

**West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 31st May 2023**

<p>Present: Kelly Adams (Chair), Ruth Simpson, Elaine Davidson, Nick Farrell, Kenneth Fee, Michael Sozansky, Paul MacNeil, Irene McFarlane, Alison Calder (from item 3), George Kpodo (from item 3)</p> <p>In Attendance: Brian Gannon (CEO), Jennifer Cairns (Director of Corporate Services) in part, Donna Paton (Director of Finance), Robert Campbell (Director of Housing & Community Support Services), Susan Speirs (Senior Corporate Services Assistant) , Pamela Forest (Housing Manager)</p> <p>Kelly Adams advised that a member of the Woodlands & Garnethill Residents Association was attending the meeting as an observer.</p> <p>Apologies: Paul McCandlish, Ann Reid</p>	
<p>Disclosure of Interests There were none.</p>	
<p>1. Minutes of the Previous Meeting The minutes of the previous meeting of 26th April 2023 were accepted as a true and accurate record. They were approved by Kenneth Fee and seconded by Ruth Simpson.</p>	Approved
<p>2. Matters Arising The CEO advised that out of the 89 surveys identified in the damp & mould survey we still have to get access to 20 properties to carry out the inspection. Minor works have been carried out in 15 properties. No major issues have been identified. The Board will be kept updated on this matter.</p>	Noted
<p>3. Annual Return on the Charter Submission & Update on 2022/23 Key Business Objectives The CEO gave an update on the progress with the 2022/23 Corporate Business Plan.</p> <p>The ARC had been issued by email to the Board prior to the meeting. The CEO advised that a couple of the indicator performance figures have changed very slightly since it was sent out. The CEO gave a presentation on the contents of the ARC submission. He advised that the results have been validated on the SHR website and that the ARC will be submitted following the meeting.</p> <p>Kelly Adams asked if we had sector averages for the average time to carry out repairs. The CEO advised that he would get this information and email it out to the Board.</p>	Action

<p>Kelly Adams asked if all RSLs had the same 20 day target for ASB. The CEO advised that the target dates are different for each authority.</p> <p>Paul McNeil asked how we deal with people who are causing anti-social behaviour but are not our tenants. The Director of Housing & Community Support Services outlined the various ways that this could be dealt with. The CEO will contact Paul regarding his enquiry.</p> <p>George Kpodo and Alison Calder joined the meeting at this point.</p> <p>The Board approved the ARC submission.</p>	<p>Action</p> <p>Approved</p>
<p>4. Procurement Strategy & Annual Report</p> <p>The Director of Corporate Services gave an update on the annual procurement activity and progress that has been made with regard to the Procurement Strategy.</p> <p>It is a five year strategy which is reviewed and updated annually in terms of the procurement activity over the past year and the planned procurement activity. No significant changes have been made to the strategy. The Risk Management section has been updated to include the issues that we are currently experiencing. The strategy has also been updated to ensure it aligns with the objectives of our new Sustainability Strategy.</p> <p>Michael Sozansky asked why close cleaning was in the red in Appendix 1. The Director of Housing & Community Support Services advised that the close cleaning was still being carried out but had still to be tendered to put a new contract in place.</p> <p>Elaine Davidson asked what the meter billing was in Appendix 1. The Director of Housing & Community Support Services advised that this was a system for billing for utilities in some of our sheltered sites.</p> <p>The Board noted the contents of this report and approved the revised Procurement Strategy.</p>	<p>Noted & Approved</p>
<p>5. Risk Management Report</p> <p>The Director of Corporate Services advised that there has been no significant change to the scoring of the strategic risks. She gave an update on each of the strategic risks outlined in the report and also the high operational risks and the actions that are in place to mitigate these risks.</p> <p>The Director of Corporate Services advised that following the Risk Management Audit that was carried out recently a number of changes have been made to the Risk Management Policy. She outlined these changes to the Board.</p>	

<p>She then moved on to discuss the organisation's risk appetite. She explained a risk appetite statement was developed a few years ago but our auditors advised that we should have risk categories in respect of our risks and consider our appetite in respect of each of the categories. This matter had been discussed by the Audit Sub-Committee at their recent meeting and they agreed the risk appetite scale and categories that should be put in place, however, they felt that it should be the full Board that should determine what the risk appetite should be for each category.</p> <p>It was proposed that a separate meeting should be held to deal with this and this could be done at the next business plan review session as part of the business planning process. The Chief Executive advised that he was looking at the possibility of the business plan review being facilitated by external advisor and including a strategic options appraisal. He advised that he would bring a proposal to the board regarding this.</p> <p>The Board noted the following:-</p> <p>The contents of the report. The changes to the Risk Management Policy. The new Risk Management KPIs.</p> <p>The Board approved the process for assessing risk appetite as part of the Corporate Business Planning Process.</p>	<p>Action</p> <p>Noted</p> <p>Approved</p>
<p>6. Lettings Strategy</p> <p>The Housing Manager presented the Lettings Strategy for 2023/24 to the board. She advised that the strategy is used to help staff when allocating properties. It sets out targets, which have been agreed with the Local Authorities, for homeless referrals and nominations as well as targets for agency referrals and lets to direct waiting lists and transfer lists.</p> <p>The Housing Manager advised that we have demand for all the areas that we operate in. She also provided details of the proposed targets for lettings for the coming year.</p> <p>Alison Calder asked if some refusals are due to the condition of the properties at handover and asked how we support tenants on low incomes moving in to homes.</p> <p>The Housing Manager advised that there are various incentives that can be offered to tenants such as decoration allowance and Starter Packs. She also advised that each Housing Officer has an allowance to help tenants if they need support with moving into their property. Tenants can also be referred to Welfare Rights or the Community Support Services for assistance.</p>	

