



Board Meeting Minutes

Meeting: Board Meeting **Location:** DoubleTree by Hilton Hotel
Date: 28 June 2024 **Time:** 2pm

Attendees: C Rossine (Chair) J Thorburn
G Satti A Gow
J MacLeod J Fernie

Apologies: F Malcolm, M Grimley, J Berrington, J Kennedy

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

Minute Taker: A Whiteford (SCSO)

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Declaration of Interest and Attendance		
	It was agreed to extend M Grimley's leave of absence for a further 3 months. Proposed J MacLeod Seconded G Satti		
3.	For Approval		
	Item 3 (d) - Response to SHR Letter was taken at the start of the meeting followed by Item 3 (c) Governance and Improvement Plan.		
a.	Regulatory Engagement Report		
	The Board members in attendance agreed that the above report should be withdrawn at this time.		

b.	Compliance Report		
	<p>LC presented the report giving an update for the Board on progress with the ongoing work on statutory and regulatory compliance for the reporting period 1st April 2024 – 31st May 2024.</p> <p>At this morning’s Board Strategy Day, Board Members were taken through a presentation on the role of technology and how it is supporting cyber security, system resilience, compliance management and service delivery. Members were shown the detail of how AI automates the processing of information and how the systems are integrated which in turn populates the compliance dashboards. The dashboards are used as a daily operational management tool. The dashboards generated the data within appendix A.</p> <p>Following the presentation Board Members took control of the conversation and challenged with a range of questions on risk, business continuity, system resilience as well as how the data was evidenced and stored.</p> <p>LC informed the Board that, at present, ng does not have a dashboard for asbestos management but this is currently being developed and ACS are assisting with reviewing our asbestos management system.</p> <p>In response to a member query, LC explained the difference between LD1 and LD2 compliance in relation to Fire Safety. Member requested that a glossary be added into the report to include the definitions of the acronyms in the report.</p> <p>LC explained that if there are any anomalies or items which the Board should be aware of, these will be detailed automatically in the comments box.</p> <p>LC informed the Board that the gas process starts 9 months in advance and the dashboard gives assurance to members that ng is ahead of the programme and the Board are able to see the starting point each month.</p>	LC	asap

	<p>CEO highlighted that, in relation to water safety, ng are working towards disconnecting all tanks and replacing them with a mains fed system. This is a complex project which involves accessing individual properties and loft areas and there are currently 3 contractors working on this.</p> <p>It was noted that 3 references to the "Board Working Group" within the report should have been reference to the "Board".</p> <p>LC advised that if any Board member would like to go through the report and Appendix in more detail they should contact her.</p> <p>The Board NOTED the contents of the report and APPROVED that the reporting format and content as detailed within the Appendix be sent to the SHR by the end of June 2024. The Board delegated authority to the Board Working Group to send this information to the SHR monthly.</p> <p>Proposed G Satti Seconded J Thorburn</p>	Board	asap
c.	Governance and Improvement Plan		
	<p>Members discussed the Governance and Improvement Plan which was created and approved by the Board on 14 May and shared with SHR on 16 May. The Plan was subsequently revised taking into account comments from ng homes' Regulation Manager who contacted the Chair on 4 June.</p> <p>It was agreed that more information on training would be included in the plan and that 2 additional action points would be added into the Plan as follows:</p> <ol style="list-style-type: none"> 1. The Board to invite a suitably qualified and experienced external consultant to meet with them with a view to commissioning an independent technical review of the Association's tenant and resident safety arrangements. 2. The Board to invite a suitably qualified and experienced external consultant to meet with them with a view to 		

	<p>commissioning an independent review of the Association's governance arrangements.</p> <p>Members APPROVED the plan subject to the above amendments and granted delegated authority to the Board Working Group to provide monthly updates to the SHR as per ng homes Engagement Plan.</p> <p>Proposed J Thorburn Seconded G Satti</p>		
d.	Response to SHR letter – taken at the start of the meeting		
	<p>Board reviewed the draft response to the SHR letter dated 4th June 2024.</p> <p>Member talked through the draft letter which has been drawn up for Board consideration and approval after reviewing the various reports and letters from SHR. The reply is intended to address the SHR's concerns in relation to the Board analysing what went wrong from a governance point of view, recognising the Board's role in not identifying that there was a problem and importantly arriving at a solution. This would include commissioning external consultants to assist the Board. The letter is concise and complements and links in with the Governance and Improvement Action Plan rather than having an extensive narrative.</p> <p>Members discussed the letter and, as a result, agreed to insert 2 additional action points as detailed in Item 3(c) above into the top of the Governance and Improvement Action Plan and to include a reference to Board Training in the Plan.</p> <p>The Board APPROVED the contents of the letter and that it would be submitted to the SHR along with the Governance and Improvement Action Plan by 5th July 2024.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
e.	Homeless Target		
	<p>LC presented the report regarding ng homes' homeless target of 35% of lets being made to homeless households for the year 2024/2025. This was agreed at the Board meeting of 4th April 2024. However</p>		

	<p>Glasgow City Council (GCC) has now issued their Local Letting Plan for 2024/2025 which asks RSLs to provide 67% of their void properties to be let to statutorily homeless households.</p> <p>LC explained that to meet the Council’s target would require letting approximately 275 properties to statutorily homeless cases per year (this does not include the 139 properties we have made available to GCC for Ukrainian families in 23/24). This would only leave 33% of void properties to be made available to let to ng homes’ transferring tenants and waiting list applicants. These properties are in high demand with a current waiting list of 5461.</p> <p>LC does not believe that the target of 67% is an achievable target for the reasons detailed in the report. LC has also discussed this with other Housing Associations and no other HA is looking to use the target of 67% with the highest amount heard of being 50%.</p> <p>It is therefore proposed that ng increase our current target by 10% to 45% which could potentially result in around 185 lets to statutorily homeless households. This would mean the target is achievable and could be increased in future if it was thought appropriate to do so.</p> <p>Members debated the issue in light of the Council’s request and agreed there was a need to strike a balance by keeping the majority of voids for tenants on our own housing list at the moment with possibly a stepped process. LC advised members that the target would be to achieve a minimum of 45% and that she would look at how this would be managed . LC advised that we will report progress on this target to the Board through the KPI reports that currently go to the Board for noting and we will allow time for discussion on this at future Board meetings.</p> <p>Board APPROVED the proposed lets to homeless households at 45%.</p> <p>Proposed G Satti Seconded J Thorburn</p>		
<p>4.</p>	<p>Date of next meeting</p>		
	<p>The next meeting will be held on Tuesday 30 July 2024.</p>		