

**West of Scotland Housing Association  
Public Minutes of the Board Meeting  
Hybrid Meeting  
Wednesday 29<sup>th</sup> September 2021**

<p><b>Present:</b> Kelly Adams (Chair), Ruth Simpson, Nick Farrell, John Muir, George Kpodo, Irene McFarlane, Ann Reid, Derek McGowan, Marc Sloan, Kenneth Fee and Ian Wightman</p> <p><b>In Attendance:</b> Brian Gannon, Chief Executive, Donna Patton, Director of Finance, Jennifer Cairns, Director of Corporate Services; Andrew Kubski, Director of Development &amp; Asset Management; Robert Campbell, Director of Housing &amp; Community Services; Andy McVey, IT Manager.</p> <p><b>Apologies:</b> John Muir, Elaine Davidson, Paul MacNeil, Christine Musasa, Irene McFarlane</p>	
<p><b>Disclosure of Interests</b> There were no conflicts of interest declared.</p>	
<p><b>1. Appointment of Office Bearers</b> The Director of Corporate Services opened the meeting and advised that after the AGM the Board required to elect our Office Bearers. The Board approved the election of Kelly Adams as Chair and Irene McFarlane as Vice Chair. The Director of Corporate Services remains as the Association's Secretary.</p>	
<p><b>2. Approval of the minutes</b> The minutes from the meeting held on 25<sup>th</sup> August 2021 were approved by George Kpodo and Kelly Adams</p>	<b>Approved</b>
<p><b>3. Matters Arising</b> The Board noted the update on actions from the previous meeting and it was noted that Derek McGowan still needs to follow up with the Chief Executive and Finance Manager in relation to the Efficiencies Plan. Derek advised that he would follow up on this.  All other actions and progress were noted.</p>	
<p><b>4. Review of Regulatory Standard 2</b> The Director of Corporate Services presented the review of Regulatory Standard 2 as part of the programme of review of the SHR Regulatory Standards. She advised that this review was carried out with representatives of TAG. She provided an overview of the evidence of compliance with this standard, what the areas of strength were and areas of improvement identified. The Board discussed the findings and agreed that we were fully compliant in relation to this standard. It was agreed what actions would be taken forward and that</p>	<b>Approved</b>

<p>these would be added to the overall action plan in respect of governance.</p>	<p><b>Action</b></p>
<p><b>5. Preparation for Assurance Statement</b></p> <p>The Director of Corporate Services presented an overview of the work that had been done for preparation for this year’s Assurance Statement by the working group. The Board received an update on actions from the previous year’s process and were pleased to note that 95% of the actions had been completed.</p> <p>She then outlined the review of compliance against all seven of the regulatory standards and the regulatory requirements as detailed in Chapter 3 of the SHR Regulatory Framework. The Board discussed the findings of these reviews and agreed that there were no gaps in terms of areas of improvement identified.</p> <p>The Chair then took the Board through each of the high priority improvement areas identified and they discussed the materiality of each of these areas. The first area was complaints handling and in particular the findings of the recent BDO audit. The Board noted the progress that had been made in relation to the recommendations and the plan to move Complaints recording to CX in the coming weeks. The Director of Corporate Services also advised of measures that had been put in place to track complaint responses in the meantime by the Corporate Services team to ensure complaints are being responded to within timescales and recorded correctly.</p> <p>The Board discussed the lack of scrutiny activity in the past year due to the pandemic but noted that that the group had started meeting again and that an updated programme would come to the Board in October.</p> <p>The Board reviewed the assessment of compliance with the recent SHR Equalities Data Collection Guidance and agreed that significant progress had been made on this so far therefore the areas still to work on were not material. Derek McGowan pointed out that it was unlikely that we would be able to collect all Equalities data for all tenants as some tenants may not want to give us this data. The Board noted this and the Director of Corporate Services confirmed that there was still work to be done to attempt to collect data from all tenants and that we currently have data for 70.4% of our tenants.</p> <p>Overall the Board agreed that the areas of improvement were not material in terms of the SHR guidance on materiality and that to the best of their knowledge they would be approving a fully compliant assurance statement the October Board meeting.</p>	<p><b>Approved</b></p>

