



1986-2016: Celebrating 30 years working in the community

**Barrhead Housing Association Limited
Minute of Governing Board Meeting
Thursday 30 September 2021 at 6.00pm
Conducted by Video Conference**

Present by Video Conference

J Hamilton (Chair)	L Mills
D McKinney	P McIlvenny
R McGuire BEM	D Greig
A Buchanan	

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)
J McCann	Customer Services Manager (CuSM)

	Minute – BHA Governing Board Meeting
1	<p>Apologies & Sederunt Check Apologies were received from A Paterson, A Glasgow, B Connolly, M Mukhtar, B Welsh</p> <p>The meeting was conducted by video conference, so there was no sederunt to sign.</p>
2	<p>Declaration of Interest: Board and Staff No declarations of interest were made.</p>
3	<p><u>Approval of Minutes</u></p> <p>(a) Board Meeting 9 September 2021 The Board approved the minutes as a true record.</p> <p><u>Minutes for Noting</u></p> <p>(b) October 2021 Board Action tracker The Board noted the terms of the Action Tracker.</p>
4	<p>Matters Arising from Above Minutes</p> <p>There were no matters arising from the minutes or the Action Tracker.</p>

'at the heart of our community – investing in your future'

Matters for Approval**5.1 CEO, Governance and Compliance Report**

The CEO took the Board through her monthly report, highlighting the following main points:

- Blended working trial is progressing. Following staff feedback, the trial will be extended to January and refined to take account of the feedback received, with a limited public opening starting in November.
- Participation in the 2 year GEM housing sector graduate programme was discussed
- Tom Arthur MSP will be invited to meet the Board early in 2022
- ERC funding has been secured via the Scottish Youth Guarantee support young people (16/24 age range) to develop their employability skills
- Annual SHIP programme has been submitted to ERC
- Potential participation in the Rent off the Shelf Programme
- Changes to governance arrangements to reflect good practice
- Updated Governance Excellence Plan.

Following discussion, the Board **noted** the update and **approved** participation in the GEM project, **approved** implementation of a new ROTS programme, **approved** changes in governance as per the report recommendations and **approved** the proposed governance excellence plan.

5.2 LPS Review

The Director of Asset Management reminded the Board of the background to and need for the review of LPS, and explained the review process which has been undertaken involving BHA and LPS Board members with independent support and analysis by Arniel Johnston. He then took the Board through the recommendations contained within the final report, explaining the background to these recommendations.

Following discussion, the Board **approved** the recommendations contained within the report and that consultation with customers and relevant staff should commence.

5.3 Roof Replacement Tender

The DAM advised the Board of the outcome of the recent PCS tender exercise in relation to Roof Replacement programme for 5/7 Gladstone Avenue.

The Board **approved** the award of the contract to the successful contractor in accordance with the recommendations and for the amount as contained within the report.

5.4 Eviction Report

The Customer Services Manager provided the Board with the background to this longstanding case which has been ongoing since 2018.

Following discussion and taking account of the background and the significant opportunities given by the tenant to engage with the relevant services in an attempt

to avoid eviction, the Board **approved** the recommendation to act upon the decree and progress enforcement of the proposed eviction.

5.5 Board Away Day Agenda

The CEO advised the Board of the reasons for and proposed format for the Away Day on 3 November 2021, including those speakers invited to attend.

It was agreed that arrangements would be made to provide the Board with a Staff Team list/photos and a list of current initiatives which are ongoing.

The Board **approved** the proposed format for the Board Away Day.

5.6 People Strategy

The CEO advised the Board of the work undertaken to develop a new people Strategy, in consultation with employees and supported by external assistance (Dolphin Index). She described some of the areas of strength within BHA and potential areas for development.

The Board **approved** the People Strategy.

5.7 Community Investment Strategy

The DAM advised the Board of the terms of the proposed Community Investment Strategy. This strategy has been to the Board previously in draft form when it was approved for consultation, which is now complete.

The Board **approved** the Community Investment Strategy.

5.8 2020/21 Performance Report for Customers

The CoSM advised the Board of the terms of the proposed 2020/21 report. Following discussion, it was agreed that the report progress to publication subject to: consultation with the TSP; checking of consistency of figures/ language; wider consultation via CX survey regarding format for future years.

For Discussion

5.9 Arrears Trend Report and Presentation

The DCuS took the Board through a detailed presentation in relation to arrears trend information. The CuSM then briefly provided the Board with a summary of the actions taken in relation to revised arrears procedures.

The Board **noted** the position with arrears.

5.10 GDPR Update and Action Plan

The CoSM advised the Board of the background to the report and action plan. He explained that following an internal audit of GDPR and a follow up, a number of outstanding actions in relation to GDPR were identified. In order to ensure that these actions were addressed and that the Association remains compliant with GDPR, the Executive Team met in August 2021 to agree a range of actions.

	<p>The Board were advised of the terms of the Action Plan arising from this exercise, and that the Executive Team will continue to monitor progress against this action plan, and thereafter on an ongoing basis to ensure continued compliance. The report explained that GDPR related risks will be monitored through the Association's risk management arrangements, which are reported to Audit and Risk quarterly and that an annual GDPR report will come to the Governing Board to ensure effective oversight over continued compliance against GDPR.</p> <p>The Board noted the position and approved the terms of the action plan.</p>
6	<p>Policy Updates Nil</p>
7	<p>Parent Monitoring 7.1 LPS An LPS meeting will now be arranged to discuss the LPS Review report.</p> <p>7.2 Staffing and Health & Safety Sub Group - 16 September The Board noted the minute. D Grieg advised the Board that work will now be undertaken in relation to equalities in recruitment to ensure a more diverse workforce.</p> <p>7.3 Audit & Risk Group The next meeting is scheduled for 18 November 2021.</p> <p>7.4 Development Group The CEO advised that she is currently progressing the Development Policy, and a date for the Group will be arranged in due course.</p>
8	<p>Health and Safety Nil.</p>
9	<p>AOB Nil.</p>
10	<p>Date of Next GB Meeting: Thursday 28 October 2021 at 6.00pm</p>

The Minute was approved by the Board at the meeting on 28 October 2021

Signed by Chairperson: _____

Date: _____