



Board Meeting Minutes

Meeting: Board Meeting **Location:** The Ron Davey Enterprise Centre / Microsoft Teams

Date: 4 April 2024 **Time:** 4.30pm

Attendees: C Rossine (Chair) J Thorburn (virtual) – left after item 8
G Satti
J Fernie
F Malcolm
J MacLeod

Apologies: M Grimley, J Kennedy, J Berrington, A Gow

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

Minute Taker: C Murray (PA)

	Agenda	Action	Date
1.	Apologies		
	As above. CR thanked everyone for coming. Members APPROVED an extension to M Grimley’s leave of absence for a further 2 months. Proposed G Satti Seconded J Thorburn		
2.	Declaration of Interest and Attendance		
	As above.		
3.	Minutes of the Previous Meetings		
a.	Minutes of Board Meeting on 12 February 2024		
	Board AGREED the minutes were an accurate record of the meeting.		

	Proposed G Satti Seconded J Thorburn i) Matters Arising None.		
b.	Minutes of Board Meeting on 29 February 2024		
	Board AGREED the minutes were an accurate record of the meeting. Proposed J Thorburn Seconded G Satti i) Matters Arising None.		
4.	For Approval		
a.	Compliance policies		
	<p>AB presented the report with a suite of new compliance policies that had been written by external industry experts. Where applicable, these policies will replace the Association's current policies. Each policy was reviewed by the senior staff Members it affected.</p> <p>CEO apologised for the number of policies coming to a meeting at the one time but felt it was important they were not delayed given the notifiable event that happened in relation to lift safety and the focus on all areas of compliance. CEO advised that compliance training sits behind each policy and training has been delivered to relevant staff.</p> <p>Member asked how the policies will be maintained.</p> <p>AB advised that the policies all have a review period of three years but will be updated earlier if there are changes in legislation, regulatory requirements or good practice guidelines. AB went on to say that there are operational procedures that sit behind each policy that will be reviewed more regularly and in line with the policy.</p> <p>AB commented that there were some sections within each policy where it was agreed it would be good practice to mirror throughout all of the Association's policies. This allowed staff to discuss a standard template to be used for policies. Board AGREED that current policies</p>		

	<p>should be updated accordingly and would not need to be brought back to the Board as the changes were not deemed as material.</p> <p>CEO referred to advances in technology and discussions with Censis to install sensors that can monitor damp, fire doors, water and pests and discussions are ongoing. However the Regeneration Committee recently approved sensors for damp and mould. CEO commented that dealing with such an area can be very labour intensive. The sensors will provide us with accurate, useful data in order to manage it better. It will also reduce staff time and the number of visits to properties.</p> <p>Member referred to the discussion at the last Board Meeting on how Members could be reassured on areas of compliance and commended the amount of work that has been done and the discussions at today's meeting is a step in the right direction of providing that reassurance.</p> <p>Members APPROVED the following policies:</p> <ul style="list-style-type: none"> • Asbestos Management Policy • Damp, Mould and Condensation Policy • Electrical Safety Policy • Fire Safety Policy • Gas Safety Policy • Lift Safety Policy • Water Systems and Legionella Policy <p>Proposed J MacLeod Seconded G Satti</p>		
b.	Management Accounts to 31 January 2024		
	<p>BH presented the report and commented that it had been a busy month. The Association is expecting the remaining grant from Scottish Government for the Ukrainian Displaced Persons Fund tomorrow.</p> <p>Member asked what income the Ukrainian project will bring and over what period.</p> <p>BH advised that there are 139 properties ranging from studio flats to 5 bed flats and will generate an average income of £700k per year.</p>		

LC advised that although the project was discussed as a 3-year lease the properties are let directly to the tenant and tenants may stay beyond that.

BH commented that up until the properties were allocated demolition status each property was incurring the cost of double council tax which was approximately. £2K-2.5k per property.

CEO does not foresee the properties at Hawthorn Street and Balmore Road being demolished now as they have been brought up to a standard that could become Mid-Market-Rent (MMR) in future. CEO referred to ng homes' input into Glasgow City Councils Strategic Development Framework that referred to a change in the tenure type of Possilpark that would drive economic change and a mixed community.

