



1986-2016: Celebrating 30 years working in the community

**Barrhead Housing Association Limited
Minute of Governing Board Meeting
Thursday 24 June 2021 at 5.00pm
Conducted by Video Conference**

Present by Video Conference

D McCready (Chair)	L Mills
R McGuire	P McIlvenny

In Attendance by Video Conference

L Wilson	Chief Executive (CEO)
I MacLean	Corporate Services Manager (CSM)
H Sutherland	Director of Corporate Services (DCoS)
L Dallas	Director of Customer Services (DCuS)
J Ward	Director of Asset Management (DAM)
B Dando	Community Regeneration Officer (5.2 only)

	Minute – BHA Governing Board Meeting
1	Apologies & Sederunt Check Apologies were received from D McKinney, B Welsh, D Greig, T Reilly, J Hamilton, T Buchanan, M Mukhtar. The meeting was conducted by video conference, so there was no sederunt to sign.
2	Declaration of Interest: Board and Staff No declarations of interest were made.
3	<u>Approval of Minutes</u> (a) Board Meeting 27 May 2021 The Board approved the minutes as a true record. Proposed by P McIlvenny and seconded by David McCready. <u>Minutes for Noting</u> (b) June 2021 Board Action tracker The Board noted the terms of the Action Tracker.
4	Matters Arising from Above Minutes There were no matters arising from the minutes. Regarding the Action Tracker, training is now arranged with the Scottish Refugee Council.

	<p>The CEO advised the Board that B Connelly had requested a 3 month leave of absence for personal reasons. This was approved by the Board.</p>
5	<p><u>Matters for Approval</u></p> <p>5.1 Gutter Cleaning and Roof Anchor Maintenance Tender The Director of Asset Management (DAM) took the Board through the tender exercise which has recently been undertaken via Public Contracts Scotland in connection with a 4 year gutter cleaning and roof anchor maintenance contract. 3 returns were received. 2 were taken through the evaluation process.</p> <p>Having heard of the evaluation undertaken to rank the 2 contractors who submitted valid tenders, the Board approved the recommendation to award the contract to the successful contractor, as per the terms of the report.</p> <p>J Ward left the meeting at this point.</p> <p>5.2 Community Regeneration Strategy The Community Regeneration Officer took the Board through the terms of the updated Community Regeneration Strategy, explaining the background to the review and the national/ local context as well as the consultation undertaken.</p> <p>Having heard the 6 key priorities proposed to be addressed through delivery of the strategy and having had explained how gaps in provision might be identified, the Board approved the updated Community Regeneration Strategy for further consultation, noting that the final strategy will come back to the Board for approval.</p> <p>B Dando left the meeting at this point</p> <p>5.3 CEO, governance and compliance report The Chief Executive spoke to her regular update report, highlighting the following key matters:</p> <ul style="list-style-type: none"> - Staff training around service redesign has been completed and service reviews will commence with repairs shortly - CX Platform survey tool has started to be used for survey activity - New performance framework is now in place - "My Conversations" have started and now replace annual reviews with more regular dialogue between staff and management - IIP Silver review will be undertaken after August - Dolphin Index report on our culture is overdue, but expected shortly - Stakeholder update was provided to the Board - Orchid Way is now complete and 10 units occupied - Lyoncross is onsite and progressing well. Dealston Road will start later in the year for our properties - Annual reviews are almost complete. A number of positions will need to be filled following D McCready and T Reilly's imminent retirements from the Board - 2 CVs have been circulated from prospective Board members. Meetings will take place next week with the interested individuals. - Updated Board schedule with revised dates for AGM and GB meeting.

