



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

Present

J Hamilton (Chair)	B Connelly MBE
R McGuire BEM (VC)	D McVey
D McKinney	L A Junner
P McIlvenny	A Glasgow (VC)
D Devlin	B Welsh (VC)
A Oliver (VC)	

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) (VC)

Minute – BHA Governing Board Meeting	
1	Apologies & Sederunt Check There were no apologies. The sederunt was signed by those in attendance.
2	Declaration of Interest: Board and Staff No declarations of interest were made.
3	<u>Approval of Minutes</u> 3a. Approval of Governing Board Minute of 8 December 2022. The Board approved the minutes as a true record. 3b. Special Board Meeting 7 February 2023

	<p>The Board approved the minutes as a true record.</p> <p>For noting</p> <p>3c. Board Action Tracker The Board noted the action tracker.</p>
4	<p>Matters Arising from Above Minutes The SHR has closed the notifiable event.</p>
5	<p>Matters for Approval</p> <p>5.1 Rent increase 2023/24 The CEO updated the Board on the outcome of the recent consultation exercise.</p> <p>She advised the Board that a 20% response rate was received, with a mixture of approximately one third agreeing, one third disagreeing and one third neutral in relation to the proposed increase. Repairs, investment and energy efficiency were identified as priorities based on the feedback received.</p> <p>It was highlighted that some other councils have increased their rent by 9%.</p> <p>The Board noted the feedback received and the benchmarking information, and approved the proposed inflationary rent increase of 5% for 2023/24, on the understanding that customers who had raised individual current concerns would be contacted.</p> <p>5.2 Delivery Plan 2023/24 The CEO took the Board through the proposed delivery plan projects for the year ahead, based on Board and customer feedback.</p> <p>The projects were summarised as: new tenant app and portal, new factoring service, review of repairs service, lettings/advice/allocations including joint work with ERC, joint ERC Eco House project, decarbonising existing stock, review of subsidiary LPS, People Handbook, Dynamic Procurement System, new website and review of IT systems, and new Business Strategy.</p> <p>Following discussion on the projects and capacity to deliver, Board approved the Delivery Plan projects for 2023/24.</p> <p>5.3 Final Budget 2023/24 The DFCS advised the Board that the proposed final budget for 2023/24 includes mostly minor changes and refinements since the draft budget was considered.</p> <p>She advised the Board of three significant changes being a reduction in planned maintenance relating to door replacements, a further uplift in reactive repairs, and the inclusion of grant income and related costs following the recent Investing in Communities award. She confirmed</p>

	<p>that rental income is based on a 5% increase, consistent with the draft budget and rent consultation.</p> <p>The Board approved the budget for 2023/24.</p> <p>5.4 Damp and Mould Policy</p> <p>The DAC advised the Board of the background to this new policy, which has been developed following on from the recent case in Rochdale where a child died as a result of inaction in relation to damp/mould. There were 26 recommendations arising from the resultant report, which have been taken into account in the development of the policy.</p> <p>He explained that the policy has been consulted on, and that staff have received full training on the new policy and implementation arrangements. A further staff session will be arranged following Board approval. Guidance has been added to the website, and information has been communicated via social media.</p> <p>The DAC then gave further information in relation to the process to be followed. It was suggested a process map would be useful and that a performance indicator around damp and mould would also be helpful to track trends. It was agreed this that would be reported to A&R sub group quarterly via the Tenant Health and Safety Dashboard.</p> <p>The Board approved the Damp and Mould Policy.</p> <p>5.5 CEO Governance and Compliance Report</p> <p>The CEO took the Board through her regular update report and gave an update on the recent Landlord Forum with SHR.</p> <p>The Board noted the report and:</p> <ol style="list-style-type: none"> 1. Approved conversion of the current temporary Housing Support Assistant’s role to a permanent post, retaining current terms and conditions; 2. Noted the action taken by the Chair under delegated powers, noted the consultation feedback, and approved the recommendations contained within the report previously agreed by the Chair, and; 3. Approved the proposed extension of the Service Level Agreement with Maryhill Housing Association for development services, for one year until March 2024.
6	<p>6.1 Presentation: Our People</p> <p>The DFCS took the Board through a presentation in relation to Our People. Discussion then took place in relation to the operation of the existing phone system, and current arrangements for hybrid working.</p> <p>The Board noted the presentation.</p> <p>6.2 Risk appetite discussion</p>

	<p>Facilitated by the DFCS, the Board discussed risk appetite. This discussion was informed by both the previously issued “risk categories and descriptions document” and the summary board member questionnaire responses.</p> <p>A Oliver left the meeting at this point</p> <p>The Board agreed risk appetites of: Cautious for Governance, Minimal for Health and Safety, Averse for Security, IT and Data and Cautious for Legal, Regulatory and Compliance, Open for Strategy, Eager for Service Delivery, Open for Property Assets, Open for Development, Open for People, Open for Financial, Open for Business Growth, Open for Technology, Open for Reputation.</p> <p>6.3 Quarterly Performance Report</p> <p>The CoSC advised the Board that this report had been submitted to the Audit, Risk and H&S sub group the previous week, so this report was just for information purposes.</p> <p>The Board noted the performance for the quarter, and the actions being taken to address repairs and contractor performance.</p> <p>6.4 Equality, Diversity and Inclusion</p> <p>The CoSC took the Board through the Equalities Action Plan progress report and provided high level information in relation to equalities data arising from recent survey activity.</p> <p>Discussion took place regarding the high proportion of disabled and female households within our customer profile, and that we would look to work with partners to develop appropriate actions.</p> <p>The Board noted the terms of the report.</p>
7	<p>Parent Monitoring – next meetings:</p> <p>Audit, Risk and H&S Last meeting 16 February 2023</p> <p>A Glasgow updated the Board on discussions at A&R – including capturing key indicators, the customer insight report which was useful, key risks were agreed and the Internal Audit Report outcome(s) were noted.</p> <p>Development Group Next Meeting 8 June 2023 LPS Next meeting to be arranged</p>
8	<p>AOCB</p> <p>The CEO advised the Board of the CIH Conference being held on 7/8 March 2023, and the EVH Conference on 19-21 May 2023.</p>

	The COSC advised the Board that we are looking to schedule visits to the Innovation Factory, the Wee House and a stock Tour is planned as a pre board session on 27/4/23 at 4.30pm. Various governance papers were issued for signing.
11	Board Check Out

Date of Next GB Meeting:

Date and time of next meeting – Thursday 23 March 2023 at 6.00pm

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

Signed by Chairperson: _____

Date: _____