Member referred to comments from the local community that the project costs has come out of tenants rent money when in fact it has been funded by the Scottish Government. The project has been beneficial for the Association as well as the local area.

BH referred to the additional money from ng homes to bring Hawthorn Street and Balmore Road up to MMR standard and assured Members it was a worthwhile investment that will benefit the Association financially in future.

CEO referred to Stonyhurst St which has approximately. 25 units lying empty and requires extensive work to bring back up to standard. These units cost the Association between £50-60k per year and generates zero income which is an argument to return these properties back to the letting pool.

Members APPROVED the Management Accounts for the period to 31 January 2024.

Proposed F Malcolm Seconded J Fernie

c.	NGHA Budget		
	<p>BH presented the NGHA budget for 2024/25.</p> <p>BH advised that the increased rental income is a result of the 6% rent increase and additional income generated from bringing empty properties back into the letting pool and was pleased to say a surplus was projected this year. BH highlighted a substantial increase in utility costs. BH referred to the high investment in stock over previous years and that this year's budget for planned maintenance is the lowest it has been in four years. BH assured Members that there will still be a programme for kitchens, bathrooms and rewires as well as compliance matters to ensure properties are up to standard.</p> <p>As the CEO has advised on several occasions there will be investment in technology.</p> <p>BH said generating cash flow is used to reduce liabilities and confirmed that the Association is meeting its commitments and remains in a healthy financial position.</p> <p>Member asked what the impact would be following the changes to the Strathclyde pension fund.</p> <p>BH advised the Association has multiple pension schemes. Our section of the Strathclyde pension fund has a substantial surplus of approx. £4m. Trustees of the scheme have reduced the contribution rates for 3 years reducing the contribution of ng homes from 27% to 6.5% which is a saving of over £200k per year. BH advised that they will be prudent and maintain a higher contribution in the 30-year plan to account for possibility rates will rise again.</p> <p>BH then referred to the SHAPS pension scheme performance which differs as it has a deficit position. BH advised there are currently no deficit payments due from ng homes but that may change over the next couple of years.</p> <p>Member asked about the drop in the bank balances and if that was due to frontloading contractors.</p>		

	<p>BH commented that it is a result of multiple things but is partially due to the loan repayments.</p> <p>Member asked about make up of £8.9m for planned maintenance. BH advised that is for the kitchens, bathrooms, rewires and other works. The work on the multi-storey flats is effectively complete and there will not be a repeat of that expenditure for many years.</p> <p>Members discussed the value of £8.9m against the number of units the Association owns and taking into account everything that needs to be done to maintain compliance.</p> <p>CEO commented on two years that were impacted by Covid-19 due to restrictions in accessing peoples' homes. This has impacted on cyclical programmes such as EICRs that have had to be caught up.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> a) the revised budget for 2024/25. b) receiving quarterly reports on performance. c) Delegation to the DCEO, CEO (and Senior Management Team) with day-to-day responsibility for implementing and managing overheads and overall budget reporting any material changes as necessary. d) For the Senior Management Team to continue to review expenditure for savings and to report back to Board on such. <p>Proposed J Thorburn Seconded J Fernie</p>		
d.	NGPS Business Plan and Budget		
	<p>BH presented the report asking the Board to approve the business plan and budget of NGPS for 2024/25. BH referred to an increase in insurance premiums by approximately, 30/40% that will impact the charges in the next quarter.</p> <p>Member pointed out that the Factoring team have received additional staffing which are reflected in the costs but is helping provide a better service to owners.</p>		

