

**West of Scotland Housing Association  
Minutes of the Board Meeting at Camlachie House  
Wednesday 24<sup>th</sup> October 2018  
PUBLIC MINUTES**

**Some Information has been removed for confidentiality**

<p><b>Present:</b> Ruth Simpson (Chair), Elaine Davidson, Ena Hutchison, Ann Reid, Clare Newton, John Shearer, Kelly Adams, Colin Menabney, Shona Gallagher, Robert Higgins and Derek McGowan</p> <p><b>In Attendance:</b> Lynne Donnelly, Chief Executive Officer, Stewart Gibb, Director of Housing and Customer Service, Alistair Reid, Tenant Engagement Officer, Lynn Clark, Vice Chair, TAG, Sabrina Allan, Communications and PR Co-ordinator and Kari Archibald, Executive Assistant.</p>	
<p><b>1. Welcome</b> The Chair welcomed all to the Board meeting</p>	
<p><b>2. Variation to the Agenda</b> The Chair informed the Board that Items 4 and 5 on the agenda would take place first and all items would then follow on.</p>	
<p><b>3. Tenant Engagement Strategy Update (Item 4 of the agenda)</b> The Tenant Engagement Officer and Vice Chair of TAG presented a report to the Board and highlighted the strategy aims and updates made to TAGs remit and Code of Conduct along with the increased focus on organising more structured meetings.</p> <p>The Board heard of the involvement that TAG has with supporting the Association to review the Allocations Policy, Repairs Policy, Anti Social Behaviour Policy, Rent Arrears Policy and a Review of Rate your Estate.</p> <p>The Tenant Engagement Officer gave spotlight on the priorities of the year ahead confirming TAG will continue to work with the Association in order to improve services to tenants.</p> <p>The Chair thanked the Tenant Engagement Officer and Vice Chair of TAG and opened up to questions</p> <p>The Chair asked how members of TAG enjoyed the stock visit to Symington. The Vice Chair explained that the visit was positive and that the stock was fantastic and there was no difference between the social housing stock and private owned stock.</p> <p>Kelly Adams asked what challenges are faced by TAG. The Vice Chair of TAG answered that it can be difficult o gathering TAG members together for a meeting and that it would be ideal to recruit more representation on</p>	

<p>TAG.</p> <p>John Shearer enquired about the tenants in Ayrshire and if it would be an idea to hold meetings out with Glasgow. The Tenant Engagement Officer advised that he will be meeting with some of the Ayrshire TAG members in Troon next month and will be promoting membership in the area.</p> <p>Clare Newton asked about the current review of the Regulatory framework and if this would be something TAG would be consulted on. The Tenant Engagement Officer confirmed TAG had commented on the initial consultation exercise and informed that there would be a consultation on the final framework at the November TAG meeting.</p> <p>Colin Menabney spoke about young people having involvement in the Group and asked what would be the best way to engage with younger tenants.</p> <p>The Tenant Engagement Officer he had tried to recruit young tenants but there had not been an interest and due to this was about to advertise in West world and was also looking at the possibility of using a social media platform to target a younger age group.</p> <p>The Chair suggested engaging with Secondary Schools and particularly targeting 5<sup>th</sup> and 6<sup>th</sup> year pupils.</p> <p>Robert Higgins also suggested TAG consider how to engage with members with a disability.</p> <p>The Tenant Engagement Officer thanked all for the suggestions brought to the table and will take these forward.</p> <p>The Board noted the content of the report.</p> <p>The Chair thanked the Vice Chair of TAG and the Tenant Engagement Officer for the presentation. Both vacated the meeting at that point.</p>	<p><b>Noted</b></p>
<p><b>4. Communication Strategy Update (Item 5 in the paper)</b></p> <p>The Communications and PR Co-ordinator presented a paper to the Board and highlighted progress made in delivering the objectives of the Associations Communication Strategy for 2017-2020.</p> <p>The Board heard that the key focus of the strategy was establishing the Associations new brand identity post Gentoo and raising the profile of the Associations independent status.</p> <p>The Communication and PR Co-ordinator explained the areas of focus for 2019 and spoke of the Key Performance Indicators within the report.</p> <p>The Chair noted that there was an increase in visits to the website and users of the Associations Facebook and Twitter account and that was a</p>	

