



**Minutes of GHA Board Meeting
held on Thursday 25 April 2024 at 6pm**

PRESENT: Mr G Maguire, Group Chair
Mr S McLachlan, Member
Ms K Russell, Member
Mr Z Khan, Member
Ms A Williamson, Member
Ms A Fraser, Member
Ms F Cochran, Member
Ms S Dingwall, Member

IN ATTENDANCE: Ms C Quinn, Group CEO (GCEO)
Ms KA Wallace, Director of Customer Services (DCS)
Ms M McColl, Assurance & Compliance Manager (ACM)
Ms N Salmon, Group Corporate Services/HR Team Leader
Ms L Edwards, Development Consultant (DC)
Ms E Taggart, Development Consultant, C-urb (observing)
Ms M Logan, Development Consultant, C-urb (observing)
Ms L Moules, Director of Operations & Membership, SFHA

1.0 Apologies

1.1 The Group Chair advised that Ms A Connelly and Ms S Keast have submitted their apologies.

2.0 Declarations of Interest, Gifts and Hospitality

2.1 Ms A Williamson declared that she is a Director of the Water Row Company (WRC).

2.2 There were no declarations of gifts and hospitality.

3.0 Declaration of Receipt and Understanding

3.1 Members confirmed receipt and understanding of their papers.

4.0 Governing Body Matters & Minutes for Approval and Information

4.1 Election of Vice Chair

- 4.1.1 The Group Chair advised that Mr C Quigley has resigned from the Board for personal reasons. The Group Chair thanked Mr Quigley for his contribution to the Board over the past several years.
- 4.1.2 The Group Chair advised that following Mr Quigley's resignation, a vacancy has arisen for Group Vice Chair and asked the Board for nominations. The Group Chair nominated Mr S McLachlan and this was seconded by Mr Z Khan. Mr McLachlan accepted the position of Group Vice Chair.
- 4.2 Election of Home Team Board Representative
 - 4.2.1 The Group Chair advised that following Mr Quigley's resignation, a vacancy has arisen for a representative for the Home Team Board and asked the Board for nominations. The Group Chair nominated Mr Z Khan and this was seconded by Ms A Williamson. Mr Khan accepted the position of Home Team Board representative
- 4.3 Draft Minutes of GHA Board Meeting 27 March 2024
 - 4.3.1 The Minutes of the GHA Board meeting held on 27 March 2024 were approved by Ms F Cochran and seconded by Mr Z Khan as a true reflection of the meeting.
- 4.4 Matters Arising
 - 4.4.1 There were no matters arising.

Discussion points:

Action notes:

For redaction:

5.0 Reports for Decision/Approval

- 5.1 SFHA Membership
 - 5.1.1 The Chair welcomed Ms L Moules, Director of Operations & Membership, SFHA to the meeting. Ms Moules advised that she will focus on key benefits of SFHA membership.
 - 5.1.2 Ms Moules explained that the SFHA is acutely aware of the needs of tenants, how they've evolved and changed in recent years and the impact this has had on Housing Associations. Ms Moules stated that tenants and Housing Association needs are at the heart of every decision the SFHA makes.
 - 5.1.3 Ms Moules stated that the SFHA represent 95% of RSL's in Scotland.
 - 5.1.4 Ms Moules advised that the SFHA has the ability to influence housing policy and went on to describe key ways in which they achieve this.
 - 5.1.5 Ms Moules advised that the SFHA is able to analyse and respond to SHR regulation reviews of the SHR framework and regularly meets with the SHR.
 - 5.1.6 Ms Moules stated that the SFHA hold various conferences throughout the year and went on describe each one.

5.1.7 Ms Moules advised that the SFHA has introduced training for members and discussed various events that are being held this year including forums hosted by the SFHA.

5.1.8 Redacted for confidentiality purposes.

Discussion points:

1. Political lobbying ability of the SFHA.
2. Reduced costs for members attending SFHA events.
3. Geographical spread and size of non-members.
4. Support and networking available through membership of the SFHA.

Action notes:

Following discussion, the Board voted in favour of joining the SFHA. The vote result was 6 members in favour and 2 against membership of SFHA.

For redaction:

5.1.8

At this point the Ms Moules left the meeting.

