



Barrhead Housing
 Minute of Governing Board Meeting
 Thursday 23 March 2023 at 6.00pm
 BHA Offices and by ZOOM Video Conference (VC)

Present

J Hamilton (Chair)	B Connelly MBE
D McKinney	P McIlvenny
A Oliver	CIlr D Devlin

In Attendance

L Wilson	Chief Executive (CEO)
I MacLean	Corporate Services Coordinator (CoSC)
S Stewart	Director of Assets and Communities (DAC)
C McCulloch	Director of Customer Services (DCS)
L Rice	Director of Finance and Corporate Services (DFCS)
K Devon	Corporate Services Assistant

Minute – BHA Governing Board Meeting	
1	<p>Apologies & Sederunt Check Apologies were received from D McVey, L A Junner, B Welsh, A Glasgow and R McGuire BEM</p> <p>The sederunt was signed by those in attendance.</p>
2	<p>Declaration of Interest: Board and Staff No declarations of interest were made.</p>
3	<p>Approval of Minutes 3a. Approval of Governing Board Minute of 23 February 2023. The Board approved the minutes as a true record.</p>

	<p>For noting</p> <p>3b. Board Action Tracker</p> <p>The Board noted the action tracker.</p>
4	<p>Matters Arising from Above Minutes</p> <p>There were no matters arising.</p>
5	<p>For Approval</p> <p>5.2 Performance Framework 2023 24</p> <p>The CEO provided the Board with detail of the proposed performance framework and delivery plan for 2023/24.</p> <p>She advised the Board that the targets for 23/24 are stretch targets, an indication of our ambition to achieve high levels of performance.</p> <p>The CEO provided detail of the queries raised by Board members and provided clarification to the points raised.</p> <p>The Board approved the Performance Framework for 2023 24 including measures and targets, and noted that progress against the Delivery Plan and performance analysis will be:</p> <ul style="list-style-type: none"> - brought to the Audit Committee on a quarterly basis for discussion and scrutiny; - shared with the Governing Board on a quarterly basis, and; - discussed at individual 121s, teams, and monthly at Executive Team performance meetings. <p>5.3 Factoring Service</p> <p>The DCS updated the Board on progress with bringing the Factoring Service back within BH core activities.</p> <p>He explained that the CSOs will be the main officers responsible for the interface with the factored owners via revised geographic “patches”. Consultation with owners is taking place and will be ongoing.</p> <p>The Board approved the formal intra-group transfer of the delivery of Factoring Services from Lavern Property Services to Barrhead Housing; approved the proposed Factoring Service outline and authorised the Director of Customer Services to further refine the service offer in response to ongoing customer feedback.</p>

5.4 New Repairs Service

The DAC explained to the Board the background to the range of proposed changes to the repairs service delivery and structure.

He advised the Board that these changes aim to improve the repair service being delivered to our customers. He then updated the Board in relation to the ongoing issues with the current contractor and the actions being taken to address this.

The Board discussed the potential implications and sought assurances regarding the future quality of work and the customer experience of the repairs service. The Board then:

- (i) Approved the proposal that responsibility and management of the housing repairs service transfers from the Customer Services team to the Assets Team
- (ii) Approved the proposal to move away from a single multi trade contractor to the new I-Flair Dynamic Purchasing System, with individual work packages for specific trades
- (iii) Approved the change to the current Asset Manager to reflect the new level of proposed responsibility and additional workload,
- (iv) Agreed the proposal to transfer the Repairs Officer from Customer Services to the Assets Team, and to redesignate this post from Repairs Officer to “Asset Officer”, and;
- (v) Noted that regular updates will be provided through the Delivery Plan performance reporting

5.5 Asset Compliance Toolkit

The DAC provided the Board with the background to the new Asset Compliance Toolkit and the work undertaken to develop the new suite of policies.

He explained that the damp and mould policy approved previously by the Board will be included in the toolkit; and that performance in the seven asset compliance areas will be monitored and reported to the Audit Committee quarterly through an Asset Compliance dashboard.

The Board **approved** the Asset Compliance Toolkit, comprising the following policies:

- (i) Fire Safety in housing stock and common areas
- (ii) Water Systems and Legionella Management
- (iii) Lift Safety
- (iv) Electrical Safety (Installations)
- (v) Gas servicing and maintenance
- (vi) Asbestos Management

	<p>5.6 Value for Money</p> <p>The DFCS explained the background to the VFM framework and statement to the Board. The CEO then reassured the Board that we will continue to monitor budgets to ensure best value and to seek to make efficiency and other savings where possible.</p> <p>The Board approved the Value for Money framework and statement, subject to a minor wording change to include a specific reference to quality.</p> <p>5.7 Fair Work Report</p> <p>The CEO explained to the Board that Scottish Government AHSP funding has a new requirement that grant receiving RSLs sign up to “Fair Work First”, with the new guidance asking Associations to proactively commit to this in order to receive future funding.</p> <p>Following discussion, it was agreed that the statement would be updated to make more detailed reference to how we treat our employees.</p> <p>Subject to these minor changes, the Board approved the proposed Fair Work First Statement for publication on the website and submission to the Scottish Government as part of any applications for Affordable Housing Supply funding.</p>
6	<p>Matters for discussion</p> <p>6.1 GDPR annual report</p> <p>The CoSC provided the Board with an overview of GDPR activity during the reporting year.</p> <p>Having heard that future GDPR compliance audits would be undertaken annually and that DPIAs will be mainstreamed into project work, the Board noted the terms of the report.</p> <p>6.2 CEO, governance and compliance report</p> <p>The CEO took the board through her regular report. The main items highlighted were:</p> <ul style="list-style-type: none"> - Partnership with ERC in relation to environmental works and the mixed tenure scheme pilot - Date set on 26 April with TIS to invite interested tenants to a session on involvement in service improvement activity - IIP interim report findings - Board member vacancy and potential candidate - Update on demonstrator project at a site in Barrhead

	<ul style="list-style-type: none"> - SHR has confirmed “compliant” category for BH - Walton Street development project. <p>The Board noted the overall report, the terms of the IIP interim report and the 2023/24 Governance Planner.</p> <p>6.3 Rent Harmonisation – Year 1 update</p> <p>The DFCS updated the Board on progress in relation to rent harmonisation.</p> <p>The Board noted the update.</p>
7	<p>Parent Monitoring – next meetings:</p> <p><u>Development</u> Next meeting 8 June 2023</p> <p><u>Audit, Risk and Health & Safety</u> Next meeting 25 May 2023</p> <p><u>LPS</u> Next meeting To Be Confirmed</p>
8	<p>AOCB</p> <p>The CEO advised the Board of the date for the upcoming All About Barrhead awards. BH are nominated in the categories of Employee of the Year and Team of the Year categories.</p> <p>The COSC will email Board members regarding options for future training.</p>
9	<p>Board Check Out</p>

Date of Next GB Meeting:

Thursday 27 April 2023 at 6.00pm, stock tour before Board Meeting.

The Minute was approved by the Board at the meeting on 23 April 2023

Signed by Chairperson: _____

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

Date: _____