

3a. Minute

Barrhead Housing
Minute of Governing Board Meeting
Thursday 18 April 2024 6pm
BHA Offices and by Video Conference

Present

J Hamilton (Chair)	D McKinney (Vice Chair)
LA Junner	J Whyteside
D McVey	B Connelly
R McGuire	
A Glasgow	

In Attendance

L Wilson	Chief Executive (CEO)
K Devon	Minute Taker (CSO)
C McCulloch	Director of Customer Services (DCS)
L Rice	Director of Finance and Corporate Services (DFCS)
S Stewart	Director of Assets and Communities (DAC)

Minute – BHA Governing Board Meeting	
1	<p>The meeting started at 6.30pm</p> <p>Apologies & Sederunt Check Apologies were received from P McIlvenny, A Oliver, B Welsh</p>
2	<p>Declaration of Interest: Board and Staff None</p>
3	<p><u>Approval of Minutes</u></p> <p>3a. Approval of Governing Board Minute of 22 February 2024 The Board approved the minutes as a true record.</p> <p>3b. Board Action Tracker February 2024 The Board noted the action tracker.</p>
4	<p>Matters arising from minutes</p> <p>J. Whyteside mentioned that the media coverage for the 2030 strategy fell short of what we hoped, and suggested another news may have detracted, and noted that there will be future opportunities linked to key milestones.</p>
5	<p>For Approval</p>

5.1 Hanover

The CEO presented the report to the board.

Key highlights:

- Another of the five tenants has terminated their tenancy and the property will be vacant in April 2024. Barrhead Housing intent to purchase the property via the ROTS scheme.
- Three remaining sitting tenants will be part of the transfer process.
- TPAS are the independent advisor and have drafted a newsletter to be issued to tenants. Newsletter will include what is involved and what it means for the tenants. Draft provided for the board.
- Hanover HA will letter all tenants first before the newsletter is circulated.

The CEO welcomed any questions.

The Board made the following suggestions for the newsletter;

1. Who is 'We' – is the newsletter from Barrhead or TPAS
2. Barrhead is referred to as 'Barrhead Housing' and 'Barrhead associations' – need to have same reference throughout. 'Barrhead Housing'
3. A couple of typos and grammatical errors to be tidied up.

The CEO confirmed that the comments will be actioned, and a final draft will be sent to the Board prior to issuing.

Advance question from the Board.

- Does the transfer of Hanover properties have an impact on rent harmonisation and if so, are we satisfied it can be managed?

The DFCS verified that there would be no rent increase until 2026 and this is specifically mentioned on the correspondence to Hanover tenants. This was deemed the fairest decision for existing Barrhead tenants.

The Board approved the newsletter subject to the slight changes and corrections required. Final draft to be issued to the Board for approval.

5.2 Levern Property Services

The CEO presented the report to the Board. Main points highlighted were.

- East Renfrewshire Council has not provided any proposal regarding utilising Connor Road in terms of homelessness. The CEO has spoken to officers at ERC and no proposal was submitted.
- The LPS Board reconvened in March, Neil McCluskey will be leaving the subsidiary board and LPS will aim to recruit two new board members. A background in commercial marketing would be advantageous. Paul McIlvenny, Board member, has offered to join the subsidiary board.

- ‘Vesta by Barrhead’ is the suggested new name for the subsidiary and sample logos have been provided for the Board. The Board indicated a logo with a home visible would be the preferred choice to keep within the housing theme.
- Work has started in terms of Connor Road offering Mid-market rent properties.
 - Barrhead Housing will lease the building to the subsidiary.
 - The Customer Hub Team Leader is training as a letting agent and will manage the mid-market rent properties.
 - Policies and procedures have been prepared for mid-market rent.
- Intra group agreement provided to show responsibilities of subsidiary board and Governing Board.

The Board asked the following questions.

- What is the lease length for mid-market rent?
- Has the name VESTA undergone a check for any trademark or branding-related issues?