5.2 Water Row Phase 1 Update Report.

5.2.1 The DC presented the Water Row Phase 1 Update Report that had been sent out in advance of the meeting. The DC drew attention to section 4.9 of the report regarding discussions on the final account for the project.

5.2.2 Redacted for confidentiality purposes.

5.2.3 Redacted for confidentiality purposes.

5.2.4 Redacted for confidentiality purposes.

5.2.5 Redacted for confidentiality purposes.

5.2.6 Redacted for confidentiality purposes.

5.2.7 The DC turned to section 19 of the report and noted that no new risks have been added.

Discussion points:

1. Redacted for confidentiality purposes.
2. Redacted for confidentiality purposes.
3. Redacted for confidentiality purposes.
4. Colonnade issues and partnership challenges.
5. The benefits of independent scrutiny of partnership agreements and final accounts by a third party.
6. Redacted for confidentiality purposes.
7. Payment arrangements with contractor.
8. Risk profile of the Association in relation to reputation.
9. Process of re-measurement of costs by the contractor.
10. Progress and lease of commercial units – a report will be presented at the next Board meeting.

Action notes:
Following detailed discussion, the Board noted the Water Row Phase 1 Update report and agreed that the partnership dispute resolution hierarchy should be followed.

For redaction:
5.2.2 – 5.2.6 and discussion points 1, 2, 3, 6

At this point the Development Consultant observers from C-urb left the meeting.

5.3 Strategy and Development Funding Plan 2024/25- 2028/2029

5.3.1 The DC presented the Strategy and Development Funding Plan 2024/25- 2028/2029 and advised that the Association is invited to submit a funding bid on an annual basis for Glasgow City Council (GCC) to consider what they need to include in their housing investment programme.

5.3.2 The DC advised that GCC split the funding into 3 blocks, namely:

- a) Block a - already legally committed/tender approval given prior to 31/03/24
- b) Block b - tenders to be approved 2024/25
- c) Block c - tenders to be approved after 2024/25

5.3.3 Redacted for confidentiality purposes.

5.3.4 The Group Chair acknowledged that this was the DC's last meeting prior to her early retirement and thanked her on behalf of the Board and the Association for her contribution over many years. The Group Chair stated that the DC will be attending the Water Row opening and celebration events in June 2024.

Discussion points:
1. Lyceum.

Action notes:

For redaction:
5.3.3

At this point the DC left the meeting. The Group Chair advised a change to the running order of the Agenda and stated that the agenda item 5.5 and 5.6 will be presented next.

5.5 Business Plans Refresh

5.5.1 The GCEO explained the background to the Business Plan refresh.. Changes to the documents are not fundamental and have been made in line with the SHR's recommendations. The changes have been identified in yellow boxes throughout the documents.

5.5.2 The GCEO advised that following Board approval, the documents will be sent to the SHR next week. The GCEO stated that the documents will be uploaded to the document library within the VBR tomorrow.

- 5.5.3 The ACM presented the refreshed Corporate Strategy and Business Plans for each of the three companies within the Group - namely the Housing Association, Home Team and the Water Row Company. Changes identified following the joint Board and SMT planning day earlier in the year have been incorporated.
- 5.5.4 The ACM noted that the documents have been renamed, the former strategic delivery plans are now entitled Business Plans and complement the Corporate Strategy. The Corporate Strategy is the over arching document that contains the overall Group strategy and delivery plan. The SWOT, PESTEL and Strategic Map which complement the Corporate Strategy and Business Plans will also be uploaded to the VBR tomorrow.
- 5.5.5 The ACM stated that most of the changes have been made to the Corporate Strategy and went on to explain that many of the changes involve changing wording from past tense. The main change has been made to delivering the strategy and the Strategic Delivery Plan now contains information regarding how the Association will achieve the strategic outcomes. The Strategic Delivery Plan will be managed, monitored and evaluated through the Operations Committee.
- 5.5.6 The ACM advised that the main changes to the Business Plans are around monitoring and managing objectives, noting that this will be carried out by the Operations Committee. Other changes include changing tense in relation to achievements made.
- 5.5.7 The GCEO asked the Board to review the documents and let Corporate Services know by close of business on 29 April 2024 if they have any comments etc. The documents will then be sent to the SHR on 30 April 2024.

