

Board Minutes

Name of Meeting	Board	Date of Meeting	17 September 2018
Venue of Meeting	CVG Office, 50 Scott Street, Motherwell, ML1 1PN	Time of Meeting	5.30pm

1. Election of Office Bearers, Committee Members and Nominees

1.1 Election of Office Bearers

L Wassell presented this report seeking approval for the election of Office Bearers for Clyde Valley Housing Association (CVHA) following the Annual General Meeting. The Board of Management is required to formally elect its office bearers and Committee Members for the year ahead.

It was proposed that A Murray continue in the position as Chairman. The appointment of A Murray to remain as Chairman is in line with Rule 59.10, which states that the Chair must not hold position for longer than 5 years. This was confirmed on a proposal from A McFarlane, seconded by C Boyd.

It was further proposed that A McFarlane continue in the positions as Vice Chair on a proposal from C Boyd, seconded by I McGowan.

The timetable for the year with all committees and board meetings was presented to the Board as well as the following list of Committee Memberships for the coming year. This was confirmed on a proposal by E Harkins, seconded by C Boyd.

Finance Committee	<ol style="list-style-type: none"> 1. Kerr Luscombe – Chair 2. Allan Murray 3. Andrew McFarlane 4. Wilma Kelly
Audit and Risk Committee	<ol style="list-style-type: none"> 1. Edward Harkins – Chair 2. Campbell Boyd 3. Alex Baird 4. Ilona McGowan (pending decision on request for 6 month leave of absence) 5. Marie Gilfillan 6. Eleanor Walker
Health and Safety Board	Alex Baird
CVPS observer	Andrew McFarlane

2. Welcome and Apologies

A Murray, A McFarlane, E Harkins, I McGowan, M Gilfillan, E Walker, W Kelly, C Boyd.

In Attendance

L Wassell, J Turnbull, C Garmory, K Morrison, L Hughes (minute), J Armit (minute).

2.1 Apologies were noted for L Usher, A Baird, J Fair and K Luscombe.

2.2 A Murray welcomed all to the meeting, with particular mention given to new Board Members Marie Gilfillan and Eleanor Walker.

3. Declaration of Interest

3.1 L Hughes and J Armit declared an interest at agenda item 12 (Organisational Development Strategy and Organisational Structure), the Board noted both these declarations.

3.2 A Murray declared an interest at agenda item 14 (Strategic Partnership Opportunity and Board Sub Group Remit). It was agreed that A Murray would leave the meeting at the point of this agenda item and Vice-Chair A McFarlane would conduct the remainder of the meeting.

4. Minutes of Previous Meeting

4.1 W Kelly commented on paragraph 4.4 of the previous minutes where there was some confusion on the comment on potential Board Member recruitment to include someone with a health and safety background. It was agreed that this would be removed as this was not as discussed and there is a wealth of such skills already amongst Board members.

4.2 Subject to a minor amendment at 4.4, the Board approved the minute of the meeting held on 25 June 2018, on a proposal by W Kelly, seconded by A McFarlane.

5. Board Meeting Action Log

5.1 L Wassell presented the action log to Members and welcomed discussion. It was noted that all actions have been completed and closed off. The CVHA Annual Operational Performance Report with 2018/19 KPI targets document had been reviewed and changes made, this had been uploaded to the knowledge section in BoardPacks for Members to review.

6. Ilona McGowan – Leave of Absence

6.1 L Wassell presented this report to Board Members to seek approval of special leave of 6 months from 22 October 2018 for Board Member Ilona McGowan. Ilona has been given the opportunity to travel to Hong Kong for work. Under CVHA Rule 44.2, special leave must be approved.

6.2 Following discussion, the Board approved the request for special leave on a proposal by A McFarlane, seconded by C Boyd and wished Ilona good luck on temporary relocation to Hong Kong.

7. Health and Safety Governance

- 7.1 The above report was presented to the Board by L Wassell to seek approval to:
- Strengthen communication and governance including inviting a Customer Panel Member to join the Health and Safety Board. L Hughes will discuss with S Donohoe (Tenant Information Services Director) if one of our Customer Panel members have H&S experience and would be interested in joining the H&S Board.
 - Health and Safety Policy and Health and Safety Board's remit will be updated to reflect any changes approved. The Health & Safety Board remit will be presented to the Health & Safety Board at the November meeting.
 - Endorse the Health and Safety Policy, noting that Board training is planned. L Hughes to review options for Board training.
- 7.2 M Gilfillan asked if the Business Continuity Plan (BCP) included Health & Safety as an aspect of critical planning. L Wassell advised the IT team completed IT penetration tests annually. It was discussed by the Board that the BCP required updating and this work will be scheduled. The Management Team are currently updating the Crisis Management Plan.
- 7.3 E Harkins enquired if the Customer Panel had received any formal health and safety training and it was advised that no training had taken place at present, however as the panel was working toward accreditation then this could be discussed as part of the accreditation process.
- 7.4 The Health & Safety Governance report was approved by C Boyd and seconded by A McFarlane.