	<p>Members APPROVED the business plan and budget of NGPS for 2024/25 and remits it back to the NGPS Board to formally adopt.</p> <p>Proposed J MacLeod Seconded G Satti</p>		
e.	<p>DSGL Business Plan</p> <p>BH commented that as the Ukrainian Resettlement Project comes to an end DSGL will have a much quieter year. BH advised that DSGL was set up to allow the Association to save on VAT. DSGL will make a substantial gift aid payment back up to the Association.</p> <p>Members APPROVED the business plan and budget of DSGL for 2024/25 and remits it back to the DSGL Board to formally adopt.</p> <p>Proposed J Thorburn Seconded J Fernie</p>		
f.	<p>KPI Targets – Housing Services</p> <p>LC presented the report that detailed the outturn for 2022/23, the current year-to-date figures against current targets are. Members are asked annually to agree KPI targets for the Association.</p> <p>Member referred to the customer satisfaction level and asked what other information could be shared by drilling down on the responses.</p> <p>LC said dissatisfaction was mostly around lack of investment and it is clear that tenants want new kitchens and bathrooms. LC said there is an improvement in satisfaction where a tenant can see such investment. LC referred to a comment made earlier on how compliance will take priority but unfortunately those types of works don't improve tenant satisfaction.</p> <p>CEO referred to the spend on kitchens and bathrooms in recent years being restricted due to pandemic and supplier issues. A higher specification of kitchen has been piloted and will now be rolled out across all stock requiring a replacement kitchen which should make a difference in the satisfaction levels of tenants in receipt of that.</p> <p>Member asked if the results can be broken down by stock type or area.</p>		

<p>LC replied that it is a relatively even split across all 3 neighbourhoods.</p> <p>LC went on to say that an external consultant is appointed to assist with the survey that takes place on a quarterly basis. ng homes target to survey the required number of tenants over a 3-year period. Other Associations only survey every 3 years so it's difficult to compare to other housing associations, as they will report the same results 3 years in a row. Responses are also a snapshot in time and are influenced by many different factors, some are outwith the control of the Association such as withdrawal of services from GCC or the local environment. If staff become aware of an unhappy customer following completion of the survey they follow up with them.</p> <p>LC commented that she does not wish to propose changing the customer satisfaction target of 90% and will continue to strive to achieve it as well as drill down the results.</p> <p>CEO referred to the amount of abuse staff are experiencing at the moment, which seems to have escalated since the Covid-19 pandemic. CEO referred to the cuts by the council and noticed himself the amount of litter in the area and advised Members that the ng homes have acquired a road sweeper to help alleviate the issue.</p> <p>Member suggested looking at how the survey questions are worded and that asking something slightly differently can provide a much better understanding for the customer on what the purpose of the survey is and more accurate results.</p> <p>TS said it was interesting to consider the difference in demographics and to look at the results across different groups and he referred to the Customer Service Excellence (CSE) Accreditation that the Association has in place. TS said last year's assessment produced a record number of compliance and compliance plus scores and that LC and her team are very closely involved in the assessment process. The CSE Assessor looks at a broad range of areas and has provided positive feedback on everything the Association is doing.</p>		
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	<p>Members APPROVED to retain the existing targets for Housing Services for 2024/25.</p> <p>Proposed J Fernie Seconded J MacLeod</p>		
g.	KPI Targets – Property Services		
	<p>AB commented that the KPI targets for the entire Association were previously presented as one paper and that this year it has been separated out so that LC could present those affecting Housing Services and for AB to present the targets affecting Property services.</p> <p>AB went on to present the report proposing to change one target to increase the number of days to complete routine repairs from 5 days to 10 days. This would result in the overarching target for non-emergency repairs being amended from 5 days to 7.5 days.</p> <p>AB went on to present the rationale for the change, as detailed in the report which included providing a better service to tenants.</p> <p>Member asked how the results of the change will be monitored and how it will be reported to the Board.</p> <p>LC advised that the Board receive a report on KPI progress on a quarterly basis and would continue to do so.</p> <p>CEO referred to the third phase of the Property Services re-structure which is to build in more technology to alleviate pressure on staff. There are a number of contracts coming up for re-procurement and the appropriate ones, particularly repairs, will include an expectation for contractors to have appropriate technology to provide the Association with better data that will allow better monitoring of the progress of repairs, contractors performance and the customer experience more accurately.</p> <p>AB added that it will form one half of a 2-part procurement process that will include a visit to see the technology in operation.</p> <p>AB pointed out that should the change be approved the Repairs and Maintenance Policy will be updated accordingly.</p>		

