tender submitted and tender corrected sum. AB explained that this was due to arithmetic errors where entire priced sections had not been carried over to the summary page. Furthermore, a section on window renewals had not been priced at all. A provisional sum has been added for this element of work and will be closely monitored.</p> <p>Members APPROVED the appointment of City Building (Contracts) LLP to the Day-to-Day Reactive Repairs Measured Term Contract in the sum of £702,484.88 plus VAT of £140,496.97 equating to £842,981.86.</p> <p>Proposed G Satti Seconded J Kennedy</p> | | |
| b. | Strategy & Development Funding Plan (SDFP) 2023/24-2027/28 (REVISION 2) | | |
| | <p>AB presented the revised Strategy & Development Funding Plan (SDFP) for 2023/24-2027/28.</p> <p>Members noted a correction in the report, the 3 closes Glasgow City Council has agreed to provide Feasibility Study Funding for are 106, 110 and 116 Stonyhurst Street (not 104).</p> <p>Members APPROVED the revised Strategy & Development Funding Plan 2023/24 - 2027/28 for submission to Glasgow City Council, Housing & Regeneration Services Department.</p> <p>Proposed J Thorburn Seconded F Malcolm</p> | | |

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| c. | Management Accounts to 28 February 2023 | | |
| | <p>BH presented the Management Accounts for the period to 28 February 2023, highlighting the comparisons against budget.</p> <p>Member asked if utilities were on a fixed or variable contract. BH explained that where possible, contracts had been taken over a short period of one year so that we were not tied to the current high rates on a long-term basis. Contracts have been difficult to procure as there is no competition in the utilities market and prices have not declined, however BH is hoping to see improvement in the coming months.</p> <p>Members APPROVED the Management Accounts for the period to 28 February 2023.</p> <p>Proposed J Kennedy Seconded F Malcolm</p> | | |
| d. | NGHA Business Plan | | |
| | <p>BH presented the Business Plan for the Association for 2023-2026. BH commented that some of the themes were discussed at the Board Strategy Day on Sunday 14 May 2023.</p> <p>BH referred to the sensitivity analysis which assumes only one element changes and assured Members that they would always react to ensure the viability of the Association.</p> <p>BH highlighted that the Business Plan does not include the bid for the Ukrainian project as they did not have confirmation of it at the time of writing. It does take cognisance of things Housing Associations should be moving towards such as Housing to 2040, Net Zero, etc. The Asset Management Strategy continues to be progressed which will influence the Business Plan next year.</p> <p>Members APPROVED submission of the Plan as required to lenders and to the Scottish Housing Regulator, with a summary of the Plan to be prepared for staff and key stakeholders.</p> <p>Proposed G Satti Seconded J Thorburn</p> | | |

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| e. | Five Year Financial Projections (FYFP) | | |
| | <p>BH presented the five-year financial projections (FYFP).</p> <p>Members APPROVED the five-year financial projections return.</p> <p>Proposed J Kennedy Seconded G Satti</p> | | |
| f. | Business Plan Priorities Progress – Q4 | | |
| | <p>BH presented the report providing Members with a position in quarter four on business plan priorities 2022-2025.</p> <p>Members APPROVED the Business Plan priorities progress.</p> <p>Proposed J Thorburn Seconded G Satti</p> | | |
| g. | Loan Portfolio Return | | |
| | <p>BH presented the report explaining that the loan portfolio return, which must be submitted to the Scottish Housing Regulator (SHR) by 30 June 2023, would not be ready on time to request approval at this meeting.</p> <p>Members APPROVED the loan portfolio return be delegated to the Audit Committee.</p> <p>Proposed F Malcolm Seconded J Kennedy</p> | | |
| h. | Annual Return on Charter (ARC) | | |
| | <p>LC presented the out-turn performance in the ARC for 2022/23 and advised Members that she had met with the Chair and CEO to discuss all the statistics thoroughly.</p> <p>Members APPROVED performance for 22/23, as set out in the ARC return, and for the document to be sent to the Scottish Housing Regulator (SHR).</p> <p>Proposed F Malcolm Seconded J Thorburn</p> | | |
| i. | Housing Services Restructure | | |
| | LC presented the report requesting approval to consult with staff in Housing Services on a potential restructure. | | |

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| | <p>Member asked if artificial intelligence (AI) would be used as part of the restructure to improve the service to the customer. CEO advised that AI is embedded in the digital strategy and that IT in general is playing a huge part in improving customer service. CEO went on to say that the Housing Services restructure is more about the people and getting the structure right to get more feet on the ground and out in their patches to deal with things such as anti-social behaviour and fly-tipping. The structure will be underpinned by technology.</p> <p>Member referred to English law requiring Housing Officers to have a recognised qualification and as Scotland tends to follow suit, suggested it might be worth looking at.</p> <p>CEO advised that as members of organisations such as CIH, ng homes should be kept aware of such legislation. The Association tries to get ahead of guidance such as the building regulations in England, in particular around high-risk buildings.</p> <p>Members APPROVED consultation with staff in Housing Services on a potential restructure.</p> <p>Proposed G Satti Seconded J Kennedy</p> | | |
| j. | Balgrayhill Road Villas | | |
| | <p>LC presented the report regarding the Association being approached by Glasgow City Council to acquire two grade A listed semi-detached properties at 140 and 142 Balgrayhill Road.</p> <p>CEO caveated the request by saying it is only to enter into discussions at this stage and any acquisition would be subject to a verified survey and Board approval.</p> <p>Members discussed and APPROVED senior officers to progress discussions with GCC to purchase these properties as presented at the Board Strategy Day.</p> <p>Proposed F Malcolm Seconded J Thorburn</p> | | |

