

# CRAIGDALE HOUSING ASSOCIATION

BOARD MEETING

MONDAY 31<sup>ST</sup> JANUARY 2022

AGENDA ITEM: 4C APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING

## CRAIGDALE HOUSING ASSOCIATION MINUTE OF BOARD MEETING HELD ON MONDAY 24<sup>TH</sup> JANUARY 2022 AT 6.00PM VIA ZOOM

### PRESENT:

John Kilpatrick	Chairperson	Morag Cameron	Vice Chair
Des Phee	Secretary	Helen Bayne	Treasurer
Christine McCormack	Board Member	Claire Taylor	Board Member
Hilary Tennant	Board Member	Louise Bacon	Board Member
David Logan	Board Member		

### IN ATTENDANCE:

Linda Chelton	Chief Executive Officer (CEO)	
Frances Cunningham	Senior Corporate Services Officer (SCSO)	(Minute Secretary)
Sam Morton	Senior Housing Services Officer (SHSO)	

#### 1. Apologies for Absence

No apologies were received for tonight's meeting.

#### Leave of Absence:

Catherine Jones, Board Member

#### Absent:

Gemma Woodrow, Board Member

#### 2. Chairperson's Remarks

The Chair welcomed everyone and wished the Board a Happy New Year and mentioned that he was looking forward to seeing everyone face to face on Friday for the Board Away Day.

#### 3. Declaration of Interests

There were no declarations of interest registered.

#### 4. Governance Review

The SCSO presented the Governance Review Report which gives an update on progress to date against the external Governance Review completed in 2021. The action plan was approved by the Board on 28<sup>th</sup> June 2021, with updates to be provided monthly to the Board.

The SCSO advised that she has no further updates for this meeting and asked the Board if they had any questions.

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**Short Term Actions: RS 5-4:** SCSO advised the Board that Staff have been completing Equalities Impact Assessment (EIA) Forms in relation to policies however, apologised as some of the policies don't actually require EIA forms it is more for staff to get into the way of completing them when review policies. The CEO confirmed that EIA will be completed for all forms.

**Medium Term Actions: RS 6-1:** H Tennant highlighted that she hadn't received her Appraisal Individual Report. The SCSO mentioned that E Connelly had circulated them to Board Members to sign off. SCSO will circulate copy of report in the morning.

**The Board noted and approved the updated Governance Review Report.**

**5. Rent Increase Proposal 2022/23 Report**

The CEO advised that the purpose of this report is for the Board to consider options for the 2022/23 rent increase. The CEO highlighted that the Board agreed on 29<sup>th</sup> November 2021 to consult with residents on two options for rent increase 4.1% and 5.2%.

Letters were sent out to residents in December 2021 and Research Resource in January 2022 carried out a pulse survey by telephone. We received a total of 112 responses (42 paper & 70 telephone).

13 tenants opted for No Increase  
32 tenants opted for 5.2% Increase  
67 tenants opted for 4.1% Increase

The CEO mentioned that the enhanced consultation process agreed by the Board has allowed a more informed decision to be taken on the options for rent increase for 2022/23.

This lower increase may be seen as a good outcome for tenants demonstrating that we listen and act on their views, however the impact on the financial security will need to be carefully managed. There are a number of efficiencies which can be considered for the coming financial year. These include the bin store renovations, the level of printed documents circulated and joint procurement within the Castlemilk RSL partnership.

The CEO advised that from the comments received from tenants we will proactively contact any tenant who has returned the consultation document and mentioned either struggling financially or a change in circumstances.

The CEO asked the Board if they had any questions on the report.

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- M Cameron was happy to approve the lower rent increase however had concerns about some of the negative comments received. The CEO advised that we will be contacting anyone who had made comments through the paper returns to organise Welfare & Financial Inclusion appointments however, the comments received by telephone were anonymous and cannot be acted upon.
- C Taylor felt that the negative comments are mostly out with our control.

**The Board noted and approved a Rent Increase Proposal for 2022/23 of 4.1%.**

**6. Policy Review**

The SCSO explained that the undernoted policies have been updated and tailored to Craigdale's requirements. The SCSO mentioned that all amendments had been tracked in colour.

**6a Legitimate Interests Assessment (LIA) Business Continuity / Disaster Planning**

The Legitimate Interests Assessment (LIA) is a new document and has been tailored by Data Protection Officer, Claire Beckley. This document will be added to our Business Continuity & Disaster Planning documents under GDPR.

