

**West of Scotland Housing Association
Minutes of the Board Meeting
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Wednesday 28th September 2022**

<p>Present: Kelly Adams, Derek McGowan, Irene McFarlane, Kenneth Fee, Ruth Simpson, Elaine Davidson, George Kpodo, Ann Reid</p> <p>In Attendance: Brian Gannon, Chief Executive, Jennifer Cairns, Director of Corporate Services, Andrew Kubski, Director of Development & Asset Management, Robert Campbell, Director of Housing & Community Services, Alistair Reid, Customer Services Team Leader (In part)</p> <p>Apologies: Nick Farrell, Alison Calder, Paul MacNeil, Ian Whiteman, Michael Sozansky</p>	
<p>Disclosure of Interests None were declared by the Board. It was agreed that all staff would leave for the last agenda item as this would be a Board only discussion.</p>	
<p>1. Approval of the minutes The minutes from the previous Board meeting held on 24th August proposed by Elaine Davidson and seconded by Ruth Simpson.</p>	Approved
<p>2. Matters Arising An update was provided on actions from previous meeting.</p>	
<p>3. Preparation for Assurance Statement The Director of Corporate Services provided the Board with an overview of the Regulatory requirements and standards and the work that the Short Life Working Group had been carrying out to review our compliance against in both in preparation for the Board Assurance Statement in October. The Board firstly reviewed the areas of concern from the previous year which were Tenant Scrutiny, Equalities & Human Rights and Complaints Handling. The Board discussed the progress made on each of these areas over the past year and agreed that they had assurance that these were no longer areas of concern. The Board also reviewed the progress that had been made in respect of the improvement plan from the previous year and noted that any actions outstanding have been added to the action plan for this year. The Board then went on to consider current compliance. They reviewed three areas in particular that had been highlighted by the Short Life Working Group:</p> <ul style="list-style-type: none"> • H&S Compliance in respect of former CXHA properties. The Board noted that there were outstanding electrical testing and asbestos surveys to be carried out. They discussed tenant health & safety was a key priority but recognised that this was 	

a legacy issue from the transfer of engagement. They received confirmation that these outstanding issues were in respect of former CXHA only and did not apply to any core WSHA properties. Irene MacFarlane queried if we should include Electrical Testing in the Assurance statement as the guidance around 5 year testing is advisory and not regulatory. The Director of Corporate Services advised that the recent FAQs from the SHR re the assurance stated that outstanding electrical testing should be included in the assurance statement. Derek McGowan agreed that it was not an issue of material non compliance for WSHA as it was something that we were aware of at point of transfer and were now rectifying. It was agreed that a statement re H&S compliance for former CXHA properties should be included in the statement with detail of what is being done to rectify this. It was agreed that this was a timing issue in respect of when the Assurance Statement was due as plans were already in place to get all in compliance up to date and we have been working on this since August. It was also discussed that Audit Committee monitor H&S compliance on a quarterly basis so would be monitoring this to ensure all checks are up to date.

- Human Rights – the Board discussed that that most of the focus up until this point had been around equalities but following discussion around the human rights considerations and how the requirements of the Human Rights Act are included in other key pieces of legislation, they did not consider this an area of material non compliance. The Director of Corporate Services advised the Board that they needed to include a position statement in respect of Equalities & Human Rights in the Assurance Statement as per SHR guidance. The Board agreed that there was no issues in respect of non compliance but would include a position statement to reflect the work that had been done in relation to equalities and human rights and the next steps in respect of further focus on human rights.
- Regulatory Standard 3 (The RSL manages its resources to ensure its financial wellbeing while maintaining rents at a level that tenants can afford to pay) – the Board discussed compliance in respect of this regulatory standard in light of a potential rent freeze in 2022/23. They discussed the impact of a rent freeze and noted that it would cause significant difficulties in respect of compliance with this standard. It was agreed that we are currently compliant with this standard therefore for the purposes of the assurance statement there are no issues of non compliance. However, it was agreed that a paper would come to the October Board meeting to update the Board on this matter following the legislation going through Parliament on the 4-6th October 2022.