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| k. | Gifts, Hospitality and Donations Report | | |
| | <p>TS presented the report updating Members on gifts and hospitality given and received and on donations made by the Association/group subsidiaries.</p> <p>Members APPROVED the relevant notifications provided to Corporate Services for the period covering 1st October 2022 to 31 March 2023.</p> <p>Proposed G Satti Seconded J Kennedy</p> | | |
| l. | Return to the Workplace / Hybrid Working | | |
| | <p>TS advised Members that since the Association adopted hybrid/remote working on a temporary basis as a result of the Covid-19 pandemic, staff have been advised throughout that any permanent hybrid/remote working model would be a Board decision. TS referred to the Board Strategy Day on Sunday 14 May 2023 where the subject was discussed. TS referred to the 5 key strands of information to consider as detailed in the report.</p> <p>Members discussed the proposal to create a working group consisting of Board members and staff to consider the position on hybrid/remote working and to bring a recommendation back to the next Board meeting for approval.</p> <p>It was AGREED that the Board sub-group to join the staff sub-group would consist of the Chair, Vice-Chair, J Thorburn and F Malcolm. M Grimley also showed an interest, but it would be dependent on time commitments.</p> <p>Proposed J MacLeod Seconded J Kennedy</p> | | |
| 5. | Chief Executive's Update | | |
| | <p>CEO updated Members on the current status of the Associations Notifiable Events. CEO drew Members attention to item 9(g) in the papers that details a new event to report to Members, that occurred in April 2023.</p> | | |

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| | <p>CEO advised Members of an additional bid for £900k for the Ukrainian project. This will take the Association to approx. £4.9m for capital works on properties that have been unoccupied for some time.</p> <p>CEO advised that a Programme Meeting had taken place with GCC to discuss the draft SDFP. As AB advised within item 4(b) the Association will be applying for feasibility study funding for the gap site at Ashfield Street / Crowhill Street in addition to the 3 closes at Stonyhurst Street.</p> <p>During the discussion ,GCC indicated that they had reasonably healthy acquisitions budget. The Association will look at seeking funding to acquire isolated owner occupied properties within an otherwise tenanted block to consolidate Association ownership within closes.</p> <p>The work on the Saracen Street shopfronts is paused due to structural issues. A possible solution has been identified and Officers continue to work with shop owners affected.</p> <p>CEO invited any Members who missed the Board Strategy Day to get in touch should they wish to discuss anything on the agenda.</p> <p>A new application will be submitted to the Community Regeneration Grant Fund to turn 252 Saracen Street into a social entrepreneurial centre.</p> <p>CEO advised Members that the Deputy Director of Regeneration, Margaret Fraser, has confirmed her retirement date as 31 July 2023. Line management of Regeneration staff will be taken over by the Director of Housing Services and a handover is underway.</p> | | |
| 6. | Chairs' Remarks | | |
| | <p>Chair gave feedback on the EVH conference that took place last week.</p> <p>Chair advised that J Thorburn was elected to the EVH Executive Committee.</p> <p>Slides for any conference or event attended will be shared with Members where possible.</p> | | |

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| 7. | Delegates Feedback | | |
| | <p>Member advised that Scotcash agreed for a voluntary liquidation. They have effectively stopped issuing loans while the wind down is carried out.</p> <p>Feedback on GWSF and CPP was also provided.</p> <p>MG left the meeting at 18:07.</p> | | |
| 8. | AOCB | | |
| | <p>TS said Members may have noticed different covers for the papers this time around. TS advised that the Association are trialling standardised corporate covers for all Board and Committee meetings and this will create a more consistent look and will be more efficient due to the staff time taken sourcing photographs and invited Members views.</p> <p>TS explained that as part of the Association's cyber security initiative staff were issued with mobile phones to allow for 2-factor authentication to access the Association's systems and this extra level of security would support the Association in achieving Cyber Essentials Accreditation. Board Members will also be issued with mobile phones and 2-factor authentication. IT consultant, Robert Campbell will arrange to meet members individually to provide them with a company phone and talk them through the changes.</p> | | |
| 9. | For Noting | | |
| a. | Governance Update | | |
| | Members NOTED the report providing an update on governance related matters from 24 January 2023 to 9 May 2023. | | |
| b. | Declaration of Interests YTD | | |
| | Members NOTED the report providing an update on the current declaration of interests by ng homes Board and ng homes group staff. | | |
| c. | Freedom of Information | | |
| | Members NOTED the report providing an update on FOISA requests and EISR requests during Q3 and Q4 2022/23. | | |
| d. | Governance Assessment | | |
| | Members NOTED the report explaining the Association's plans to work with external consultant, John Mulholland to conduct a comprehensive | | |

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| | assessment of the Associations governance arrangements to support in the preparation the Assurance Statement to be submitted to the SHR by 31 October 2023. | | |
| e. | KPI Performance YTD (Q1-4) | | |
| | Members NOTED the report providing the position on Key Performance Indicators from April 22-March 2023. | | |
| f. | Complaints and Compliments | | |
| | Members NOTED the report providing Members with an update on complaints and compliments received for the 3-month period 1 January to 31 March 2023 (Q4). | | |
| g. | 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. LC highlighted the report having more detail than usual as it was one of the more serious events the Association has dealt with and gave Members the opportunity to ask any questions. | | |
| 10. | Minutes of Subsidiaries / Sub-Committees | | |
| a. | Regeneration Committee Meeting on 2 May 2023 | | |
| | Noted. | | |
| 11. | Date of Next Meeting – Tuesday 25 July 2023 Meeting concluded at 6:25pm | | |