

**West of Scotland Housing Association
Minutes of the Board Meeting
Held by Video Conference
Wednesday 29th April 2020, 5.30pm**

<p>Present: Ruth Simpson (Chair), Clare Newton, Nick Farrell, Kelly Adams, , Ann Reid, George Kpodo, Paul MacNeil, Derek McGowan and John Shearer</p> <p>In Attendance: Brian Gannon, Chief Executive Officer, Colin MacCallum, Director of Finance and Corporate Services, Jennifer Cairns, Head of Corporate Services</p> <p>Robert Campbell (new Director of Housing & Community Services from 4/5/20) – Observer.</p> <p>Apologies; Elaine Davidson (leave of absence), David Wark and Irene Campbell, Paul McCandlish</p>	
<p>Disclosure of Interests No interests were disclosed.</p>	
<p>1. Approval of the minutes of the 25th March 2020 The Board approved the minutes from the meeting held on 25th March 2020. Noted correction required to spelling of Clare Newton’s name. Minute proposed by Ann Reid and seconded by Kelly Adams.</p>	Approved
<p>2. Matters Arising The Board received an update on actions arising from the previous Board meeting on the 25th March 2020.</p>	
<p>3. Review of Safe Guarding Policies The Chief Executive presented a paper on the review the Protection of Vulnerable Adults Policy and the Safe Guarding policy in relation to Child Protection. He highlighted the recent guidance from OSCR and how WSHA should meet this guidance. He emphasised the role in respect of the Board, the key action being ensuring policies and procedures are put in to practice and ensure that they are being implemented. He then went through the ten points for the Board to consider in respect of the OSCR guidance. The Head of Corporate Services confirmed that she would be issuing information to the Board in relation to an e-learning course in respect of safeguarding. She also confirmed that staff had also received relevant training.</p> <p>The Chief Executive advised that Derek McGowan has raised a number of points regarding the policies. He advised that he was going to suggest that Derek discusses these with the Community & Support Services Manager as the changes he is suggesting did not appear to fundamental policy changes.</p>	

<p>Ruth Simpson asked about lines of accountability and who staff would approach. Brian advised that the policy details how you would raise issues through in terms of line management. Ruth suggested that names should be added rather than post holders. Brian agreed that this should be added and would take this forward with Maisie, it was suggested that this should be added as an appendix. Ruth emphasised the importance of encouraging reporting and that staff feel comfortable doing this. Ruth was clear that Board need to support staff reporting any issues.</p> <p>Kelly queried if this was included in our risk register. Jennifer confirmed that it was in relation to compliance with regulation and legislation but she would advise the Board of full details of this after the meeting.</p> <p>Clare queried around lead regulator in relation to RSLs. It was confirmed that SHR is lead regulator but that any notifiable event to any other regulator is a notifiable event to the SHR.</p> <p>The Board discussed and then approved both policies subject to changes discussed with Maisie by Derek.</p>	<p>Action</p> <p>Action</p> <p>Approved</p>
<p>4. ICT Project Update</p> <p>The Director of Finance & Corporate Services provided an update in relation to the ICT Project. He confirmed that the CX financials project has now been paused for 3 months and the project plan will start on 1st July, it is a 3-4 month project.</p> <p>The housing system is going well, though there continues to be issues with communication with Civica but we continue to chase up on outstanding issues.</p> <p>Nick Farrell queried the total balance to be paid. Colin confirmed that another £47k is due at milestone 3 but this has not yet been completed. The final payment is then based on completion of CX Financials. Nick queried why we are paying them milestone 2 payment, Colin advised that all tasks relating to this milestone have been completed.</p> <p>John Shearer queried about any payments in relation to variations. Colin advised that there has been no additional cost for any variations.</p> <p>Kelly queried about outstanding functionality relating to the updating of repair financial status. Kelly queried the impact of this on year end figures. Colin confirmed that it would be done manually as in previous years. Colin confirmed that there will still some items not complete and payment would not be made until they are complete. Kelly advised she is more concerned around any risks in respect of outstanding actions.</p> <p>The CEO advised Board members that he will send a link to the live tenant portal and asked if tenant Board members could register and provide any feedback on the portal. He advised that repairs function highlights that emergency repairs should not be raised through the portal but we are keeping a record of non emergency repairs.</p>	<p>Action</p>

4. Coronavirus Update

The Head of Corporate Services presented an update on the business continuity in relation to the Coronavirus situation. She gave an overview in relation to service delivery, tenant support, governance and staff. She provided a further update in relation the grounds maintenance service and advised that service was now up and running again. She also gave an update in relation to tenant and staff communication.

The CEO noted that as a result of new guidance from the Scottish Government in respect of letting homes to people in urgent housing need during the crisis our Teams are now actively looking at how we can do this.

Ann Reid queried about the correspondence that had been sent out to tenants in relation to the forced access process as she felt that tenants needed reassurance that WSHA were following government guidance in respect of Coronavirus. The CEO advised that this was included in the first few pieces of correspondence before someone gets a forced access letter. He also advised that amendments had been made to the forced access letter for tenants who were considered to be vulnerable. It was agreed that the letters would be circulated to the Board to let them see the range of correspondence that has been sent.

George Kpodo asked what approach staff were taking in respect of those services which had been suspended but tenants were paying for them through a service charge. The CEO advised that this would be reflected in next year's charges where there would be a corresponding reduction in the charge.

