



Barrhead Housing  
 Minute of Governing Board Meeting  
 Thursday 29 June 2023 at 6.00pm  
 BHA Offices and by ZOOM Video Conference (VC)

Present

J Hamilton (Chair)	LA Junner
D McKinney (VC)	P McIlvenney
A Oliver	A Glasgow (VC)
Councillor D Devlin	

In Attendance

L Wilson	Chief Executive (CEO)
I MacLean	Corporate Services Coordinator (CoSC)
C McCulloch	Director of Customer Services (DCS)
Ian Wright	Disruptive Innovators Network (item 4 only)

<b>Minute – BHA Governing Board Meeting</b>	
1	<p><b>Apologies &amp; Sederunt Check</b></p> <p>Apologies were received from B Welsh, B Connelly, R McGuire and D McVey</p> <p>The sederunt was signed by those in attendance.</p>
2	<p><b>Declaration of Interest: Board and Staff</b></p> <p>The CEO declared an interest at item 5.3 (Membership application - J Whyteside).</p> <p>This declaration was noted by the Board. There were no other declarations.</p>

3	<p><b><u>Approval of Minutes</u></b></p> <p><b>3a. Approval of Governing Board Minute of 29 April 2023.</b> The Board <b>approved</b> the minutes as a true record.</p> <p><b><u>For noting</u></b></p> <p><b>3b. Board Action Tracker June 2023</b> The Board <b>noted</b> the action tracker and the outstanding action.</p> <p><b><u>Matters Arising from Above Minutes</u></b> There were no matters arising.</p>
4	<p><b><u>Presentation: Ian Wright, Disruptive Innovators Network</u></b> The CEO provided the background to Ian and his organisation.</p> <p>Ian then delivered an interesting and thought-provoking presentation.</p> <p>The content of the presentation was <b>noted</b> by the Board.</p> <p><b>Ian Wright left the meeting at this point.</b></p> <p>The Board then discussed whether some of what was highlighted by Ian might have scope for implementation within Barrhead Housing and agreed that membership of the network would be beneficial and that some of the innovations in the presentation could address issues for tenants and/ or improve effectiveness and efficiency, and are therefore worth exploring through our strategy development process.</p>
5	<p><b><u>For Approval</u></b></p> <p><b>5.1 Strategy Development</b> The Board discussed the context for the proposed new purpose statement for Barrhead Housing.</p> <p>The CEO then updated the Board on the process undertaken to date to develop the current draft of the business strategy</p> <p>The Board <b>approved</b> the purpose statement for Barrhead Housing as “<b>Making a Difference</b>”.</p> <p><b>5.2 2022 23 Performance and Value for Money End of Year report</b> The CoSC updated the Board on the final ARC report for 2022/23, and the final position regarding the Delivery Plan for last year, noting the projects not completed and reasons.</p>

	<p>He then took the Board through the draft text for the 2022/23 Annual Performance and Value for Money Report, which will follow the same format as last year but will be updated to reflect our new brand guidance.</p> <p>The Board noted the content of the final ARC return, noted the year end position in relation to the Delivery Plan and approved the content of the 2022 23 Performance and Value for Money report for publication.</p> <p><b>5.3 Governance and Compliance Report</b> The CEO summarised governance and compliance updates in the report.</p> <p>Board discussed membership levels in the Association and methods of engagement with members.</p> <p>The Board <b>noted</b> the allocation of a property to a tenant whose partner is a relative of a Barrhead Housing, <b>noted</b> the governance actions, <b>noted</b> the updated guidance from the Regulator and SFHA and <b>approved</b> 4 membership applications</p>
6	<p><b><u>Policies for Approval</u></b></p> <p><b>6.1 People at Risk</b> The DCS explained the background to the need for a new People at Risk of Harm Policy. The policy is intended to protect staff and the people we work with through our projects and all other activities.</p> <p>The Board <b>approved</b> the People at Risk Policy for consultation with wider stakeholders, on the basis that the final draft comes back to the Board for approval.</p>
7	<p><b><u>Matters for Discussion</u></b></p> <p><b>7.1 CEO Verbal Update</b> The CEO provided the following highlights:</p> <p>Team - New starts: Ashley Burns, Claire Yeudall, Richard Kayiranga . The Staff Away Day took place 24 May 2023.</p> <p>Engagement survey: 72% response rate; overall engagement 88%. Key strengths:</p>

- My organisation genuinely cares about customers 97%
- People in this team do not reject others for being different 97%
- I understand and relate to our organisational values 94%
- No one on this team would deliberately act in a way that undermines my efforts 94%
- I am encouraged to share my ideas and opinions 93%

#### Areas for development:

- I have the equipment and resources I need to do my job well 81%
- The amount of work I am expected to do is reasonable 81%
- I am able to challenge behaviour that is not in line with our values 81%
- The work is well organised in my team 81%
- It is safe to take risks in my team 76%

SDS have provided recommendations to the Executive Team following on from a Skills for Growth review – this will feed into the proposed new People Handbook which will come to the Board later in 2023.

#### Services update

- 2 x voids contractors appointed
- Trades contracts out to tender
- HMS tender & demos being arranged
- Factoring survey: 70% of owners either very or fairly satisfied with the factoring service provided by Lavern Property Services
- Housing list increasing weekly
- Service Improvement Group meeting on Monday 3 July/ Tuesday 4 July.

#### Development

- CEO attending joint development meetings with ERC  
Taylor Wimpey homes: handovers ongoing
- Blackburn Square progressing
- Hanover transfer: tenant consultation provisionally to start in August
- 1000 homes celebration – 18 August 2023.

#### Stakeholders

- CPP visioning workshop – 11 May
- Presentation to UK wide housing event – 15 May
- Presentation to Cabinet on the Cost of Living – 22 May
- Meeting with ERC Leader & Convenor – 31 May
- Joint workshops and engagement with ERC

	<ul style="list-style-type: none"> <li>Presenting at Amazon – 16 August</li> </ul> <p>The CEO noted and acknowledged support from the Convenor in identifying and progressing shared priorities, particularly new supply.</p> <p>The Board <b>noted</b> the update.</p>
8	<p><b><u>Parent Monitoring – next meetings:</u></b></p> <p>a. <b><u>Audit, Risk and Health &amp; Safety</u></b> The Board noted the minute of 25<sup>th</sup> May 2023. The next meeting will be held on 10 August 2023</p> <p>b. <b><u>Development</u></b> The Board noted the draft minute of 8<sup>th</sup> June 2023. The next meeting will be held on 9<sup>th</sup> November 2023</p> <p>c. <b><u>LPS</u></b> Next meeting to be confirmed.</p>
8	<p><b>AOCB</b></p> <p>The Board discussed the recent Equalities training.</p> <p>Following discussion, it was agreed that the format of board reports and publications would be the subject of an EQIA to maximise accessibility of information.</p>
9	<p><b>Board Check Out</b></p>

**Date of Next GB Meeting:**

Thursday 24<sup>th</sup> August 2023 at 6.00pm.