The SCSO asked the Board if they had any questions or comments. No question where asked.

**The Board noted and approved the Legitimate Interests Assessment (LIA) Business Continuity / Disaster Planning with no further amendments.**

**6b Treasury Management Policy**

The SCSO highlighted that the Treasury Management Policy is being presented for discussion and approval. The SCSO highlighted that there have been a number of minor amendments highlighted in yellow to titles etc.

The SCSO mentioned that F McDonald (FMD) had another look over the policy and has asked for two items to be removed.

- Page 7, 5.4: Remove Clydesdale Bank from list
- Page 9, 5.6 (g): Remove paragraph as 6 (f) caters for this.

The SCSO asked the Board if they had any questions or comments. No question where

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asked.

**The Board noted and approved the Treasury Management Policy with the above amendments.**

**6c Recruitment & Selection Policy**

The SCSO mentioned that this is a EVH model document which has been amended to suit our requirements, all inserts have been highlighted in yellow and all areas to be removed have been highlighted in grey.

The SCSO highlighted that the Introduction and part of the Equal Opportunities section has been reworded. The other changes related to amendments to job titles and grammar.

The SCSO asked the Board if they had any questions or comments.

- H Tennant mentioned that in the Introduction it mentions employees she was positive that the Board had agreed previously that employees be referred to as People. SCSO will amend the policy accordingly.
- The Chair highlighted that there was nothing within the policy that referred to Succession Planning. The SCSO will cross reference this against the Succession Planning Policy and insert a section in relation to succession.
- H Bayne highlighted Point 6.0 Job Analysis & Advertising there was a spelling error. SCSO will amend accordingly.
- H Bayne mentioned that the Association could do more in relation to impact assessments in relation to the positive outcomes rather and the negative outcomes in regard to protected characteristics i.e. People with a disability coming for an interview or been successfully employed could have a positive effect.
- D Phee highlighted that we are not collating much information at present however as equalities assessments gathers momentum there will be more areas for the association to consider.

**The Board noted the Recruitment & Selection Policy and agreed the above amendments.**

**6d Service Standards Policy**

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The SCSO highlighted that the CEO has suggested that this policy be presented to the Tenants Panel to seek their views rather than Staffs views and is asking the Board for an extension of the review date until Spring to give Staff time to consult with the Tenants Panel.

**The Board agreed to an extension of review date to allow consultation with Tenants Panel.**

**6e Acquisition Policy**

The CEO highlighted that the Acquisition Policy is being presented for discussion and approval. The CEO mentioned that there have been a number of minor amendments made to the policy in relation to Scottish Government strategies, and titles and these changes have been tracked for ease of viewing.

The SCSO asked the Board if they had any questions or comments. No question were asked.

**The Board noted and approved the Acquisition Policy with no further amendments.**

**6f Flexi Time & Toil Policy**

The CEO highlighted that the Flexi Time & Toil Policy is being presented for discussion and approval and advised that the policy was approved by the Board 27<sup>th</sup> April 2020. However the Board agreed to review the policy once the flexi time trail had been introduced. The CEO advised that Flexi is working well, and Staff are enjoying the benefits, she highlighted that there had been a couple of minor issues which have been resolved.

The CEO mentioned that there have been a number of minor amendments all of which have been tracked for ease of viewing. The CEO advised that there have been a couple of significant changes for the Board to note i.e.

- The introduction of flexi which have been removed.
- The policy in relation to the payment of toil never being paid; to toil could be paid in exceptional circumstances at the discretion of the CEO/Board.
- At the moment the accrual of more than 7 hours carryover has not been implemented, meaning that a number of staff members have large flexi balances. The CEO has advised staff that this balance must be used prior to the end of April when balances that have not been used will be reduced down to 7 hours carryover in May.

The CEO asked the Board if they had any questions or comments.

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- The Chair asked the Board are we recommending that Flexi Time is made permanent. The Board agreed to make Flexi Time permanent.
- M Cameron asked is there any reason why staff have such high balances. The CEO advised that staff were not aware that they could not carryover any more than 7 hours any given month.
- H Tennant asked if any more had been done in relation to the automated clocking in system. The CEO advised that we have seen one demo system and are currently scheduling another however this will be discussed in more detail next week.

