



Board Meeting Minutes

Meeting: Board **Location:** Ron Davey Enterprise Centre, 10 Vulcan St

Date: 6 February 2018 **Time:** 5pm

Attendees: J Thorburn, JT (Chair), C Rossine CR, J Berrington JB, M Thomson MT, B Rossine BR, R Porter RP, I Cross IC, G Satti GS, T Dow TD, R Deumeni RD (presentation only), R Maguire RM

Apologies: A Gow

In Attendance: R Tamburrini (CEO) RT, AM Devlin (D/CEO) AMD, B Hartness (DF) BH, J Devine (DR) JD, M Fraser MF

Minute Taker: A Whiteford – (CSO) AW

	Agenda	Action	Date
	Gordon Birrell from Chiene & Tait Financial Planning confirmed the overall position with ng homes pension liability. He advised that the steps taken historically had placed ng homes in a strong position both in terms of addressing liability whilst taking into account the impact change could have on the staff and the Association in general. He added that whilst the overall position was much more positive than in previous years, the key future financial issue would be the potential of a cessation event within the SPF scheme assuming no change in legislation. In addition, whilst potential cessation is some years away this should be monitored and Board consideration given at some point to potentially create funds to mitigate a rise in future additional cost. He suggested that the likely end of the SHAPS deficit contributions may be an opportune time to consider this. Agreed Gordon would follow this up with a letter to capture the key points of the presentation in terms of what the Board needs to be aware of in regard to future scenarios.		
1.	Apologies		
	As above.		
2.	Declaration of Interest and Attendance		
	None.		

3.	Minutes of Meetings		
a.	Minutes of Board Meeting on 28 November 2017		
	<p>Board AGREED the minutes were an accurate record of the meeting. Proposed J Berrington Seconded C Rossine</p> <p>i) Matters Arising These will be dealt with in the reports.</p>		
b.	Minutes of Audit Sub-Committee Meeting on 28 November 2017		
	<p>Noted.</p> <p>Member raised the issue of Sub-Committee membership and members agreed to review the effectiveness of this vital part of the governance structure. Items discussed included:</p> <ol style="list-style-type: none"> 1. Changing the time of the Audit Sub-Committee to make it more accessible for members who work. 2. Including the Association Chair as a member of the Audit Sub-Committee. 3. Exploring the possibility of recruiting a person with financial expertise to join the Audit Sub-Committee. <p>AGREED that any member wishing to join the Audit Sub-Committee speak direct to Bob Hartness.</p>	All	
c.	Minutes of ng property Meeting on 22 November 2017		
	Noted.		
d.	Minutes of Staffing Sub-Committee Meeting on 27 November 2017		
	Noted.		
e.	Minutes of Regen Sub-Committee Meeting on 7 December 2017.		
	Noted.		
f.	Minutes of ng2 Board Meeting on 5 December 2017.		
	Noted.		
g.	Minutes of Urgent Decision Meeting on 20 December 2017 – for ratification		
	Board RATIFIED the decision taken to approve the granting of a		

	tenancy to an ng2 employee. Proposed R Porter Seconded C Rossine		
4.	Chief Executive's Update		
	CEO reported that Agnes Wilson has resigned from the Board and Committees and as EVH Representative (Substitute). Board AGREED that J Thorburn be the new EVH Substitute. Proposed T Dow Seconded I Cross		
5.	Reports for Approval		
a.	Management Accounts		
	Members noted income and expenditure and balance sheet for the period to 30 th November together with cash flow and accompanying notes. BH explained the reasons for the variances from the budget such as £138k over budget for cyclical maintenance mainly due to spending on smoke detectors. The bank balance has continued to decline in December due to level of planned maintenance expenditure. Member queried computer license and accessories being over budget by £37k and BH explained this was due to new computer licences being paid for upfront, purchase of Total Mobile package, and new call centre software being installed this week. This is just part of running the business and will revert to a more normal level of expenditure next year. Board APPROVED the management accounts for the period to 30 November 2017. Proposed I Cross Seconded T Dow		
b.	Investment Programme Update 2017/18		
	Board noted report providing an update on the planned maintenance programme covering project approvals for communal fire door upgrade at 178/198 Balgrayhill Road and 22/42 Viewpoint Place (270 doors). This work is being undertaken as a result of recommendations arising from the ACS Fire Risk Assessments recently carried out. Board APPROVED the proposals in the report. Proposed J Berrington Seconded R Porter		

c.	Procurement Update – Flat and Pitched Roofs Framework		
	<p>Members noted report updating them on progress with the procurement of the framework for roof replacement works. Board APPROVED the recommendation that Contract Building Services (Scot) Ltd, AC Whyte and Co Ltd, City Building (Contracts) LLP and Ailsa Building Contractors Ltd be appointed to the flat and pitched roofs framework as they have the highest overall quality/prices scores, subject to confirmation that they, and their sub-contractors are Sika registered.</p> <p>Proposed T Dow Seconded J Berrington</p>		
d.	Possibilities: Support for Specialist Gym Equipment		
	<p>MF referred to report on Possibilities (a charitable organisation based in Possilpark) which provides a wide range of vital support services for vulnerable people within the community, specifically elderly, infirm and people with disabilities. Members AGREED to pledge £10,000 towards the purchase of specialist gym equipment. This would be subject to Possibilities raising £60k plus themselves and the facility being open to ng homes tenants. Board also agreed with the Chair that ng homes promote this much needed specialist facility.</p> <p>Agreed to arrange Board visit to Possibilities in the future.</p> <p>Proposed R Maguire Seconded G Satti</p>	MF	asap
e.	Partnership Opportunity		
	<p>Members noted report regarding a joint initiative with UnLtd Scotland which would provide a learning programme focused on supporting entrepreneurs in north Glasgow to help them start and grow a social enterprise.</p> <p>MF AGREED to:</p> <ul style="list-style-type: none"> • Bring a report back to the Board in 6 months time on progress. • Send out information on an upcoming event on 1st March to the Board. • Take back to UnLtd to publicise the initiative as well as ng homes publicising it. • Invite UnLtd to come along to a Regen Sub-Committee meeting. 	MF	