<p>good sign.</p> <p>Derek McGowan enquired if the website could include a link to LinkedIn as it would be a great platform for professionals to view and also helpful for candidates to match skills to any of the vacancies.</p> <p>The PR and Communication Co-ordinator agreed to take this suggestion forward.</p> <p>The Board thanked the PR and Communication Co-ordinator for the report and noted the content.</p> <p>The PR and Communication Co-ordinator vacated the meeting at this point.</p>	<p><b>Noted</b></p>
<p><b>5. Disclosures of Interest.</b> Ann Reid announced that she has become a member of South Lanarkshire Tenants Development Support Project. The CEO invited Ann to update her Disclosure of Interest file.</p>	<p><b>Action</b></p>
<p><b>6. Approval of the Minute of 22<sup>nd</sup> August 2018</b> The approval of the minutes from the Board meeting of 22<sup>nd</sup> August 2018 was proposed by Ena Hutchison and seconded by John Shearer.</p>	<p><b>Approved</b></p>
<p><b>7. Matters Arising</b> All matters arising were noted.</p> <p>The Chair announced that the Board had a discussion on the EVH salary Negotiations paper and responded to the set questions outlined by EVH in the report. The Executive Assistant will issue the Boards response to EVH.</p>	<p><b>Action</b></p>
<p><b>8. Board Briefing</b> The CEO provided an overview and update on the information from the Board Briefing.</p> <p>The CEO informed that there had been a number of staff changes and the majority of those leaving were on temporary contracts, mainly employed through Willowacre Trust.</p> <p>The CEO asked the Board to note that the trial of Electronic Board Packs had not been successful and confirmed that the Corporate Services Manager would be looking at examples of how other RSLs use electronic Board papers and report back later in the financial year.</p> <p>The CEO announced to the Board that the Executive Assistant now has sole responsibility for managing the Board Training and Development Budget and any training requests should be forwarded to her for consideration and approval.</p> <p><b>EVH Brief</b> The CEO informed that the Association had adopted the Landlord Safety</p>	

<p>Manual from EVH and referred members to the EVH brief details of the upcoming training and events.</p> <p><b>GWSF Brief</b> The CEO highlighted that the GWSF brief is very informative covering several areas which include National Policy, GDPR, Universal Credit and details of all GWSF events and meeting dates.</p> <p>Robert Higgins asked about challenge around Freedom of Information (FOI) requests. The CEO informed that there is no awareness of any challenges or press enquiries but would deal with any FOI in line with the Association’s policy as they arise.</p>	
<p><b>9. Annual Welfare Reform Update</b> The Director of Housing and Customer Services provided an update on social policy changes within the UK welfare benefits system, with a particular focus on the roll out of Universal Credit (UC)</p> <p>The Director of Housing and Customer Services advised that the Association is fully on Board for assisting tenants with Universal Credit and that Willowacre Trust has appointed support roles with a money advisor and Digital Inclusion Officer. There will also be additional resources within the Welfare rights team following the restructure of the Finance &amp; Corporate Service team and DWP has offered to provide additional training to the Housing Team.</p> <p>The Board noted the content of the report</p>	<p><b>Noted</b></p>
<p><b>10. Finance and Corporate Services Restructure Progress</b> The CEO invited the Board to note the progress of the previously approved restructure of the Finance and Corporate Services team. The CEO informed the Board that phase 1 of the review is now complete within budget and that there has been a discussion with four staff who use car allowance and that two have now left the Association and the remaining two have refused to give up their allowance.</p> <p>The CEO informed that the HR &amp;OD Assistant will be leaving the Association to take up a similar post at another RSL and that this creates a space within the existing structure to strengthen the HR function. The report presented requests that the Board approve the introduction of a Grade 7 HR and Corporate Services Officer and replace the temporary Grade 6 Corporate Services Assistant with a permanent Grade 5 post.</p> <p>The CEO also advised that the temporary Finance Assistant was due to leave earlier than anticipated and this post will now be advertised.</p> <p>After consideration and the Board noted the report and agreed for the posts proposed to be advertised</p>	