**The Board noted and approved the Flexi Time & Toil Policy with no further amendments and agreed to make Flexi Time permanent.**

**7. Share Capital Report**

The SCSO highlighted that there has been no change to the membership.

The Association's Membership stands at 77 Members.

**The Board noted and approved the Share Capital Report.**

**8. Notifiable Events Report**

The SCSO gave an update on Notifiable Events report.

- Model Rules 2020: SCSO advised that SHR have now closed this event and approval has now been received from OSCR.

**The Board noted and approved the Notifiable Event Report.**

**9. Rent Report: November 2021**

The SHSO presented the Rent Report for November and explained that the actual arrears have increased by £7,594.43. This is due to the amendment to the closing of the rent account at month end. As per a recommendation from ARC Validation visit it was recommended that the rent account be closed on 27<sup>th</sup> of the month rather than at month end, which has now been implemented. Staff are currently contacting any tenant who pays their rent after the 27<sup>th</sup> of the month to sign a repayment agreement which can be dealt with under technical arrears.

The Chair asked if this would affect us at year end. The SHSO advised that no, as we

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have been closing the rent account down correctly at year end.

**The Board noted and approved the contents of the Rent Report at November 2021.**

**10. Board Training Plan**

The SCSO confirmed that she had received individual training plans from Board Appraisals and has had discussions with various training agencies. Training sessions have been organised as follows:

- Business Planning Away Day: Has been pencilled in for Friday 28<sup>th</sup> January 2022 at Hampden.
- Development: Understanding the development process from start to finish. Monday 7<sup>th</sup>/21<sup>st</sup> March 2022. Just waiting on G Harper to confirm date.
- Maintenance: Understanding reactive, cyclical, planned and major repairs. 6<sup>th</sup> June 2022. Owen McMillan will carry out training via SHARE.
- Staffing: Governing Body as an Employer Monday 13<sup>th</sup> June 2022. Kim Beattie from EVH will carry out this training.
- Finance: Understanding the more complex aspects of Pension issues: Spoken to a couple of agencies and this training will be organised once the SHAPS letter has been received.
- Finance: Looking at the more intricate areas of finances. I contacted the Board Members that highlighted training and I have an understanding of the training required; this will be organised in the coming days.

The SCSO asked the Board if they had any questions.

M Cameron highlighted that she would not be available for the Staffing training as she would be on holiday.

**The Board noted and approved the Board Training Plan.**

**11. Policy Review Register**

The SCSO presented the Policy Review Register and advised the Board that there were 4 policies due for review in February.

- Risk Management
- Guide to Information
- Gas Safety
- Information & ICT Governance: SCSO highlighted that we have ICT audit being carried

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out early February and depending on the recommendations from the audit, this policy may not be available until the Board meeting in March.

The SCSO asked the Board if they had any questions. No questions were asked.

**The Board noted and approved the contents of the Policy Review Register.**

**12. Correspondence**

The Secretary advised that there was no correspondence for tonight's meeting.

**13. Any Other Competent Business**

a) **Tender Return - Finance Services:** The CEO advised the Board that the tender submission for Finance Services closed at 12 noon today however one tender was received after the closing deadline. The CEO asked the Board how they would like to proceed.

- L Bacon felt that it was poor performance if a tender is received late.
- M Cameron was of the same opinion if they have delivered the tender late, what would they be like in regard to reports etc.
- C Taylor mentioned that if we accepted the late tender and they won this could cause an issue with the other company who submitted on time.
- C McCormack felt that we should not accept the tender.

**After discussion the Board agreed to exclude the tender that was received late.**

The SCSO asked the Board if anyone had availability on Wednesday for the tender opening. C McCormack and M Cameron agreed to attend, SCSO will check diary in the morning for times.

- b) **Scottish Housing Regulator – Tenants Health & Safety:** The CEO advised that SHR have issued a H&S questionnaire to all Landlords to be completed by 26<sup>th</sup> January. The CEO asked the Board if they would be happy if the questionnaire was submitted and details were presented to the Board next week.
- c) **Resignation:** The SCSO advised the Board that Evelyn Foster has tendered her resignation due to work commitments however if circumstances changed, she would like to re-join the Board in the future.

**14. Date of Next Board Meeting**



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- Monday 31<sup>st</sup> January 2022 at 6.00pm

**The meeting concluded at 7.00pm**