	<p>Board APPROVED that ng homes provide £5k in Year One to UnLtd Scotland to support this joint initiative.</p> <p>Proposed J Berrington Seconded R Porter</p>		
6.	Policies for Approval		
a.	Customer Care Policy		
	<p>Members APPROVED the review of the Customer Care Policy and noted that only one small change has been made to the policy to include a reference to returning phone calls on the day the call is received.</p> <p>Member queried how staff deal with challenging customers and Depute CEO advised that ng homes approach is set out in the Unacceptable Behaviour Policy.</p> <p>Proposed C Rossine Seconded I Cross</p>		
b.	Asbestos Management Policy		
	<p>Members NOTED policy covering the management of asbestos containing materials which was due for a 4 yearly review. The policy was sent to ACS Physical Risk Control Ltd for a full review and the most significant changes are in relation to Construction Design and Maintenance (CDM) Regulations. JD explained the policy is compliant with current legislation and standards and will be reviewed again in 2022 unless there are any changes in legislation before then.</p> <p>Board APPROVED the revised policy</p> <p>Proposed J Berrington Seconded I Cross</p>		
c.	Budget Setting Policy		
	<p>Board advised of the outcome of the review of the Budget Setting Policy.</p> <p>Member queried the reason why the policy was being reviewed and was advised that policies are reviewed on agreed timescales unless there are particular circumstances such as a change in legislation etc which would require the review to be brought forward.</p>		

	Board APPROVED the policy. Proposed G Satti Seconded I Cross		
d.	Code of Conduct for Board/Committee Members		
	Members APPROVED the review of the Code of Conduct for Board and Committee members. Proposed T Dow Seconded G Satti		
e.	Disaster Emergency Recovery Plan		
	Members noted review of the Disaster and Emergency Recovery Plan which details plans which the Association has in place to deal with emergencies which affect residents' homes and the running of the business. Member queried what would happen in the case of an emergency at The Ron Davey Enterprise Centre and BH agreed to bring a plan for this to the Board. Member sought clarity about the out of hours repair service over the Christmas holidays. AMD to look at putting in place procedures to cover weekends and holidays and bring this back to the Board. Board APPROVED the revised policy. Proposed J Berrington Seconded G Satti A list of all policies was provided to members and member commented that he was impressed with the amount of work involved in producing this amount of policies and the detail involved in them. The list of policies will be provided twice a year in future to look at which policies have been reviewed and which are due for review. Training to be provided to staff on policies on an ongoing basis.	BH AMD AW	March Board March Board Every 6 months
7.	Chair's Remarks		
	Chair reported that Agnes Wilson has been sent a letter to thank her on behalf of the Board/Sub-Committees and Subsidiaries for all her work for ng homes over the years. Chair and Depute CEO reported on a recent SFHA information session		

	on the Lobbying (Scotland) Act 2016 which aims to increase public transparency in relation to face-to-face contact between organisations/some individuals and either the Scottish Parliament or Scottish Government and commences on March 12, 2018. AGREED to circulate presentation.		
8.	Reports For Noting		
a.	Complaints Report		
	Members NOTED report providing information on complaints received and responded to from September to December 2017 together with details of compliments received over the same quarter.		
b.	Governance Update		
	Board NOTED report providing an update on governance related matters including key news and/or publications produced by the Scottish Housing Regulator (SHR), an update on ng homes business planning, Board training, conferences and progress with the governance self assessment process.		
c.	Association Membership Profile		
	Members NOTED report providing an analysis of the composition of the membership of ng homes including information on gender, age, ethnicity and area/type of residency.		
d.	Key Performance Indicators 17/18		
	Members NOTED report providing performance information against the Scottish Social Housing Charter Indicators for year to date 17/18. Board noted overall good performance across the indicators.		
e.	Customer Service Excellence Annual Review: 12 December 2017		
	Members NOTED report providing information on the Association's annual review of the Customer Service Excellence (CSE) Standard which took place on 12 December 2017 and that overall it was a very positive review and a great result.		
f.	Activate		
	Board NOTED report providing information on the success of the Activate programme which ng homes has delivered in partnership with the University of Glasgow over a 5 year period within North Glasgow.		
g.	Pensions Update		
	Members NOTED report providing them an update on matters of		

	interest in relation to pension issues.		
9.	Delegates Feedback		
	<p>CR reported on EVH meeting the previous evening for their 40th anniversary. EVH are looking for somewhere with a car park to host their Roadshow with camper van. They are concluding their fundraising for Childrens' Hospices Across Scotland (CHAS) and are requesting donations to reach their target of £100k. Board AGREED to donate £500.</p> <p>JT and CR to meet with Assistant Director (Corporate Services) after each EVH Meeting.</p>	<p>AMD</p> <p>CR/JT</p>	<p>Asap</p> <p>ongoing</p>
10.	AOCB		
a.	<p>Membership Applications</p> <p>Board APPROVED 5 membership applications as detailed in the report.</p> <p>Proposed G Satti Seconded J Berrington</p> <p>Member queried whether we hold an event for new members and CEO confirmed that the possibility of providing incentives for members such as a prize draw is being considered.</p>		