Minutes of the Board meeting held on 31st October 2024 at 6pm in the Cadder Community Hub and MS 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
Thomas McIlvaney (TM)	Head of Housing
Nicola Thom (NT)	Interim Director of Operations
Lauren McClure (LM) - Minutes	Governance and Corporate Support Officer
Stuart Eglinton	SE Training

Meeting started at 6.45pm as Board had private meeting at 6.00pm which will be continued before the Business Planning event.

Item No	Description	Action By	Target
1	**Apologies**		
	Apologies received from K. Bowie, R. Kirkwood, J. Flynn and K. Wiggins.		
2	**Chairs Welcome – Meeting Format**		
	SH to Chair meeting in absence of KB, Chair welcomed everyone to the meeting. Item 6.6 – Governance and Compliance Reports, Board Skills Audit to be brought forward to start of meeting		

Item No	Description	Action By	Target
3.	**Declaration of Interests**		
	No declarations of interest declared		
4	**Minutes for Previous Meetings**		
4.1	**Minutes of Board Meeting held on 29 August 2024**		
	JO explained that the minutes from the previous board meeting cannot be approved due to several errors – it was agreed that measures would be put in place to ensure errors were minimised in future. The following errors were highlighted for change: • Thomas McIlvaney and Lauren McClure missing from "In Attendance" list • Minute to be revised to explain who auditor was in attendance • Item 6.1 – was omitted from the minute • Item 6.2 – was out of alignment • Item 6.3 – NT added that board approved reconciliation Accounts Surplus to Annual Accounts • Item 6.5 NT added that KB thanked FMD • Item 7.2 – NT included that Wylie and Bisset have rebranded as WBG • Item 7.3 – to include that staff were asked to leave at this point and included staff names • Item 7.6 – noted members of staff asked to leave for Chief Executive Officer Report. Updated discussion around temporary contracts and included that Board approved the recommendations and authorised PM to progress as appropriate. Noted staff who returned to the meeting • Item 8.1 – Included name of online portal (Decision Time) and included action to review content and layout of the tracker when uploaded to Decision Time • Item 9.1 – the Spiritualist Church is held in the Community Centre on a Tuesday, not Thursday	PM / LM	Nov 2024
	JO raised point that more detail is required regarding the Board discussion as there is no report – minute will be revised to include more detail PM highlighted part of the Minute that refers to D Reynolds comment around SHR engagement, Board agreed to remove comment from Minute regarding the only outstanding engagement relating to finance	PM	Nov 2024

Item No	Description	Action By	Target
	NT advised that revised minute would be made available to Board on the day after the meeting. Board agreed with JO and SH proposal that approval of minute to be left to next meeting	PM/LM	Nov 2024
4.1.1	**Approval and signing:**		
	Revised minute to be considered at next board meeting		
4.1.2	**Matters arising:**		
	There were no matters arising.		
4.2	**Minutes of AGM held on 11th September 2024**		
	PM highlighted a couple of typing errors, these Minutes will be approved at next AGM.		
	JO notified PM that post AGM meeting minute missing. SH asked for this to be brought to next meeting also	PM	Nov 2024
5	**Action Tracker**		
	NT presented the Action Tracker highlighting actions complete and ongoing JO asked for original dates on the action tracker to be kept for auditing purposes and for referring back to. TM updated board on programme for annual tenant visits, with staff to conduct visits to each property by end March 2024 JO advised of importance of retaining training videos for Board Members to view at any time and highlighted the importance of restarting Board training PM updated Board on search for a management agent for the Community Centre, with an internship for a University of Glasgow Community Development Student being actively discussed with U of G. There was discussion around the updating of policies. Possible amendments to scheme of delegation to be discussed going forward and further discussion would be brought to next agenda **Board Approved the Action Tracker**	NT NT	Nov 2024 Nov 2024

Item No	Description	Action By	Target
6	**Governance and Compliance Reports**		
6.1	**Risk Management Report:** NT presented the risk map and brought attention to three proposed changes to the risk scoring: • Reducing Risk A (Board Membership) to be reduced to "Significant Risk" • Reducing Risk B (Board Capacity) to be reduced to "Significant Risk" • Risk N (ICT Failure/Breach) to increase to "High" due to failures in the system in October 2024. It was generally agreed by the Board that training needs were still a focus on risk strategy and decision making. NT confirmed with the board the risks should be kept as they are.		
6.2	**SHR Engagement Plan:**		
	PM advised the Board that SHR had been updated regarding PM absence from work. SHR advised that they would be meeting with PM soon SHR will be provided with updated minute	PM	Nov 2024
6.3	**ARC Validation Report**		
	NT provided report on ARC Validation report and the audit carried out by Christine Dugan of CD Consultancy and the audit carried out in July 2024. NT advised that the audit showed some errors in the ARC return, although it was advised by CD Consultants that these were not significant, however it was a Board decision whether to resubmit the ARC figures. It was agreed that ARC figures would be resubmitted with the recalculations. **Board noted the ARC Validation Report**		
6.4	**Business Plan Progress Report**		
	NT informed Board that few actions have turned green, there has been updated commendatory and the actions that are out of date will be done by Quarter 3 and updated at next Board meeting.	NT	Nov 2024