She provided the Board with an update in relation to staff and the work that staff were carrying out. Ryan Docherty noted the really positive staff attendance figures in the current situation. Jennifer also gave an overview of the current position in relation to furloughing staff and invited the Board to discuss this.

John Shearer stated that he felt that we should be furloughing staff. He raised concerns about some staff not having much to do and this not being the best use of tenants' rent money. He suggested we look for volunteers. The Head of Corporate Services assured the Board that staff whose roles were impacted by the current situation had been redeployed to carry out other tasks, an example of this is the Community Centre staff who are helping with delivery of hot meals to sheltered complexes. She also advised that following this meeting, staff would be in a position to start collating equalities data which is a key regulatory requirement.

Ryan Docherty raised that there were a lot of negative connotations in relation to furlough and it could cause staff to feel devalued and further damage the relationship between staff and Board. He also raised that

Action

Agreed

<p>having full staff teams would also assist with rent collection and minimising any increase in arrears.</p> <p>Following further discussion, the Board agreed not to furlough any staff at present but it was agreed that CMT would keep this under regular review and it would be considered if there were any staff members who didn't have a work to do. It was agreed that this would be communicated to staff as part of the Chair's message that is being sent out this week.</p> <p>The Head of Corporate Services presented the risk assessment that had been carried out by the Leadership Team and gave an overview of the impact of Covid 19 on both the strategic and operational risks. Kelly Adams fed back this piece of work provides her with a lot of reassurance as a Board member. She queried if we could start recruiting staff now. The Head of Corporate Services advised that we would be looking to recruit two of the vacant posts for the Housing Services Restructure in the coming weeks.</p> <p>Nick Farrelll queried about the financial impact of the current situation and asked whether we had further information on this. The Director of Finance & Corporate Services advised that it was too early to tell but that the report that came to the May Board would have full details of impact on income and expenditure. The CEO advised that the rent loss so far is £14k as we have not been letting void properties. The Board also discussed the potential savings in relation to other areas of expenditure.</p> <p>John Shearer queried how a return to the office would be managed. The Head of Corporate Services advised that she was currently working on a return to office plan that would come to the Board in May.</p> <p>Clare Newton asked if we could check if older tenants in her local area had received support calls.</p>	<p>Action</p> <p>Action</p> <p>Action</p> <p>Action</p>
<p>5. KPI Target Setting 20/21</p> <p>The Chief Executive gave an overview of the KPI targets for 2020/21. He advised that the targets had been based on benchmarking with other RSLs which had not always been done in the past. He explained that we shouldn't set targets in isolation of others across the sector. We need to be more ambitious in terms of what we wanted to achieve and certainly not set a target that was significantly below the sector average.</p> <p>Derek McGowan queried why the staff turnover target was 20.55%. The Head of Corporate Services advised that this was an error and that it should be 12%.</p> <p>Nick Farrell queried why some targets were below the Scottish average. The CEO advised that there were some KPIs where it would have been unrealistic to meet the Scottish average due to the amount of work that was required and that it may take more than a year to bring our</p>	<p>Action</p>

<p>Board to approve on basis still needs to go TAG and may come back with some further changes. The Board approved the policy on this basis.</p>	<p>Approved</p>
<p>8. Annual Procurement Report and Strategy</p> <p>The Head of Corporate Services presented the Annual Procurement Report and revised Procurement Strategy. She gave an overview of the procurement activity that had been carried out in the past year and the value for money obtained. She advised the Board of the community benefit agreements that were in place and the planned procurement for the next year.</p> <p>She advised that following approval of the annual report and strategy that both documents would go on our website and the updated Procurement Strategy would be sent to the Scottish Government.</p> <p>The Board noted the contents of the annual report and approved the revised Strategy</p>	<p>Action</p> <p>Approved</p>
<p>9. Board Briefing</p> <p>The CEO gave the Board an overview of staffing changes over the past month.</p> <p>The Director of Finance & Corporate Services gave the Board an update in relation the progress made with agreeing loan terms with Allia.</p>	<p>Noted</p>
<p>10. Organisational Improvement Plan</p> <p>The Chief Executive gave the Board an overview of progress made on the Organisational Improvement Plan. He highlighted that good progress has been made but some have been delayed due the Director of Housing and Customer Services absence and the coronavirus situation.</p> <p>The Board acknowledged that despite these factors good progress has been made. Derek McGowan highlighted some actions that were not started, he felt that these were underway and should be changed to amber. It was agreed that these changes would be made.</p> <p>Kelly Adams queried when we are due to give the SHR an update. The CEO advised that this update would be sent to the SHR following the meeting.</p>	<p>Action</p> <p>Action</p>
<p>11. Resolutions</p> <p>The Head of Corporate Services advised the Board that there was one resolution to note in respect of the 7 Day Rule and arrangements for a potential absence of the CEO.</p>	<p>Noted</p>
<p>12. Notifiable Events</p> <p>The Head of Corporate Services gave an overview of outstanding notifiable events. She advised the Board she would notify the SHR when</p>	

Robert Campbell starts in post on the 4 th May.	Noted
<p>13. A.O.C.B</p> <p>The Head of Corporate presented the revised Data Management Policy and tenant data protection statement. She advised that these amendments were required in order for us to start collecting Equalities data. She advised that tenants had been informed of this by letter and there will be a further article in the Westworld newsletter.</p> <p>The Board approved the amendments to the Data Protection Policy and tenant data protection statement.</p>	Approved
Date of Next Meeting – 27th May 2020	