	<p>Members APPROVED the proposed targets for 24/25.</p> <p>Proposed J MacLeod Seconded J Thorburn</p>		
h.	Housing Services Risk Register		
	<p>LC presented the report and Risk Register with no proposed changes.</p> <p>Member referred to earlier comments about the increase in abuse staff are experiencing and whether that should be included in the Risk Register.</p> <p>TS commented that it has been discussed internally and will be included within the Corporate Services Risk Register that applies to all staff under the heading of Health and Safety.</p> <p>Member asked if abusive tenants have a marker against their name to make staff aware and what that means for GDPR or Subject Access Requests</p> <p>LC said that abusive customers are highlighted on the system and there is no information that is not factually correct so there are no issues around GDPR.</p> <p>LC advised Members that Housing services recently took receipt of 50 lone working devices on a trial basis and if successful would order more to roll out to more staff. LC assured Members that the Association does not accept abuse in any form and does take action against abusive customers.</p> <p>Members APPROVED the Housing Services Risk Register within the overall Consolidated Corporate Risk Register.</p> <p>Proposed G Satti Seconded J Fernie</p>		
i.	Intra Group Agreements		
	TS presented the report detailing the review of the independence agreements that was undertaken by BTO Solicitors. BTO have		

	<p>produced a completely new document and the final draft, now referred to as an Intra-Group Agreement, was presented to Members.</p> <p>Members APPROVED the adoption of the revised Intra Group Agreement for the Association and its subsidiary companies.</p> <p>Proposed J Thorburn Seconded F Malcolm</p>		
5.	For Ratification		
a.	Payments and Benefits #162		
	<p>Members RATIFIED Payments and Benefits case #162.</p> <p>Proposed J Fernie Seconded G Satti</p>		
b.	Payments and Benefits #163		
	<p>Members RATIFIED Payments and Benefits case #163.</p> <p>Proposed J Fernie Seconded G Satti</p>		
6.	Chief Executive's Update		
	<p>CEO referred to the properties used for the Ukrainian Resettlement Project and that some tenants who were previously decanted have gone to their local councillor.</p> <p>CEO said that a paper had gone to the Regeneration Committee to approve the tender for St Monance wall which has been a long-standing challenge for the Association. CEO advised that some owners will incur costs of up to £45k which may result in some political backlash.</p> <p>ng homes have awaited the outcome of the application for £600k from the Regeneration Capital Grant Fund (RCGF) to turn 252 Saracen Street into an entrepreneurial centre. CEO advised that he has now been informed that Scottish Government have confirmed that they will not be making any funding awards from RCGF in this new financial year, 2024/25. CEO showed concern over what that could mean for local communities like North Glasgow.</p> <p>CEO commented on the future use of 252 Saracen Street as offices. The additional space at the old Abbeyfield House building will see staff</p>		

from the top floor of Saracen House move in in the coming weeks [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

As approved at the Regeneration Committee, ng homes are currently in discussions with GCC regarding taking out a 3-year lease for Mosesfield House for £250+VAT per year. The lease comes with grant funding of £400k to bring the property back up to standard. CEO commented that it would be a waste to the community if they did not try and support it.

CEO referred to the notifiable event regarding the bomb at Petershill Road and advised that the tenant is due to be sentenced in May.

CEO invited TS to comment on the Staff Health Day that was organised by the Association's Wellbeing group. TS advised that staff had time to attend during working hours and approximately 70 people attended from across the group and the event was very well received. There were four nurses present carrying out basic health checks and there was resources and information on health and wellbeing available to staff. Staff who attended have been asked to complete an evaluation form and the feedback has been very positive. The health checks were very beneficial with a number of staff being signposted to their GP as a result.

CEO referred to the medical room that is planned to be installed in the old Abbeyfield House building. The facilities within the room will be available for all staff and Board. An approval paper will be brought to a future meeting.

