

**West of Scotland Housing Association
Minutes of the Board Meeting at Camlachie House
Wednesday 20 June 2018
PUBLIC MINUTES**

Some Information has been removed for confidentiality

<p>Present: Ruth Simpson (Chair), Elaine Davidson, Ena Hutchison, Ann Reid, Clare Newton, John Shearer, Kelly Adams and Shona Gallagher</p> <p>Also Present: Lorna Shaw, Investors in People</p> <p>In Attendance: Lynne Donnelly, Chief Executive Officer, Colin MacCallum, Director of Finance and Corporate Services, Jennifer Cairns, Corporate Services Manager, Geraldine Connelly, Change Manager, Alistair Reid, Tenant Engagement Officer and Kari Archibald, Executive Assistant.</p>	
<p>1. Apologies Apologies were submitted by Colin Menabney, Derek McGowan, Paul MacAninch and Robert Higgins.</p>	
<p>2. Variation to Agenda The Chair informed the Board that Item 4 on the agenda would take place first and all items would follow.</p>	
<p>3. Customer Satisfaction Survey 2017/18- Presentation Lorna Shaw from Research Resource presented the customer satisfaction results for 2017-18. Lorna Shaw opened her presentation by advising the Board that she would present the results together with the results from the previous three financial years and this would provide the Board good quality trend information. The Board noted that</p> <ul style="list-style-type: none"> (1) there was 801 interviews carried out with WSHA tenants; and (2) the Overall Satisfaction of service provided by WSHA was at 93%; (3) the Net Promotor Score had increased from last year and it showed that tenants were likely to recommend WSHA to family or friends; (4) that most tenants were satisfied with the methods of communication from WSHA and felt that West World provided good information. Most people read the newsletter and some suggested more information on local issues would be welcomed; and (5) we had achieved a positive result of 91% of tenants who stated they were satisfied with their repairs and maintenance service. The word cloud highlighted the main issues tenants referred to as being home improvements, window replacement, general upgrading and boilers. 	

<p>The Chair enquired about the improvement in the Value for Money statistic as it was quite a jump in figures from 76% in the previous year to 84% in the current year. The Tenant Engagement Officer informed that the 2016/17 year figure was badly affected by the timing of the annual survey as it took place immediately following the introduction of the new rent policy and the rent increase notification letters being issued.</p> <p>The CEO requested if the Board could be issued with a breakdown of the survey to show for each area. Lorna Shaw agreed to supply this information.</p> <p>The Board welcomed the results as they showed either sustained good performance or improved performance.</p> <p>The Chair thanked Lorna Shaw for her time and presentation.</p> <p>Lorna Shaw and the Tenant Engagement Officer vacated the meeting.</p>	
<p>4. Apologies and Welcome</p> <p>The Chair welcomed Shona Gallagher to her first Board Meeting noting that she would be an excellent addition to the Board as she brings with her significant experience in both the Law and in Housing Management.</p> <p>The Board noted the apologies.</p>	
<p>5. Disclosures of Interest.</p> <p>None.</p>	
<p>6. Approval of the Minute of 23rd May 2018</p> <p>The approval of the minutes from the Board meeting of 23rd May 2018 was proposed by John Shearer and seconded by Kelly Adams subject to the amendment that Clare Newton was present at the meeting of 23rd May 2018 and this was not recorded in that minute.</p>	
<p>7. Approval of the Minute of 21 February 2018</p> <p>The Corporate Services Manager informed that at the Board meeting of 21st February the Board approved membership applications for both Shona Gallagher and Derek McGowan and agreed their appointment to the Board however this was not recorded in the minute. She confirmed that a notice to this event was issued prior to the meeting and the Board approved an amendment to the minute.</p> <p>All members approved the amendment to the minute.</p>	<p>Approved</p>
<p>8. Matters Arising</p> <p>All matters arising were noted.</p> <p>The CEO informed that the Corporate Services Manager is currently looking into the review of the federal structure and will provide a report to the Board In August.</p>	<p>Noted</p>

<p>9. Board Briefing</p> <p>The CEO provided an overview and update on the information from the Board Briefing.</p> <p>The CEO spoke of the RSL framework, Housing Scotland Act 2014 and the GWSF communication that was circulated to members informing of the upcoming Annual General Meeting and that there was board member vacancies for this.</p> <p>The CEO advised members of the planning for the Tenant event and Annual General Meeting which will take place on 19th September and encouraged Board to attend the full day.</p> <p>The CEO referred to a request from Development and Investment sub Committee (DISC) members at their meeting of 30th May. There was a vacancy for the DISC membership and that on their recommendation the suitable candidate would be the Chair of the Board. The Board noted the Chair's experience in Planning and Financial matters would mean she was an excellent addition to DISC. All members approved the Chair of the Board to be a member of DISC.</p> <p>The CEO spoke to the members of the introduction of electronic Board packs and asked for volunteers to trial this system. Clare, John and Elaine volunteered and requested that Robert also be included on the panel. Members will be contacted to set up the packs for the pilot.</p> <p>The CEO asked for members to note dates for the Staff and Board Conference on 30th November and informed that the focus of this conference would be homelessness and how the Association and Willowacre Trust and make a positive difference to peoples lives. The discussions at the conference will be used to inform our three year Corporate Strategy.</p>	<p>Approved</p>
<p>10. Annual Complaints Report</p> <p>The Change Manager presented to Board the Annual Complaint report which displays the formal complaints received throughout the year 2017/18 and what actions the Association has taken.</p> <p>The detailed report displayed a summary of the complaints received each quarter and that a total of 201 complaints had been received which was less than the previous year. The Board noted that there had been continuous staff training on complaints handling.</p> <p>The Change Manager spoke of the complaint held against the Key Performance Indicators and spoke of the categories which the complaints related to. The Board heard that the two popular areas of complaints was Ground Maintenance and Day to Day repairs.</p> <p>The Change Manager advised that with the introduction of the IT system</p>	

