



1986-2016: Celebrating 30 years working in the community

**Barrhead Housing Association Limited  
Minute of Governing Board Meeting  
Thursday 28 October 2021 at 6.00pm  
BHA Offices and ZOOM**

**Present in person or by Video Conference**

<b>J Hamilton (Chair)</b>	<b>L Mills</b>
<b>D McKinney</b>	<b>P McIlvenny</b>
<b>R McGuire BEM</b>	<b>D Greig</b>
<b>A Buchanan</b>	<b>B Connelly MBE</b>
<b>A Glasgow</b>	<b>B Welsh</b>
<b>M Mukhtar</b>	

**Others In Attendance or by Video Conference**

<b>L Wilson</b>	<b>Chief Executive (CEO)</b>
<b>H Sutherland</b>	<b>Director of Corporate Services (DCoS)</b>
<b>L Dallas</b>	<b>Director of Customer Services (DCuS)</b>
<b>J Ward</b>	<b>Director of Asset Management (DAM)</b>
<b>P McNeill</b>	<b>Housing Regeneration Consultants (5.4 only)</b>

	<b>Minute – BHA Governing Board Meeting</b>
<b>1</b>	<p><b>Apologies &amp; Sederunt Check</b> Apologies were received from A Paterson.</p> <p>The sederunt was signed by those in attendance.</p>
<b>2</b>	<p><b>Declaration of Interest: Board and Staff</b> No declarations of interest were made.</p>
<b>3</b>	<p><b><u>Approval of Minutes</u></b></p> <p><b>(a) Board Meeting 30 September 2021</b> The Board <b>approved</b> the minutes as a true record.</p> <p><b><u>Minutes for Noting</u></b></p> <p><b>(b) October 2021 Board Action tracker</b> The Board <b>noted</b> the terms of the Action Tracker.</p>
<b>4</b>	<p><b>Matters Arising from Above Minutes</b></p> <p>The joining instructions for the Away Day on 3 November have been sent to Board members.</p>

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

5	<p><b><u>Matters for Approval</u></b></p> <p><b>5.1 CEO, Governance and Compliance Report</b></p> <p>The CEO took the Board through her monthly report, highlighting the following main points:</p> <ul style="list-style-type: none"> <li>- High levels of very/ satisfied employees with blended working system</li> <li>- Following the recent Investors in People assessment, the Association has retained Silver accreditation and is making significant progress towards Gold</li> <li>- Successful team away day on 6 October</li> <li>- National recognition in Building Design and Construction Magazine and Audit Scotland good practice for public bodies</li> <li>- Proposals for a number of good practice measures to provide the Board with a rounded picture of customer views, priorities and experiences on a regular basis.</li> </ul> <p>The Board <b>noted</b> the update, <b>approved</b> the proposed limited opening of the office to the public for a trial period and <b>approved</b> the report proposal in relation to bringing the customer voice into the Board.</p> <p><b>5.2 Customer Services Strategy and Digital Action Plan</b></p> <p>The DCuS took the Board through the background to, and need for, a new Customer Services Strategy and Digital Action Plan.</p> <p>She explained the work which has taken place to date, and that the strategy is currently out to consultation, with a good number of customers expressing an interest in being involved.</p> <p>In response to a question on customer input and buy-in to the strategy it was explained that this would be an ongoing process of engagement with our customers and building trust. This would also take place through annual visits to meet every single tenant get important information on wants; needs; issues; ethnic origin and disability. This would help us get to know who our customers and then develop services to take this into account.</p> <p>Board <b>noted</b> the Digital Action Plan and <b>approved</b> the Customer Services Strategy for publication and implementation, subject to any amendments following tenant consultation.</p> <p><b>5.3 Write Off Report</b></p> <p>The DCuS took the Board through the proposed write offs, which have been proposed in accordance with the Association's Financial Regulations.</p> <p>Having heard the general background to the type of situations where write off is proposed, and following a question on the process for dealing with sequestrations, the Board <b>approved</b> the proposed write offs as per the recommendations detailed within the report.</p> <p><b>5.4 30 Year Projections External Validation</b></p>
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P McNeill from HRC was introduced to the Board. Paul had been appointed by the Association to undertake an exercise to validate the Association's 30 year financial projections and financial plans.

