


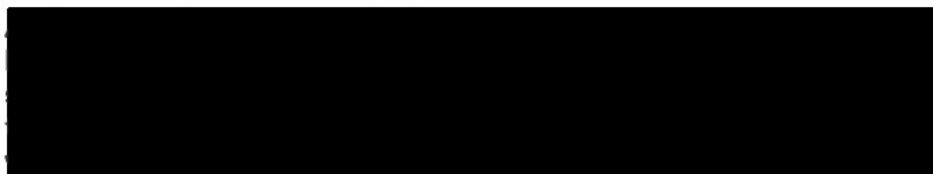


**Minutes of the Board meeting
held on Thursday 27th April 2023 at 6pm
in the Community Centre**


Board Member	Attended	Apologies
Kristina Bowie (KB)		
Jamila Flynn (JF)	x	
Robert Wright (RW)	X	
Stephanie Harverson (SH) - Chair	X	
Mark Fisher (MF)		x
Elizabeth McEachran (LM)	X	
Ross Kirkwood (RK)	X	
Amir Asif (AA)		X
Tope Falade	X	

In Attendance	
Pamela Milne (PM)	Chief Executive
Nicola Thom (NT)	Interim Director of Operations
Jennifer MacDonald (JM)	Business Administrator
Charlie Wood (CW)	Asset Manager
Alex Cameron (ALC)	Internal Auditor
Arlene Cook (AC)	North Glasgow Healthy Living

Agenda Item	Description	Action By
1.	Apologies	
	<p>SH agreed to chair the meeting in KB's absence. Chair welcomed everyone to the meeting and advised there was apologies from the following people: -</p> <p>Amir Asif</p> <p>There were two declarations of interest for this meeting Jamila Flynn for Agenda Item 7 and Tope Falade for Agenda Item 12.</p>	
2.	Approval of Previous Minutes	
	<p>Chair asked board to approve previous minutes. These were approved by: -</p> <p>1st: - Liz McEachran 2nd: - Jamila Flynn</p>	

Agenda Item	Description	Action By
3.	Action Tracker	
	<p>Board went through the Action Tracker and were happy with the content.</p>  <p>Board Approved the Action Tracker.</p>	CW
4.	Notifiable Events	
	<p>There was one notifiable event this month due the appointment of Quinn Internal Auditors. PM has informed the regulator of the appointment.</p> <p>Board noted this information.</p>	
5.	Written Resolutions	
	<p>There were no written resolutions this month.</p>	
6.	Internal Audit Programme 23/24 Presentation	
	<p>ALC presented the schedule he was suggesting for the internal audit with the first one being complaints. NT advised that we are currently reviewing our complaints process so it might be more beneficial to put this further down the schedule and swap out procurement with void management to be the first to be audited.</p> <p>Board agreed to amend the schedule.</p> <p>After this ALC left the meeting.</p>	
7.	Community Centre	
	 <p>PM advised that there had been a survey put out in the newsletter and the closing date is 2nd May and Community Links will collate this information and feed back to us.</p>	

Agenda Item	Description	Action By
	<p>There was a discussion about different options and it was agreed that we needed to look at the business model and results of survey to progress re opening the centre.</p> <p>Board noted all information.</p> <p>██████████</p>	
8.	Scottish Housing Regulator Engagement Plan	
	<p>This item was moved to the end of the meeting to allow private board discussions to take place.</p> <p>NT, CW, JM & FMD left the room while PM discussed confidential Board Matters.</p>	
9.	Governance Calendar	
	<p>PM went through the Governance Calendar with the Board to allow them to see timescales of when governance information is required.</p> <p>Board noted this information.</p>	
10.	Quarter 4 KPI's	
	<p>NT went through the year end KPI's and acknowledged that not all the operational targets were where they should be but the management team were working with the team to bring these up. RK asked if there were any significant issues that should be highlighted to the board. NT advised that there was no massive fluctuations or issues to report.</p> <p>Board noted Quarter 4 KPI's.</p>	
11.	Proposed KPIs 23/24	
	<p>NT went through the report and advised that she is proposing to change some of the KPI's to align more with the ARC performance indicators and to streamline the process. NT advised we have also introduced monthly performance reports to allow management to react quicker to any issues being highlighted. NT advised that she has proposed to remove Money Advice from the KPIs and give six monthly reports instead to give more accurate information.</p> <p>RK asked if anything being removed is part of the regulator or ARC reporting NT advised it was not.</p> <p>Board approved KPIS 23/24.</p>	

Agenda Item	Description	Action By
12.	A.O.C. B	
	 <p>NT spoke to the board about the possibility of investigating hybrid working for staff. Board is happy to look at different options and investigate whether this is a possibility.</p> <p>Discussion was had regarding a date and time for the AGM. It was agreed to hold the AGM Tuesday 12th September 2023 at 6pm.</p> <p>Board agreed to Entitlement Payments & Benefits Proposal. Board Agreed to investigate possibility of hybrid working. Board agreed to holding AGM Tuesday 12th September 2023 @ 6pm.</p> <p>JF left the meeting after this agenda item.</p>	
13.	Board Training	
	<p>JM issued board conference calendar to board and asked board to contact her if anyone would like to attend any of the conferences.</p> <p>PM advised that KB had resigned as Chair of the Board as of today. The board agreed to elect Liz McEachran as Chair and KB as Vice-Chair until the AGM is held in September.</p> <p>RK resigned as a co-opted member of the board and was elected as a casual vacancy board member until the AGM is held in September.</p>	
14.	Date of Next Meeting	
	Date of next meeting is Thursday 25 th May at 6pm	

Signed: _____

Date: _____