<p><b>11. Corporate Business Plan 2019 – 2024 Proposal</b>                  The CEO presented a report to outline a proposal to change the Associations approach to business planning by introducing a five year Corporate Plan along with an annual review and update.</p> <p>The CEO mentioned that a range of strategies cover a five year timespan and that the Development and Asset Management strategies due for consideration in the next few months would also reflect a five year span. Discussion around this would be held at the Development and Investment Sub Committee</p> <p>The CEO opened this proposal up to the Board and asked for opinion.</p> <p>John Shearer asked if this would better account for movement in policies and new information over five years and if the plan would be updated annually and roll forward. The CEO confirmed it would. The Chair advised that this was a better approach as some Aims and Objectives take longer to achieve than the current annual review allowed.</p> <p>Colin Menabney also highlighted that in 2022 this was the year when development funding was due to end and it allowed the Board to think further in advance. The CEO advised that the longer timeframe would also allow the Board to agree its approach to potential mergers and stock transfers.</p> <p>Derek mentioned he was aware that within planning legislation Local Authorities are now working to a ten year time frame which could be also considered as an option by the Association instead of five years. Kelly Adams stated that she was not aware of any RSLs having ten year plans and that five year plans are more commonly in place.                  The CEO agreed to consider looking at ten years as part of the proposal.</p> <p>Derek queried areas such as tenant engagement and our people strategy. The CEO agreed that consultation will take place and our people strategy will reflect the priorities agreed within the plan.                  Kelly asked for clarification about recent stock transfer opportunity. The CEO confirmed that the Leadership team met and had a detailed discussion about a potential bid. She confirmed that the particular transfer was attractive to the Association however it was not possible to resource the bid at this time.</p> <p>The Board considered and agreed the process currently in use for the development of annual business plans and agreed to change this by introducing a five year Corporate Plan with annual review.</p>	<p><b>Action</b></p> <p><b>Agreed</b></p>
<p><b>12. Review of Regulatory Standards and Governance</b>                  The CEO highlighted links between the Tenant Engagement Strategy Report and standard 2, about openness and being accountable and the</p>	

<p>paper on the Corporate Business plan linking with Standard 3 as this considered sub risks and financial implications</p> <p>The Board noted the content of the paper.</p>	<b>Noted</b>
<p><b>13. Staffing Sub Committee Minutes</b> The Minutes of the Staffing sub Committee of 3<sup>rd</sup> of August 2018 were noted</p>	<b>Noted</b>
<p><b>14. Willowacre Trust Minutes</b> The Minutes of Willowacre Trust meeting of 14<sup>th</sup> August were noted</p>	<b>Noted</b>
<p><b>15. Audit Committee Minutes</b> The Minutes of the Audit Committee meeting of the 22<sup>nd</sup> August 2018 were tabled at the meeting and noted.</p>	<b>Noted</b>
<p><b>16. DISC minutes</b> The Minutes of DISC meeting of 29<sup>th</sup> August were noted.</p>	<b>Noted</b>
<p><b>17. Minutes of TAG</b> The minutes of the Tenant Advisory Group meeting of 1<sup>st</sup> October 2018 were noted. The CEO highlighted that TAG raised concern about the withdrawal of the pensioner £10 voucher scheme and members had expressed their disappointed. The Board noted the concern and all agreed that Board made the decision to divert resources into digital inclusion to support tenants affected by U.C.</p>	<b>Noted</b>
<p><b>18. Resolutions</b> None.</p>	
<p><b>19. Health and Safety</b>  The Health and Safety report was noted.</p>	<b>Noted</b>
<p><b>20. AOCB</b>  None.</p>	
<p><b>21. Review of the meeting</b>  The Chair invited members to review the meeting.  All thought the meeting went well and timing was good.</p>	
<p><b>22. Date and time of next meeting:</b>  Wednesday 21<sup>st</sup> November 2018</p>	