<p>Nick Farrell commented that it was a very good report.</p> <p>The Board approved the Lettings Strategy for 2023/24.</p> <p>The Housing Manager informed the Board that there have been some minor changes to the Allocations Policy to align it more closely with our existing system of needs assessment. It is proposed that minor changes are made to the prioritisation of under-occupation and overcrowding and the position on 'non-secure accommodation' made clearer. She advised that these tenants and applicants were consulted on these changes and anyone who provided comments or requested information will be responded to.</p> <p>Irene McFarlane expressed concern about the reduced priority given to underoccupation and if we are providing enough incentive to free up larger homes to address overcrowding and underoccupation. The Director of Housing & Community Support Services advised that overcrowding appeared from the consultation to be more of a priority than underoccupation and, based on the comments in the feedback, tenants/applicants felt strongly about not moving from their home, even if they were underoccupying. Irene suggested we monitor the impact of this change on a quarterly basis to see if there were unintended consequences.</p> <p>Michael Sozansky asked for further information on how overcrowding/underoccupation is defined. The Director of Housing & Community Support Services advised that it is based on the applicant's current house size and family composition which then determines if they are underoccupying/overcrowded and therefore which band they are placed in and what size of house they need.</p> <p>Alison Calder asked if many tenants expressed an interest in mutual exchange. The Housing Manager advised that a number of mutual exchanges had taken place during the year.</p> <p>Paul MacNeil suggested we promote this in our next newsletter.</p> <p>The CEO advised that there will be an article on the Allocations Policy in the next edition of Westworld.</p> <p>The Board approved the amendments to the Allocations Policy subject to the impact of underoccupation being reviewed in 2024 as part of next year's annual strategy.</p>	<p>Approved</p> <p>Action</p> <p>Action</p> <p>Approved</p>
<p>7. Dampness & Mould Action Plan</p> <p>The CEO advised that at the last meeting the Board had approved the new Dampness & Mould Policy. It was advised at the meeting that an action plan would be drawn up to address any issues of dampness and mould in our properties. This action plan has been drawn up</p>	

<p>using the SFHA’s Putting Safety First briefing and also the Spotlight on Dampness and Mould guidance which was published by the Housing Ombudsman in England.</p> <p>Kelly Adams asked if it had been agreed how often reports would come to the board. The CEO advised that it would be reported quarterly and the first report would go to the August meeting.</p> <p>Paul MacNeil praised the organisation for our approach as did Irene McFarlane who also noted that she was on a Housing Regulator working group looking at reporting standards on dampness and mould for RSLs and would feedback to the CEO.</p> <p>The Board approved the damp and mould action plan.</p>	<p>Approved</p>
<p>8. Board Brief The CEO presented the board brief.</p> <p>The Board gave delegated authority to the Director of Housing & Community Support Services to deal with the leases for the two Charing Cross commercial leases at 164 Woodlands Road and 137 St Georges Road.</p> <p>The Board approved the minor change to the Rent, Services & Occupancy Charges Policy.</p> <p>The Board approved the award of all three lots of the legal services contract to T C Young with the exception of employment advice. We will continue to receive employment advice from Harper MacLeod as T C Young do not provide this information directly as they sub-contract it.</p> <p>The Board approved the amendments to the Tenancy Management Policy.</p> <p>The Board noted the rest of the report.</p>	<p>Approved</p> <p>Approved</p> <p>Approved</p> <p>Approved</p> <p>Approved</p> <p>Noted</p>
<p>9. Management Accounts The Director of Finance advised that this was a draft version of the management accounts for the quarter to 31 March 2023. There was nothing of significance to note at present.</p> <p>The Board noted the Management Accounts to 31 March 2023.</p>	<p>Noted</p>
<p>10. Health & Safety Report The Board noted the Health & Safety Report.</p>	<p>Noted</p>
<p>11. Subsidiary Report The Board noted the Subsidiary Report.</p>	<p>Noted</p>

<p>12. Staffing Sub-Committee Annual Review The CEO advised that this report summarises the work undertaken by the Staffing Sub-Committee during the year. The Board noted this report.</p>	<p>Noted</p>
<p>13. Resolutions The Board noted this report.</p>	<p>Noted</p>
<p>14. Notifiable Events The Board noted this report.</p>	<p>Noted</p>
<p>15. Group Information The Board noted the minutes of the TAG meeting on 27th April and the Westscot Living Board meeting of 4th May.</p>	<p>Noted</p>
<p>AOCB Kelly Adams advised that an email had been sent out to Board members with regard to changing the date of the meeting on 28th June as she was on holiday. She asked Board members to respond to Susan to say whether they would prefer meeting to be on 26th or 27th June.</p> <p>There was no other business.</p>	
<p>Review of Meeting</p> <p>Everyone agreed that the meeting had gone well apart for some online issues.</p> <p>The meeting closed at 8.10 pm.</p>	
<p>Date of next meeting - TBC</p>	