<p>this would allow better monitoring, accuracy and reporting of complaints.</p> <p>Ann Reid raised an issue regarding the grass cutting and grounds maintenance not being carried out as regularly as required and that this was making the area look untidy.</p> <p>The Chair requested that the Board receive an interim report on this contract preferably by the end of July as this was an important tenant service and the Board should be aware of any ongoing issues and the actions we are taking to address these.</p> <p>The Chair thanked the Change Manager for the report and took the opportunity to thank her for all her work throughout the years and that the Board wish her well with her next ventures.</p> <p>The Change Manager left the meeting at this point</p>	
<p>11. Risk Appetite Statement</p> <p>The Corporate Services Manager presented the Risk Appetite Statement to the Board and advised that the statement had been prepared following recent work with RSM.</p> <p>The Board noted the content of the report and approved the statement.</p>	<p>Noted Approved</p>
<p>12. 5 & 30 Year Projections</p> <p>The Director of Finance and Corporate Services presented a report requesting approval from the Board for the submission of the 5 & 30 year Financial Projections return to the Scottish Housing Regulator.</p> <p>The Board noted a range of issues which were considered in the preparation of the projections and that the Association continues to operate in an uncertain and changing environment and that all issues must be taken into account.</p> <p>The Board noted the report and approved the five year projections. The Board approved and authorised for the Director of Finance and Corporate Services to submit the five year Financial Projections return to the Regulator within the set deadline of 30th June 2018.</p>	<p>Approved</p>
<p>13. Review of Chair and Vice Chair role descriptions</p> <p>The Corporate Services Manager presented a report on the Role descriptions of the Chair and Vice Chair.</p> <p>The Board noted the changes were in line with the recently published SFHA documents and reflected changes to our Code of conduct. The Board approved the revised role descriptions for the Chair and Vice Chair.</p>	<p>Approved</p>

<p>The Corporate Services Manager advised that a review and update to the Standing Orders would be carried out and brought to the August Board meeting,</p>	
<p>14. Review of Board Leave of Absence Policy The Corporate Services Manager spoke to the report on the Absence Leave Policy and advised that the policy had been updated to be more clearly explain the reasons required for leave of absence and how the Association could provide support if required.</p> <p>The considerations of this revised policy provide clarification of Board meetings attendance, timescales for request and special leave.</p> <p>The Corporate Services Manager advised a sample letter was included in the policy which provides guidance to members seeking a period of special leave.</p> <p>The Board noted the content of the report and approved the revised policy.</p>	Approved
<p>15. Investors in People Award The CEO provided the Board with an overview of the Investors in People assessment, the Investors in Young People Assessment and the Health and Wellbeing assessment.</p> <p>The Board noted the content of the report and supporting action plan.</p>	
<p>17. Regulatory Standards of Governance The CEO referred to the report, outlining the link between a selection of papers and the standards.</p> <p>The Chair highlighted that it is important that the Board papers are meeting the criteria set in the Standards.</p> <p>The Board noted the report.</p>	Noted
<p>18. Willowacre Trust Draft Minutes The Willowacre Trust draft minutes of the 15th May were noted.</p>	Noted
<p>19. DISC Draft Minutes The DISC draft minutes of the 30th May were noted.</p>	Noted
<p>20. Staffing Sub Committee Minute The Staffing Sub Committee minutes of the 11th June were noted.</p>	Noted
<p>21. Minutes of TAG The minutes of the Tenant Advisory Group meeting of 4th June were noted.</p>	Noted

<p>22. Resolutions None.</p>	
<p>23. Notifiable Event The Board noted the four topics of Notifiable events being;</p> <ul style="list-style-type: none"> (1) Code of Conduct Investigation Breach (2) Complaint against Clare Newton (3) Complaint against Katy McLeod (4) SHR Feedback 	Noted
<p>21. AOCB</p> <p>Ann Reid reminded members of the importance of receiving the interim report on Grounds Maintenance and grass cutting issues. The CEO agreed to raise this with the Housing Managers and anticipated a report could be available by late July.</p> <p>Ann Reid asked for an update on Douglas. The CEO informed that the Director of Housing and Customer Services is continuing to consult with the two remaining tenants and South Lanarkshire Council over the matter.</p>	Action
<p>22. Review of the meeting</p> <p>The Chair invited members to review the meeting.</p> <p>Members commented that the meeting had gone well.</p> <p>The CEO urged members to ask more questions about the papers and presentations they receive particularly in relation to some of the difficult business issues it considers. The Chair confirmed she had raised this with some members during the appraisal process.</p>	
<p>22. Date and time of next meeting Wednesday 22nd August 2018 @ 5:45pm.</p>	