Discussion points:

Action notes:
 Following discussion, the Board noted the Corporate Strategy and Business Plans refresh and agreed to let Corporate Services know by close of business on 29 April 2024 if they have any comments.

For redaction:

At this point the ACM left the meeting.

- 5.6 Risk Registers Update
 - 5.6.1 The GCEO advised that the Risk Registers are monitored through the Audit Committee and also the subsidiary Boards. The Registers have been updated with information that came out of the business planning sessions with the Board earlier in the year and other than that nothing new has been added.
 - 5.6.2 The GCEO advised that the Risk Registers will be appended to the Business Plans and sent to the SHR.

Discussion points:

Action notes:
 Following discussion, the Board approved the Risk Registers update.

For redaction:

At this point, the Group Chair advised that in relation to timing, the meeting will shortly exceed the standing orders and asked Members for approval to carry on the meeting. Members unanimously agreed. The Group Chair also advised that the Agenda running order will revert back to sequential running order.

5.4 Governance Report

5.4.1 The GCEO presented the monthly Governance report and highlighted the following areas in the report:

- a) Notifiable Events as described in section 4 of the report noting that there are currently three open Notifiable Events. An extract from the Notifiable Events Register is included in the Year End Register report at Appendix 1 and the Notifiable Events register is included in the document library in the VBR.
- b) Complaints as mentioned in section 5 of the report noting that there are no new live complaints with SPSO. In addition, there are no Stage 2 complaints that the Association considers will escalate to a Notifiable Event or to the SPSO.
- c) Governing Body membership noting that as mentioned earlier, Mr C Quigley has resigned from the Board for personal reasons. The Board now has 10 Members.
- d) Governing Body appraisals and training as detailed in section 7 of the report noting the annual Board appraisals have concluded following which a training plan has been developed and will be presented to the Board for approval under agenda item 5.8.
- e) Health and Safety as described in section 9 of the report noting that the internal Health and Safety Working Group meet biannually and their last meeting was held today. There are no materially significant or serious matters to report to the Board.
- f) Freedom of Information (FOI) and Subject Access Requests (SAR) update as described in section 10 of the report noting there have been no new FOI or SAR. However, there is one ongoing FOI request, via the Scottish Information Commissioner, as reported in previous months and this is being managed by the Association's external Data Protection Officer.

The annual extract of the FOI and SARs register is attached for information at Appendix 2 of the report

- g) Annual Assurance Statement information gathering remains ongoing as noted in section 11 of the report.
- h) Redacted for confidentiality purposes.
- i) Other governance matters as included in section 15 of the report concerning:
 - i. SHR Annual Assurance Statement Update as detailed at Appendix 3 of the report.
 - ii. Summary Changes to EVH Terms & Conditions as detailed at Appendix 4 of the report.
 - iii. University of Glasgow - Glasgow Riverside Innovation District Civic Grant Fund as detailed at Appendix 5 of the report.

- iv. Annual extract from Payments & Benefits Register as included at Appendix 1 of the report.
- v. Extract from Gifts and Hospitality Issued/Received as included at Appendix 1 of the report.

Discussion points:

Action notes:

Following discussion, the Board noted and approved the Governance Report

For redaction:

5.4.1.h

5.7 Customer Services Monthly Report

5.7.1 Redacted for confidentiality purposes.

5.7.2 Redacted for confidentiality purposes.

5.7.3 Redacted for confidentiality purposes.

5.7.4 Redacted for confidentiality purposes.

5.7.5 Redacted for confidentiality purposes.

5.7.6 Redacted for confidentiality purposes.

5.7.7 Redacted for confidentiality purposes.

5.7.8 Redacted for confidentiality purposes.

5.7.9 The DCS advised that all cyclical compliance is up to date. The health and safety audit of gas, electrical and lifts will be presented to the Board at the next meeting.

5.7.10 The DCS discussed major works update in relation to construction of works due to gas/electrical non-compliance as detailed in section 4.2 of the report.

5.7.11 The DCS explained that the Association has conducted a comprehensive analysis of void costs and implemented a void saving project to ensure value for money, while maintaining customer satisfaction and reducing re-let days as detailed in full in section 4.3 of the report.

