Minutes of the Board meeting
held on 23rd October at 6pm
in the Cadder Community Hub & Microsoft Teams

Board Member	Attended	Apologies
Kristina Bowie (KB) - Chair		x
Jamila Flynn (JF)	x	
Robert Wright (RW)	x	
Stephanie Harverson (SH)		x
Mark Fisher (MF)	x	
Ross Kirkwood (RK)		x
Kenny Wiggins (KW)	x	
Julie Smillie (JS)	x	
Gordon Anderson (GA)		x
Joyce Orr (JO)		x

In Attendance	
Pamela Milne (PM)	Chief Executive Officer
Charlie Wood (CW)	Head of Asset Management
Thomas McIlvaney (TM)	Head of Housing
Wendy McCracken (WM)	Governance Consultant
Lauren McClure (LM)	Governance and Corporate Support Officer

Agenda Item	Description	Action By	Target
1.	**Apologies**		
	Apologies received from K. Bowie, S. Harverson, R. Kirkwood, G. Anderson and J.Orr.		
2.	**Chairs Welcome - Meeting Format**		
	JF Chaired meeting, welcomed Board Members in person and those attending via MS Teams.		
3.	**Declaration of Interests**		
	No declaration of interests.		
4.	**Presentation on Annual Assurance Statement**		

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	WM led the Annual Assurance Statement (AAS) presentation (slides circulated to Board Members). WM referred to the 2023 AAS to remind Board of the non-compliant status and directed Board to Appendix 5 (full statement. WM outlined the various areas that she reviewed, when producing the AAS : • Progress of Action Plan; • External validations; • Statutory returns; • Business Plan objective progress; • Risk Management assessment; • Resident involvement; and • Community Hub. WM highlighted changes that needed to be made to the current report: • Page 5: Ref 3 - Senior Officer appraisal – this area is compliant as CEO has had formal appraisal by Board; • Page 5: Ref 4 – Staff structure review including job evaluations to inform new People Strategy – compliant; • Page 5: Ref 5 – [redacted] – compliant; and • Page 8: Ref 6 – Report on non-financial covenants – compliant.		
	WM noted that a further discussion was required to be undertaken regarding area RS4.5 (Audit & Staffing Committee to be re-established).	All	
	PM confirmed that she has had discussions with EVH, who were due to commence work in November, with staff and once this was completed, the Association would be able to finalise their performance / appraisal model, which would complement the completion of their People Strategy.	PM	
	WM continued to section 3.2 of her report, explained that RSLs must confirm if they meet the outlined relevant safety requirements. As such, WM was satisfied that the Association were complaint in the following areas: • No RAAC present in any properties; • Gas Safety: All properties have a valid CP12 certificate. • Electrical safety: All properties have a valid EICR, with a five-year inspection cycle established; • Water safety: there is a two-year plan established, to conduct risk assessments;		

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	• Fire safety: there is a three-year cycle in place, to assess fire risks within all communal closes (109 tenemental blocks); • Asbestos Management: there is a three-year cycle in place for 105 tenemental blocks. The remaining 4 blocks were built after 2000; and • Dampness and mould: a new policy has been approved and implemented. **Regulatory Framework (April 2024) –** Board were directed to Appendix 2, which outlines the progress made: • Standard/Guidance 1.5 – The Association is to consider what the word 'professional' means; • Standard/Guidance 4.2 – The Association has undertaken a full review of their complaints process to improve service outcomes for residents; and • Standard/Guidance 5.3 – The Associations ASB policy recognises harassment, however, the Housing Management Team is being upskilled in best practise, with the knowledge, support, and experience of an ASB specialist who has joined the team. WM summarised this section by confirming that the Association were meeting the requirements of the new Framework. **External Validations** - the Internal Audits provided positive affirmation for the AAS and confirmed there were no major concerns, noted within their recommendations. There are two audits still to be completed (rent arrears and factoring), with the rent arrears audit scheduled for November 2024. The Tenant Satisfaction Survey presented a decrease in satisfaction; however, the Association has embedded an action plan to improve communication and satisfaction which was approved by their residents' group. Following the recent ARC Validation, undertaken by Christine Dougan, WM is satisfied with the report and believes that there are no concerns with the findings. **Statutory Reporting and Returns** - • **Lenders** – There are no issue with loan covenant. • **Business Plan** – The Association are currently in year three of their current Business Plan. SMT monitor the progress at their monthly meetings, using their KPI data. • **Homelessness** – The Association are meeting their agreed level of lets to Section 5 cases, therefore no issues to note.		

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	• **Performance in delivering services** – comparison of 22 indicators, with other RSL's. • **Development** – Not applicable. • **Quality of Homes** – 99% of the Associations stock is SHQS compliant. • **Tenant and Resident Safety** – All positive, nothing to note. • **Financial Health of RSLs** – The only concern for the Association relates to the Community Hub. PM to present Community Centre Business Plan at next Board meeting (31.10.2024). • **Good Governance of RSLs** – Cadder are working positively with SHR with no further concerns raised. • **Risk Management Strategy** – There are plans in place to reduce risk in all areas and therefore nothing to highlight to the Board. **Tenants & Service Users Involvement** – The Association's work to establish a Resident Group offers assurance that they are delivering in this area. WM confirmed that the draft AAS would be amended to reflect that the Organisation is fully compliant with finance and governance, with the exception of financial management of the Community Centre, however, the Association continue to work with the SHR on this matter. PM and WM welcomes questions from the Board members. **The AAS was thereafter approved by the Board.**		
5.	**Any Other Urgent Business**		
	No other urgent business.		
5.1	**Lease for Cadder Community Hub**		
	CW provided an update on the new long-term lease: local hairdresser who has an established business, looking to use one room: [redacted] CW outlined the costs associated with adapting the disabled bathroom in the Community Centre to make it suitable for this let. **Board approved for chair to progress with lease.**		
6	**Date of Next Meeting**		
	Date of next meeting is 31st October 2024.		

Signed: [redacted]

Date: [redacted]