<p>The Director of Corporate Services confirmed that the draft Assurance statement would come to the Board in October for signing with action plan outlining all actions from the review process.</p>	<p><b>Action</b></p>
<p><b>6. Review of Estate Management Policy</b></p> <p>The Director of Housing &amp; Community Services provided the Board with an overview of the review of the estate management policy and outlined the key elements of the new policy.</p> <p>Ann Reid asked if the policy covered amenity housing. The Director of Housing agreed to update section 1.7 of the policy to make specific reference to amenity housing.</p> <p>Nick Farrell queried the length of time that we are looking to store items for tenants we had removed as fire hazard's in common areas, he said that 6 months was quite a long time and would potentially incur external storage costs for the Association. Derek McGowan agreed with this point and emphasised that the key reason for removing large items being left on estates or in closes is to mitigate the fire risk. The Board discussed this in more detail and agreed that the length of time we should store items should be reduced to two months.</p> <p>Nick Farrell queried about the frequency of block and estate inspections and he noted that other staff will visit estates and blocks in between these times. He asked if a process could be put in place to ensure that these staff record any adhoc visits to estates as well as routine inspections. This led to a discussion in relation to how often estate inspections should be carried out. The Board were advised that we are waiting for further information from our insurance brokers on this as they carried out some training on this a couple of years ago.</p> <p>Derek McGowan requested that the removal of offensive graffiti should be reduced from days to hours and should be done within one day at most. It was agreed that the Director of Housing &amp; Community Services would discuss with the contractor and get agreement on this and look for another contractor to do this if this was not feasible. Derek also highlighted the fire safety issues around mobility scooters in closes and the Director of Housing and Community Services provided assurance that there is guidance for staff on this.</p> <p>The Board approved the revised policy pending the changes discussed.</p>	<p><b>Approved</b></p>
<p><b>7. Westscot Living Business Plan</b></p> <p>The Director of Housing &amp; Community Services presented the draft Business Plan for Westscot Living. He advised the Board that the</p>	

<p>business plan had been reviewed by the Westscot Living Board, who are currently members of DISC and they are recommending approval to the WSHA Board.</p> <p>After a discussion on the plan, the Board approved the Business Plan for Westscot Living.</p>	<p><b>Approved</b></p>
<p><b>8. Board Briefing</b></p> <p>The Chief Executive presented the Board Briefing to the Board. He highlighted the two items for decision making.</p> <p>The Association has been contacted by two local authorities asking for assistance with housing Afghan interpreters who are part of the UK programme to safely resettle them. The Allocations Policy permits 5% of our lets from referrals which would address this request and we would provide one or two properties to them for this purpose.</p> <p>The Board confirmed their support for this approach.</p> <p>The Chief Executive presented a proposed change to the Allocation Policy. The change is needed to ensure we prioritise our tenants for a move if they are living in an area where their existing home is being considered for disposal as part of a regeneration scheme i.e. demolition, or the Association is considering disposal of a property/s in line with our Consolidation Strategy. The Board approved this proposed change.</p> <p>An update was given to the Board in relation to the disposal of the Ardrossan stock and it was agreed that the Board would be kept updated on this.</p> <p>The Director of Finance provided an update on CX Financials and advised that the first payment run on the system was today and it went well.</p> <p>The IT Manager provided an update on the TSG investigation into the recent security breach and advised that he is meeting TSG tomorrow to agree the next steps in respect of ensuring a further breach like this is prevented in the future.</p>	<p style="text-align: center; vertical-align: middle;"><b>Approve</b></p> <p style="text-align: center; vertical-align: middle;"><b>Approve</b></p> <p style="text-align: center; vertical-align: middle;"><b>Action</b></p>

<p><b>9. Annual Strategy Report</b></p> <p>The Director of Corporate presented the Annual Strategy Report which provided the Board with an overview of the status of all organisational strategies and when further updates were due. She explained that the purpose of this report is to provide the Board with assurance that Strategies are being progressed and monitored by the Leadership Team and that reporting is in place at a governance level all strategy work.</p> <p>The Board noted the Annual Strategy Report.</p>	
<p><b>10. Minutes for Noting</b></p> <p>The Board noted the following minutes:</p> <ul style="list-style-type: none"> <li>• Willowacre Trust, 17<sup>th</sup> August 2021</li> <li>• Audit Committee, 18<sup>th</sup> August 2021</li> <li>• DISC, 27<sup>th</sup> August 2021</li> </ul>	
<p><b>11. Resolutions</b></p> <p>The Board noted that the Company Secretary signed the disposition for the sale of a shared ownership property at 21 Johnstone Drive, Mossblown.</p>	
<p><b>12. Notifiable Events</b></p> <p>The Director of Corporate Services provided an update on the notifiable events. She advised the Board that the Association now has a new Regulation Manager, Craig Heron and that CMT are meeting with him on the 11<sup>th</sup> November 2021.</p>	
<p><b>13. Review of Meeting</b></p> <p>The Board reviewed the meeting and agreed that the technical issues had caused difficulties at the beginning but that they had been resolved.</p>	
<p><b>Date of Next Meeting – 25<sup>th</sup> October 2021</b></p>	