	<p>The Board noted the terms of the update report, approved the updated Board schedule, the membership application received and that the AGM on 7 September should take place virtually.</p> <p>5.4 Post-Covid Operating Model The Chief Executive advised the Board of the staff consultation undertaken and the terms of the proposed Blended Working Model for the Association, post-Covid, to commence from 30 August 2021</p> <p>She advised the Board of the ongoing work, and the next steps as we prepare for the post-Covid operating model.</p> <p>The Board noted the proposed blended working model and approved the proposal that this be implemented, effective from 30 August 2021, for a trial period and subject to ongoing review.</p> <p>5.5 Delivery Plan Project: Rent Review Project Scope and Plan The CEO advised the Board of the proposed Scope and Plan for the Rent Review - Delivery Plan project.</p> <p>She indicated that the overall aim from the outset was to have an affordable long term investment plan in place, whilst at the same time ensuring that our rents are affordable.</p> <p>The Board noted the proposed plan, approved arrangements for procurement of a consultant, delegated awarding of the contract to the Chair and Chief Executive and noted that the Governing Board will be involved in developing the new rent strategy, and that the strategy will be brought to the November 2021 Board for approval.</p> <p>5.6 5 Year Financial Projections</p> <p>The Director of Corporate Services advised the Board of the terms of the 5 year Financial projections, which are to be submitted to the Scottish Housing regulator.</p> <p>She explained the background to these projections, the assumptions used and what additional information is taken into account when the projections are being developed.</p> <p>The Board approved submission of the 5 year projections to the SHR and authorised the DCoS to submit the projections.</p>
6	<p>Matters for Approval</p> <p>6.1a and b - Arrears Action Plan and Trend Report The Director of Customer Services took the Board through the Arrears Trend report, and progress against the Arrears Action Plan which was developed following an arrears internal audit.</p>

	<p>In relation to the trend report, the SHR is now seeking information on a quarterly basis. The monthly trend report will form the basis of these reports to the SHR.</p> <p>The Board noted the current position with arrears.</p> <p>6.2 Annual Complaints Report 2020/21 The CoSM provided the Board with a range of information in relation to the complaints received by the Association during 2020/21.</p> <p>He indicated that new arrangements are now in place for learning from complaints, and this learning will feature in regular update reports to the Board, explaining what changes / improvements we are making to service delivery as a direct result of complaints and feedback received.</p> <p>The Board noted the terms of the 2020/21 Complaints Report</p> <p>6.3 Annual Assurance Statement Action Plan The CEO advised the Board of the proposed arrangements for preparation of the 2021 Annual Assurance Statement, following the 2019 and 2020 processes and utilising the updated SFHA toolkit once received. She also provided the Board with a proposed template for any actions arising from the 2021 AAS process, and that we will look at how we can better involve staff and customers in the process.</p> <p>The Board approved the proposed 2021 AAS Procedure and Action Plan.</p>
7	<p>Policy Updates</p> <p>7.1-7.3 Updated Governance Documents The CoSM advised the Board that governance documents continue to be updated to take account of SFHA Model Documents, best practice, changes in legislation and the 2020 changes to the Associations Rules.</p> <p>The Board then approved the updated:</p> <p>Entitlements, Payments and Benefits Policy Protocol for CEO Support Staff Code of Conduct</p> <p>7.4 Policy on Redress and Compensation The CoSM advised the Board that a new policy on Redress and Compensation had been prepared, following investigation of a recent Stage 2 complaint which highlighted the need for such a policy.</p> <p>The Board approved the new Policy on Redress and Compensation</p>
8	<p>LPS Updates The CEO introduced the LPS Workshop report and the context to the review, explaining that this followed on from the recent LPS workshop, and that this was for</p>

	<p>information only at this stage.</p> <p>The Board noted the position and approved the Action Plan which arose from the recent workshop.</p>
9	<p>Health and Safety</p> <p>Nil</p>
10	<p>AOB</p> <p>The range of documents added to Dropbox were highlighted to the Board, including the Annual Audit Plan, which were all for noting.</p>
11	<p>Date of Next GB Meeting:</p> <p>Thursday 5 August at 5.00pm (Zoom)</p>

The Minute was approved by the Board at the meeting on 5 August 2021

Signed by Chairperson: _____

Date: _____