



# 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

██████████ (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] 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

	<p>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.</p> <p>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.</p> <p>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.</p> <p>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> <p>After discussion Members considered and:</p>		
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	<ol style="list-style-type: none"> <li>1. APPROVED the Self-Assessment Outcome Report for up to September 2023.</li> <li>2. AGREED that self-assessment against the Scottish Housing Regulator's Regulatory Standards of Governance and Financial Management is conducted annually going forward.</li> <li>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.</li> <li>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.</li> <li>5. AUTHORISED the Chairperson to sign the Annual Assurance Statement letter and send it to the SHR by 31 October 2023.</li> </ol> <p>Proposed A Gow    Seconded J Kennedy</p> <p>CEO gave thanks for everyone's contribution.</p>		
<b>4.</b>	<b>Chief Executive's Update</b>		
	<p>CEO commented on the progress of the Ukrainian project which is still within budget. LC is identifying tenancies for the 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</p>		



	<p>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, [REDACTED], 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>		
<b>5.</b>	<b>Chair's Remarks</b>		
	<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>		
<b>6.</b>	<b>AOCB</b>		

	<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>		
<b>7.</b>	<p><b>Date of next meeting – Thursday 30 November 2023</b></p> <p>Meeting ended at 18:17</p>		