He highlighted the main points from his report through a power point presentation. The main highlights from the validation confirmed that the model was logical, internally consistent and arithmetically correct however the assumptions were not audited. The plan demonstrates that Barrhead is viable and financially strong. However it was recommended that a new independent stock condition survey is carried out to ensure that the investment projections are complete and realistic. It was also recommended that the outcome of the rent restructure exercise is incorporated into the plan when complete to assess the financial implications.

P McNeill highlighted that the Association is entering a more unstable operating environment due to Brexit and the pandemic which will inevitably lead to higher inflation and interest and material shortages. Value for money should be at the top of the BHA agenda.

The Board noted the report and thanked Paul for his presentation. .

#### **P McNeill left the meeting at this point**

#### **5.5 Annual Assurance Statement**

The CEO provided the Board with detail of the self-assessment process undertaken in advance of drafting the 2021 Annual Assurance Statement. She explained that a detailed evidence based self-assessment had been undertaken, and that the evidence to support this self-assessment has been added to Dropbox for Board members information. The actions arising from this self-assessment have been brought together into an action plan, for approval by the Board. The Board will receive an update on progress against the action plan in 6 months' time.

She highlighted the work which has been undertaken during the year and brought to the Board including a range of improvements and independent review, audit and expertise. A tenant survey was recently issued with the 2020/21 Performance report to tenants and the report has been well received overall.

The Board **noted** the self-assessment undertaken and **approved** the action plan and 2021 Annual Assurance Statement for submission to the Scottish Housing regulator.

#### **5.6 Libor Transition**

The DCoS reminded the Board of the background to the Libor transition which has been discussed at a recent Board meeting.

She then explained the work carried out by Aquila Treasury and Finance Solutions (ATFS) to advise the Association on the options available to allow BHA to identify the most appropriate option.

Following discussion, the Board approved the proposal to transition to Base rate for all lenders and delegated authority to the DCoS (and CEO if required) to sign off the agreement documentation.

	<p><b><u>For Discussion</u></b></p> <p><b>5.7 Quarterly Performance Report</b>  The DCuS advised the Board that the full detailed performance information for the quarter has been added to Dropbox for information. In terms of performance during the quarter, she noted some of the relevant KPIs highlighted within the report.</p> <p>The monthly performance framework and delivery plan are to be included in all GB papers to ensure the board understand the context of the overall report.</p> <p>The Board <b>noted</b> the terms of the report.</p> <p><b>5.8 Arrears Trend Report Update</b>  The DCuS advised the Board of the current trends in relation to rent arrears.</p> <p>Clarify was sought on how the Scottish Government Covid Grant Fund would be allocated between, council, private rented tenants and housing association tenants. The Board were advised that the main criteria as determined by the Scottish Government was that the fund was for those where eviction action is likely. However, because of the excellent work HAs do to support people in arrears should non-engagers as opposed to those who are engaging but struggling to pay their rent be awarded this grant.</p> <p>Further clarify is being sought via ERC on the value of the fund and if they would be relaxing the Scottish Government criteria.</p> <p>The Board welcomed the graphical presentation of the report and <b>noted</b> the current position.</p>
<b>6</b>	<p><b>Policy Updates</b>  <b>Nil</b></p>
<b>7</b>	<p><b>Parent Monitoring</b>  <b>7.1 LPS</b>  An LPS meeting has been arranged for 11 November to discuss the LPS Review report.</p> <p><b>7.2 Staffing and Health &amp; Safety Sub Group</b>  Nothing to report</p> <p><b>7.3 Audit &amp; Risk Group</b>  The next meeting is scheduled for 18 November 2021.</p> <p><b>7.4 Development Group</b>  A date for the Group is currently being arranged with the Chair.</p>
<b>8</b>	<p><b>AOB</b>  <b>8.1 Confidential Item</b>  The Board discussed the report which had been circulated by the CEO and agreed</p>

	<p>that a paper would be brought to the November meeting as set out in the report.</p> <p>8.2 The CEO advised the Board that Andrea Paterson has tendered her resignation from the Board due to personal reasons. A proposal for filling the vacancy will be brought to a future meeting.</p>
<b>9</b>	<p><b>Date of Next GB Meeting:</b>  <b>Thursday 25 November 2021 at 6.00pm</b></p> <p><b>Note: Board Away Day 3 November 2021 and Social Event Friday 26 November 2021</b></p>

The Minute was approved by the Board at the meeting on 25 November 2021

Signed by Chairperson: \_\_\_\_\_

Date: \_\_\_\_\_