	<p>TS commented on how wellbeing is currently viewed as an important topic and that the Association will be looking to further develop our approach and strategy, including reviewing policies and running events on health and wellbeing topics.</p> <p>Member referred to a previous Board meeting that the Scottish Housing Regulator (SHR) attended where another Member asked the SHR if ng homes were the only Association they were aware of to experience an incident relating to passenger lift safety. Member went on to say that not only was he shocked when he heard of the incident but was even more so when he learned [REDACTED] [REDACTED] [REDACTED] [REDACTED] Bureau Veritas returned the lift to service [REDACTED] [REDACTED]</p> <p>Member went on to say that if a person had been injured or even killed due to that lift being returned to service it was not something ng homes was in control of. [REDACTED] [REDACTED] [REDACTED] [REDACTED]</p>		
<p>7.</p>	<p>Chair's Remarks</p>		
	<p>Chair attended the SHARE conference and will share the slides.</p> <p>Chair advised that she visited some of the properties recently refurbished from the Ukrainian Resettlement Fund and was very impressed with the standard.</p> <p>Chair advised that staff had completed some fundraising events and a cheque for £500 was presented to Marie Curie yesterday.</p> <p>Chair shared a letter from the Chinese Cultural and Welfare Society Scotland thanking ng homes for their contribution to the Chinese New Year celebrations that took place in February in George Square.</p>		
<p>8.</p>	<p>Delegates Feedback</p>		
	<p>Member updated on GWSF.</p>		

9.	For Noting		
a.	Governance Update		
	<p>Members NOTED the report providing an update on governance related matters from 1 February 2024 to 18 March 2024.</p> <p>AB commented that the Procurement Process training scheduled for Q1 would be rescheduled due to the changes to procurement law. AB will attend training first before delivering to the Board.</p> <p>TS advised that more information on the content for the Board Strategy Day scheduled for 26 April 2024 would be shared shortly.</p>		
b.	Notifiable Events		
	Members NOTED the report providing details on notifiable events that have been reported to the Scottish Housing Regulator since the last meeting.		
c.	Benchmarking		
	Members NOTED the report providing information on ng homes performance in comparison to peer landlords.		
10.	Minutes of Subsidiaries / Committees		
a.	HR Committee Meeting on 8 February 2024		
	Noted.		
b.	ng Property Board Meeting on 15 February 2024		
	Noted.		
c.	ng2 Board Meeting on 20 February 2024		
	Noted.		
d.	Audit Committee Meeting on 11 March 2024		
	Noted.		
e.	Regeneration Committee Meeting on 12 March 2024		
	Noted.		
11.	AOCB		
	Member referred to an email he shared with Members on Monday 25 March 2024 with the rationale and proposition to rename the old Abbeyfield House building at 50 Reidhouse Street to Bill Rossine		

	<p>House. Member stated that Bill had a long service on the ng homes, both as a member and as chair. Bill also served on the Abbeyfield Board. He reiterated that the name should reflect the time and effort of volunteers who give their free time to work on behalf of the tenants.</p> <p>CR declared an interest and left the room. Member advised that he had received the list of names proposed by staff at the Staff Strategy Day and his suggestion was included in the list of staff suggestions.</p> <p>Members AGREED to rename Abbeyfield House to Bill Rossine House.</p> <p>Proposed J MacLeod Seconded F Malcolm</p>		
12.	EVH Salary Negotiations – Ballot24		
	<p>All ng homes staff Members left the room. Members discussed the letter detailing EVH’s proposal and Employers’ Ballot Paper from the Chair of the EVH Negotiating Committee regarding the annual staff salary negotiations for 2024/25.</p> <p>Due to last week’s Board meeting being cancelled and not being rescheduled until after the deadline to submit a vote on behalf of ng homes, Members discussed and voted out with the Board meeting.</p> <p>Members RATIFIED the decision to vote in favour of the proposal that was submitted to EVH by the deadline of 28 March 2024.</p> <p>Proposed J MacLeod Seconded F Malcolm</p>		
11.	Date of next meeting – Tuesday 28 May 2024 Meeting ended at 7pm		