Action

<p>The Board noted the action plan for 2022/23 which included all areas of continuous improvement.</p> <p>It was agreed that a draft assurance statement would be circulated to the Board for feedback and comment well in advance of the October Board meeting to ensure that final statement for signing at the meeting was agreed before the meeting.</p>	Action
<p>4. Tenant Scrutiny Update Report</p> <p>The Customer Engagement & Services Team Leader reminded the Board that there had been very little scrutiny activity during the pandemic as the group had not felt comfortable carrying out scrutiny activity online. He advised the Board that following a recruitment campaign in April this year, we have now recruited new members on the scrutiny panel and all existing members have been happy to stay on the panel. He provided an update to the Board in respect of current and planned scrutiny activity over the next 6 months.</p> <p>The Chief Executive queried if CMT would receive the report or early indications in respect of the Customer Care mystery shopping exercise so they could act on any issues. The Director of Corporate Services advised that she is being kept up to date on the exercise and would look to resolve any significant issues if they were raised with immediate effect and would advise CMT, she confirmed that there had been nothing so far. The Customer Engagement and Services Team Leader explained that the terms of reference of the group is that it is presented to the Board directly from the scrutiny group first.</p> <p>Kelly Adams queried if the Board could ask the scrutiny group to look into any area if they had concerns about something. The Customer Engagement & Services Team Leader advised that the group are busy with activity up until Feb/March next year but the Board wanted them to consider looking at something beyond that, that would be fine.</p> <p>The Board noted the progress update on scrutiny activity.</p>	
<p>5. Review of Regulatory Standard 4</p> <p>The Director of Corporate Services advised the Board that this was the 4th standard review in their three year programme of individual standard reviews. She provided an overview of the review of standard 4 and highlighted the areas of strength of each element of the standard. She then went on to provide an overview of areas of development. The Board discussed these areas of development and agreed that they had assurance in respect of compliance but welcomed the continuous improvement approach. The Board considered the areas of strength and development and agreed that there were no further gaps in respect of areas of development.</p>	
<p>6. Equalities & Human Rights Update</p> <p>The Director of Corporate Services presented an Equalities & Human Rights Update to the Board. She provided an update on progress made on the action plan in respect of the SHR guidance. She also</p>	

<p>provided an overview of our compliance in respect of the Equalities & Human Rights Commission guidance on human rights for social housing providers. It was agreed that a risk assessment would be undertaken and in respect of any human rights considerations and this would come back to the Board in October.</p>	Action
<p>7. Dual Payment – Clydesdale Bank The Chief Executive advised the Board that a potential risk in process had been identified in respect of authorisation levels for the banking facility with Clydesdale Bank. He requested Board approval for dual authorisation controls to added to the Clydesdale Bank Account.</p>	
<p>The Board approved this change in control.</p>	Approved
<p>8. Board Briefing The Chief Executive presented the Board Briefing to the Board. He provided the Board with an overview in respect of the factored owner complaint re transfer of factored owner properties to Queens Cross Housing Association. He provided an update in respect of his discussions with the SHR in relation to this complaint. He confirmed with the Board that QXHA would not be increasing factored fees for these factored owners next year which is in line with the transfer promises to factored owners.</p> <p>He then provided an update on the Scottish Government rent proposals and discussions with GWSF and SFHA.</p> <p>Ruth Simpson raised concern about the EVH member update and the statements in the newsletter about the pay negotiations. She felt that EVH do not appear to be taking this seriously enough. The Chief Executive updated the Board on CEO discussions with EVH and advised that EVH were not willing to meet with the G8 Group CEO's regarding this and would only meet with Board as Employers. The Board discussed the review of EVH membership and agreed that this was not the right timing but definitely something to be looked at in the future in terms of the services that EVH provide to members. The Board queried when the membership of EVH was due for renewal. The Director of Corporate Services advised that she would confirm this at the next Board meeting.</p>	Action
<p>9. Annual Strategy Report The Director of Corporate Services presented that annual strategy report which provided an overview of all organisational strategies.</p>	
<p>10. Resolutions The Board noted this report.</p>	
<p>11. Notifiable Events The Board noted this report.</p>	
<p>12. Group Information The Board noted the minutes from the following meetings held the previous month:</p> <ul style="list-style-type: none"> • Staffing Sub Minutes • Audit Committee Minutes 	

<ul style="list-style-type: none"> • DISC Minutes • Willowacre Trust Minutes • TAG Minutes 	
<p>13. Approval of Shareholding Member Application The Board approved the application for shareholding membership for David Allan for the Glasgow category.</p>	Approved
<p>14. AOCB The Chair raised the issue of attendance at Board meetings, planning events and Sub Committees. She advised Board members that they should make every effort to attend these meetings and if they are not able to attend, they should ensure that they submit their apologies in advance to assist with planning and running of meetings. She advised Board members that she will raise this again at the next Board meeting as a number of Board members are not in attendance tonight.</p>	
<p>Review of Meeting It was agreed that the meeting had gone well and that there had been a lot of good discussion around the regulatory compliance discussion topics. Staff left the meeting at this point.</p>	
<p>Date of next meeting - Wednesday 26th October 2022</p>	