The DCS confirmed that the lease is open ended.

The CEO noted the question around trademark issues and confirmed this will be checked.

The Board **approved** the following items.

- ‘Vesta by Barrhead Housing’ being the new name following a check for trademark issues.
- Final subsidiary budget.
- Lease for the provision of mid-market rent.
- Service sharing agreement for mid-market rent.

5.3 FLAIR shared services final report

The CEO presented the FLAIR shared services report to the Board.

Key points highlighted.

- The draft was presented at the February 2024 Board meeting, this is the final report.
- The recommendations in the report are.
 - Shared HR business partner model
 - Access to handyperson and disabled adaptation services.
 - Shared staff training initiatives
 - Shared access to expertise on net zero
 - Expansion of Dynamic Purchasing System for capital investment
 - Allignment of process, business, contract, and tender cycles
 - Tenancy sustainment and support services

The DAC added that the Dynamic Purchasing System for capital works procurement runs until December 2024. Other housing associations that want to join create potential income as they would be buying into the service.

Advance question from the Board.

- Is the tenant sustainment service something that could be compromised by losing the local aspect?

The DAC verified that this is a shared practice, and the local element would not be compromised.

Following questions, the CEO confirmed that full business case(s) will be brought to the board for consideration in relation to the individual shared services proposals.
The Board **approved** the development of an implementation plan for sharing services with FLAIR partners.

5.4 Health and safety policy statement

The DAC provided the Health and Safety Policy to the Board and invited any comments or questions.

The board provided the following comments.

- The policy is focussed on employees and not tenants or the wider public.
- Should it have a higher priority other than business functions.

The DAC verified that this policy is for the organisation and is focussed on employees. Corporate health and safety compliance also covers those out with the organisation.

It was agreed that health and safety should have equal priority to other than business functions.

The Board **approved** the Health and Safety Policy Statement.

5.5 Annual Assurance Statement

The CEO presenting the process for the 2024 Annual Assurance Statement.

The main points covered were.

- In October 2023, the Board approved the Annual Assurance Statement and action plan.
- The suggested process for the 2024 statement is based on successful process in previous years.
- There is an addition of a brief survey of individual board and executive team members at the beginning to collect perceptions and a workshop with tenants who are part of the Service Improvement Group.

The Board suggested that tenant Health and Safety be a focus. The CEO confirmed that Vicky Cutler will be conducting an independent review once the new HomeMaster system is live.

The Board **approved** the 2024 annual assurance statement process and noted the progress with the 2023 process.

5.6 Governance and Compliance

The CEO provided the following reports to the Board.

- Governance and Compliance Report
- Equalities Impact Assessment for board reports and publications
- North Star Consulting independent Board Observation Report
- SHR Regulatory Status.
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The CEO noted that the Scottish Housing Regulator has confirmed that Barrhead Housing remains compliant.

	<p>The CEO welcomed any questions, comments, or suggested changes to the Governance excellence plan.</p> <p>The Board provided the following feedback.</p> <ul style="list-style-type: none"> - More mandatory items for training sessions. - FLAIR Academy - attend one event refresher annually. - Look at enhancing the Board induction and make it an ongoing induction. Perhaps refreshing every 3 years. - Recorded lunchtime sessions – Board makes a commitment to watch these if they cannot attend. - Ask new Board members to go through the FLAIR Academy. - Effective training would include when things go wrong and the consequences. <p>The dates for training sessions will be organised by CSO.</p> <p>The Board approved the governance excellence plan and equalities impact assessment on board reports and publications.</p>
<p>6</p>	<p>Matters for discussion.</p> <p>6.1 Strategic Foresight</p> <p>The CEO provided the Strategic Foresight presentation for information only and welcomed any feedback or questions.</p> <p>The key points taken from the presentation were.</p> <ul style="list-style-type: none"> - There is a need for bigger homes, not in terms of bedrooms but more space e.g. open plan and outdoor space. - Outdoor spaces can encourage connections. - Isolated and rural areas lack shops and services. - There are gaps in the town centre that could be used to build homes, particularly mid-market rental properties. <p>6.2 Six-monthly update on development programme</p> <p>The DAC provided the six-monthly development programme update to the Board for information.</p> <p>The DAC provided the Board with a more detailed update on the following developments.</p> <p>Blackburn Square</p> <ul style="list-style-type: none"> - John Gilbert Architects have been appointed and will be presenting concepts at the end of April. - The concept will be centred around an outside inside feel. <p>Chapplefield Site</p> <ul style="list-style-type: none"> - DAC met with Scotia Capital regarding Barrhead Housing being the nominated affordable housing provider. - Barrhead Housing would be looking to take more than 25% of the site, which would equate to 40 properties.