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	JO asked if it could be made clear who was lead on each action, with names rather than initials being used. This was agreed for next meeting. JO asked if all actions could be updated going forward, and that sub-committees be removed as these are no longer in existence **Board Noted Business Plan Progress Report**	NT	Nov 2024
6.5	**Membership Update**		
	PM informed Board that there are a couple of updates to the Membership Register. As per the rules, there are 4 members who will be removed due to missing 5 AGMs. Two additional Members removed as per the rules as they no longer have a tenancy with CHA. PM confirms 6 Members removed in total. There was discussion around membership in general and the promotion of this by staff at both sign-up of new tenancies and at annual visits.		
6.6	**Board Skills Audit**		
	Stuart Eglinton of SE Training introduced Board Member Appraisal Report findings based on Group Appraisals, individual interviews, and a questionnaire. The following key findings were highlighted: • overall, the report is evidence of good overall knowledge • the time spent on SHR engagement by Board was frequently mentioned • room for improvement in the decision-making process • relationship between Board and Organisation is working well, Board wishes to develop relationships with staff at all levels the Board wished to continue with Group Appraisal process, and that once SHR engagement reduced, appraisals could be more tailored to individual members Areas for improvement noted: • succession planning was found to be an area that requires consideration as members may see their time on the Board as short term, and this should include the development of office bearers • induction programme was an area the Board felt could be improved, particularly for members not in the Housing Sector		

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	• the Board's relationship with non-senior staff could improve possibly through joint training sessions • questions over the timing of training sessions (lunch time) however the recording of the training sessions has been very helpful for non-attendees • the possibility of Hybrid Members and what this would look like periodic training on key documents was suggested to be useful, along with training on community centres with the possibility of visiting other similar facilities Action Points highlighted: • staff recruitment • reviewing delegated authority • thinking beyond engagement Community Centre future plans Board agreed to be sent individual plans by SE PM asked by GA to report back to Board on and action plan to take forward the action points. **Board approved board skills audit**	PM	
7	**Finance Reports**		
7.1	**Consultation on Proposed Rent Increase for 2025/2026**		
	TM introduced report, and informed Board that the proposed rent increase is 3.2%, which is CPI + 1. Board asked for a draft budget to be produced before making their decision on the proposed consultation with a 3.2% increase. This was agreed. **Paper will be resubmitted in November 2024**	TM	Nov 2024
7.2	**Service Level Agreement with FMD**		
	PM advised Board that after unsuccessful recruitment process for Head of Finance, that it was recommended by the interview panel to wait until 2025 to make further decision on the role. PM advised that FMD, who are currently used for financial services, be given a 1 year SLA to minimise the risk to the business, as they had been heavily relied upon this year due to staff sickness.		

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	There was discussion around the cost of using FMD and the type of agreement. **Board approved Service Level Agreement – FMD** **Standing Orders suspended**		
8	Operational Reports		
8.1	**Operational Performance KPI Report** JO informs SMT that figures are required as well as % and that more explanation is required in respect of the red arrows and possibly some benchmarking included. **Board noted Operational KPI Report**		
8.2	**Mortgage to Rent Policy**		
	PM informed Board that the Association does not currently have a Mortgage to Rent Policy and that an application has been received. TM highlighted that they've been informed CHA is the preferred candidate and that the house in question is to a really good standard so would be excited to bring this into the Association's stock. **Board approved Mortgage to Rent Policy.**		
9	**Health and Safety**		
9.1	**Amended Electrical Safety Policy**		
	NT informs Board of amendment to Section 3.3 which outlines how the Association goes through the forced access process **Board approved Amended Electrical Safety Policy**		
9.2	**Internal Audit Progress Report**		
	NT outlined that everything is complete with the exception of the final item. NT also highlighted that they are looking to change Scheme of Delegation and standard orders		
10	**Community Hub Reports**		
10.1	**Community Hub Business Plan Review Draft**		
	PM advised that the draft of the Community Hub Business Plan has been brought to the board to get initial comments.		

Item No	Description	Action By	Target
	GA asked that the Community Hub Business Plan be brought to next Board meeting for sign off	PM	Nov 2024
10.2	**Community Hub Update**		
	NT advised that a lease is currently being drawn up for a hairdresser to use Community Hub space and that this will bring income of [redacted] It is hoped that the extra footfall from this would have a positive knock-on effect for the other facilities **Board Approved Community Hub Update**		
11	**Any Other Business**		
11.1	**Confidential Staffing Paper**		
	Moved to last item as staff (Thomas McIlvaney, Nicola Thom, and Lauren McClure) would be asked to leave for this item.		
11.2	**Festive Arrangements**		
	PM advised that Board are asked each year to approve closure of the office over Christmas and New Year. JO suggested that this be approved as standard unless there were reasons otherwise **Board approved Festive Arrangements**		
11.3	**Board Mini Conference**		
	PM advised of a mini conference being mentioned during the Board Appraisal process. PM advised that a weekend away had previously been undertaken by Board members for purpose of training and team bonding. There was some discussion around the cost of this and whether alternatives to weekend away could be explored It was agreed to discuss at a future date PM reminds Board of Business Planning Day on 8th November 2024, 09:30 – 15:30), Wendy McCracken to facilitate the day and PM encourages Board Member's attendance and food will be provided		

Item No	Description	Action By	Target
12	Date of Next Meeting		
	Next meeting will take place 28th November 2024 at 6pm. All staff asked to leave for agenda 11.1 Confidential Staffing Paper (LM, NT and TM left).		

Signed: [redacted] ....

Dated: [redacted] ....