8. Quarter 1 Performance Report and 2018 Landlord Report

- 8.1 K Morrison and J Turnbull presented the quarter one performance report and 2018/19 performance targets for the Board to review and discuss.
- 8.2 K Morrison highlighted that the average time taken to re-let properties is out with the target of 16 days at 24 days. K Morrison explained this was due mainly to the South Lanarkshire Council (SLC) Common Housing Register systems being down for 2 weeks and our inability to let properties as a result. K Morrison met with SLC staff to determine reasons and obtain assurances that this would not recur. It was noted that the re-let figure at 31 August has improved to 21 days. A new Temporary Allocations Post was approved by Leadership Team and is now in place. This should help alleviate the workload and hopefully ensure properties are let as quickly as possible to reduce re-let times month on month.
- 8.3 The number of evictions for quarter one is out with target at 7 with some of the evictions relating to cases that have been in the Court system for over a year. An eviction analysis report prepared for Leadership Team with various options and new working practices is now in place including more advice and help to tenants prior to eviction, officers will always adopt a firm but fair approach. It was noted that at the end of August there has only been one further eviction since 30 June.
- 8.4 J Turnbull reported to Members that tenant satisfaction with the repairs service is below the target of 92% for quarter 1 and currently sits at 86%. J Turnbull explained all customers who intimated that they were dissatisfied with the service received a follow up courtesy call to discuss and resolve any outstanding issues.

- 8.5 C Boyd enquired what outcome and response came from the courtesy calls, J Turnbull advised that no specific trends had been identified by the follow up work. M Gilfillan suggested complaints should be looked at from a different perspective, reviewing leading and lagging indicators. To enable the board members to further understand all operational targets, a full copy of the Operational Report which reviews all KPIs will be uploaded to the Knowledge library.
- 8.6 It was noted the total spend on planned programmed renewals has not met our target for quarter 1, this was underspent by over £100k. The reason for this was that 10 kitchen and rewire refusals impacted planned spend by £50k, Blantyre external wall insulation programme was delayed by a contractual dispute so the works commenced 3 months late. Members were advised that there are still plans to spend the full budget in the current financial year.
- 8.7 It was further noted by J Turnbull an incident has been reported to the Health and Safety Executive (HSE) following the fire at one of our properties in Douglas during an air source heat pump installation taking place. There has been no follow-up from the HSE to date. No one was hurt in the incident.
- 8.8 A McFarlane sought assurance from J Turnbull on the percentage of properties meeting SHQS standards with at least 100 properties failing the kitchen storage space. J Turnbull advised Members we are above target reporting at 97.8% meeting these standards.
- 8.9 I McGowan enquired if the introduction of Universal Credit had an impact on the number of evictions. K Morrison advised that cases had been reviewed with regards all the policies and procedures implemented. None of the cases reviewed were on Universal Credit and it did not appear to be a mitigating factor.
- 8.10 K Morrison advised that as part of a Customer Journey Map for tenants with significant support needs, all standard letters have been reviewed and will used on a case by case basis. The Housing Team are working with both Lanarkshire Councils on Housing First and are helping support the development of Rapid Rehousing Transition Plans to offer targeted support to homeless customers who are being re housed. This plan will help support our customers and offer practical support at the start of tenancies, which should also help reduce evictions moving forward.
- 8.11 Following discussion, the Board approved the contents of this report on a proposal by E Harkins, seconded by I McGowan.

9. CVPS Gift Aid - Confidential

This item is confidential.

10. New Supply Programme Update - Confidential

This item is confidential as it is commercially sensitive.

11. Committee Reports - Confidential

This item is confidential. Minutes of all Committees and CVPS are shared with all Board members.

12. Organisational Development Strategy and Organisational Structure - Confidential

This item is confidential as it affected CVHA staff members.

13. EVH Pay Award - Confidential

This item is confidential.

14. Strategic Partnership Opportunity and Board Sub Group Remit - Confidential

This item is confidential.

15. Any Other Business

15.1 None.

16. Date of Next Meeting

16.1 It was confirmed the Board Strategy Day would be held on 16 November 2018 and the next CVHA Board Meeting to be held on 10 December 2018 with the Scottish Housing Regulator in attendance as observers.

With no further formal business, A McFarlane thanked Members for their input and formally closed the meeting. Members remained however to conclude their post meeting check-out.