	<ul style="list-style-type: none"> - Scotia Capital is preparing an innovative design for approval, and this will then be submitted to the planning department. <p>Arthurlie Football Ground</p> <ul style="list-style-type: none"> - Barrhead Housing and East Renfrewshire Council have been in contact with the club and are working with them to move closer to a decision. - Discussions around purchasing the ground and leasing it to the club until their new stadium is built have taken place. Barrhead Housing sought legal advice on this, and TC Young had no major concerns. - Initial discussions have taken place with a developer, and it is estimated that approximately 60 properties could be constructed on the site. <p>The DAC welcomed any questions or comments from the Board in relation to the development tracker.</p> <p>The Board provided the following comments and questions.</p> <ul style="list-style-type: none"> - The issue with the drainage in Neilston, will this be an issue for any other or future properties? - The Avant homes defects are not completed, is there a date of completion for this? <p>The DAC affirmed that the properties in Neilston were designed and constructed by the developer, and Barrhead Housing has arranged for the installation of drainage measures. This will not affect future constructions, as Barrhead Housing will oversee the drainage measures in place.</p> <p>Regarding the Avant Homes defect, the retention is being withheld until all issues are resolved. The delay stemmed from a staffing change, and the newly appointed person will be conducting visits to the affected properties following surveys of all gardens.</p> <p>6.3 Six-monthly update on procurement plan</p> <p>The six-monthly procurement plan was provided to the Board for information only. There were no questions or comments from the Board in relation to the report.</p> <p>6.4 CEO verbal update</p> <p>The CEO provided a verbal update to the Board and noted the following.</p> <ul style="list-style-type: none"> - The Customer Services Advisor within the Hub team is currently on maternity leave. Caroline, an existing staff member and tenant, successfully secured this position through an interview process and will be covering the post for one year. - The CEO appraisal is due, and surveys will be issued to Board members shortly. - The CEO and Chairperson participated in the Barrhead regeneration masterplan session hosted by East Renfrewshire Council. The Shanks site and its funding were prominent topics of discussion during the session. A stakeholder committee has been set up to oversee the implementation of the masterplan. The co-chairs of this committee are the CEO of Barrhead Housing and Ruth Gallacher, CEO of Voluntary Action.
<p>7</p>	<p>Parent Monitoring Development sub-group</p> <ul style="list-style-type: none"> • Met 21 March 2024 6pm

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	<p>Audit, risk and health and safety sub-group.</p> <ul style="list-style-type: none">• Next meeting 23 May <p>LPS board</p> <ul style="list-style-type: none">• Met 14 March 2024. Next meeting 30 May 2024.
8	<p>Any other business</p> <ul style="list-style-type: none">- The salary increase was agreed at 6% and the budget assumed 5.5%. There is no significant impact on the budget for the 0.5% difference.- The DCS confirmed that an alternative medium will be used for next year's rent increase consultation. Furthermore, names and addresses will be required to ensure we can reach out to any dissatisfied customers.- The IIP gold accreditation was announced to staff, and a celebratory gathering took place with coffee and cake. Barrhead staff team were proud of the achievement.

Date and time of next meeting(s):

30 May 2024 at 6.00pm

Signed by Chairperson: _____

Date: _____