5.7.12 Redacted for confidentiality purposes.

5.7.13 The DCS drew the Boards attention to the Scottish Governments Affordable Housing Supply Programme as described in section 5.2 of the report.

5.7.14 Redacted for confidentiality purposes.

5.7.15 The DCS advised that approval is sought for two Decrees for Eviction that were granted at court for recovery of possession as detailed in section 5.4 and Appendix 8 and 9 of the report. The DCS explained the rent arrears history, following which the Board unanimously approved the Decrees.

Discussion points:
1. PR relating to Mears eviction.
2. Homelessness allocations/process and the general waiting list.

Action notes:
Following detailed discussion, the Board noted and approved the Customer Services report.

For redaction:
Discussion Point 1
5.7.1 – 5.7.8, 5.7.12 and 5.7.14

- 5.8 Board Training Needs Analysis
 - 5.8.1 The GCEO presented the Board Training Needs Analysis report and explained that the report comes from training identified through the Board appraisals that Members had with the Chair and Vice Chair.
 - 5.8.2 The GCEO described the training needs summary as detailed in Appendix 1 of the report and the questionnaires summary as detailed in Appendix 2 of the report.

Discussion points:

Action notes:
Following discussion, Members noted the Board Training Needs Analysis report.

For redaction:

- 5.9 Glasgow City Council – Eviction Proceedings – Water Row Phase 2
 - 5.9.1 Redacted for confidentiality purposes.
 - 5.9.2 The Association has met with GCC to agree wording should the Association be approached for comments.
 - 5.9.3 The DCS provided an update regarding court dates.

Discussion points:

Action notes:
Following discussion, Members noted the GCC Evictions Proceeding Water Row Phase 2 update.

For redaction:
5.9.1

- 5.10 Staffing Committee – Date of Next Meeting
 - 5.10.1 The GCEO advised that there has not been a Staffing Committee meeting for some time and suggested holding a virtual meeting on Wednesday 8 May 2024 at 6pm.
 - 5.10.2 The GCEO asked the Board for volunteers to join the Committee, The following joined:

- Mr G Maguire
- Mr S McLachlan
- Ms A Fraser

Discussion points:

Action notes:
Following discussion, Members noted the date of the Staffing Committee and agreed membership.

For redaction:

6. Reports for Discussion/Information

6.1 HR Report

6.1.1 The GCEO presented the quarterly HR report noting the following:

- Two recruitment campaigns have been held during the period as noted in section 4.1 of the report.
- Redacted for confidentiality purposes.
- No disciplinary or grievance matters in the period.
- Staff training as detailed in section 4.14 of the report.
- Staff leavers as noted in section 4.17 of the report.
- Redacted for confidentiality purposes.

Discussion points:

Action notes:
Following discussion, Members noted and approved the HR Report.

For redaction:
6.1.1.b and 6.1.1.f

6.2 SHR Engagement Plan – Update

6.2.1 The GCEO presented the SHR Engagement Plan – Update report and advised that an engagement plan action plan has been created which includes:

- the evidence the SHR is seeking,
- the staff member who is responsible for creating/gathering the evidence, and
- the date the evidence is submitted to the Regulator.

6.2.2 The GCEO stated that most of the information is required by 30 April 2024. The action plan will be presented to the Board on a monthly basis.

Discussion points:

Action notes:
Following discussion, Members noted and approved the SHR Engagement Plan Update Report.

For redaction:

6.3 Reactive Repairs Analysis Report

6.3.1 The GCEO advised that due to the time, the Reactive Repairs Analysis report will be presented at the next meeting

Discussion points:

Action notes:
Following discussion, Members agreed to move the Reactive Repairs Analysis Report to the next meeting.

For redaction:

6.4 Mears Update

6.4.1 This item was discussed under agenda item 5.7.

7.0 Any Other Competent Business

7.1 Redacted for confidentiality purposes.

7.2 Redacted for confidentiality purposes.

Discussion points:

Action notes:

For redaction:
7.1 and 7.2

8. Date of Next Meeting

8.1 The date of the next full Board meeting is Thursday 30 May 2024 at 6.00pm.

CHAIRPERSON'S SIGNATURE:



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