

**Meeting of the Board of Management
to be held on Tuesday 24th October 2023 at 6pm
in person in the Boardroom, 423 London Road, Glasgow, G40 1AG**

AGENDA

	<u>Lead person</u>	
1. Apologies		To note
2. Declarations of interests	Pauline Casey	For information
3. Minute of meeting held on 26 th September 2023	Pauline Casey	For approval
4. Matters arising from meeting of 26 th September 2023	Pauline Casey	For information
5. Chief Executive's Report	Gary Naylor	For information
6. Business Plan:		
6.1 2023/24 half-year review	Gary Naylor	For information
7. 2022 Annual Assurance Statement	Gary Naylor	For Approval
7.1 Annual Assurance Cover Report		
7.2 Annual Assurance Evidence Report		
8. SHAPs Financial Assessment	Barry Allan	For information
9. Digital Transformation Strategy Presentation (to be delivered on the evening)	Gary Naylor	For information and discussion
10. Subsidiary company minutes and others	Chair	For information
10.1 Health & Safety Committee – 18 th September 23		
10.2 Audit & Risk Committee – 10 October 23		
11. Any other competent business	Pauline Casey	
12. Résumé of meeting	Pauline Casey	
13. Date of Next Meeting on Tuesday 21st November 2023		To note

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 24 October 2023 at 5.20pm
in person and remotely on Microsoft Teams**

Present: Pauline Casey (Chairperson), Maureen Dowden, Ruth Hewitt, Howard Mole, Abdifatah Hayde and David Keltie-Armstrong

Attending: Gary Naylor, Michael Byrne, Eleanor Derbyshire, Barry Allan, Ray MacLeod and Nikita Watson

The Board of Management agreed to the meeting commencing at 5.20pm following the Business Planning session.

1. APOLOGIES

Apologies were received by Robert Kelly, Brian McMahon and Linda Chelton.

NOTED

2. DECLARATIONS OF INTERESTS

There were no declarations of interest.

NOTED

3. MINUTE OF MEETING HELD ON 26TH SEPTEMBER 2023

The minute of the previous Board of Management meeting held on 26th September 2023 was approved a correct and accurate record of the proceedings. Proposed by Maureen Dowden and seconded by Howard Mole.

APPROVED

4. MATTERS ARISING FROM MEETING OF 26TH SEPTEMBER 2023

There were no matters arising from the previous meeting held on 26th September 2023.

NOTED

5. CHIEF EXECUTIVE'S REPORT

Crudens

Gary Naylor provided an update on the dispute with Crudens for the Abercromby Street development. The dispute relates to the Contract Administrator's assessment of the contractor's entitlement to an extension of time following delays in the lead up to completion of the recent Abercromby Street Development. Crudens are claiming substantial costs which have been rejected. After a number of weeks, Crudens contacted Thenue at short notice asking for a meeting that same week. The Executive Team have sought independent external advice and agreed to meet Crudens once they have the information. Following a tender process, the Executive Team appointed ADR Consulting who are now carrying out the assessment of Cruden's extension of time claims and evidence. The report from ADR Consulting will be in a form that could be used in Thenue's defence of an adjudication should Cruden refer this matter and an agreement can't be reached.

Union Technical Insulation Project

Eleanor Derbyshire confirmed a meeting had been held with Union Technical in relation to a fully funded project. Aimed at enhancing the energy efficiency within properties with solid walls, in line with Scotland's carbon footprint target and to help with the ongoing cost of living crisis. The breathable insulation will be injected into the external walls of the building. Decoration vouchers will be provided to each tenant for decoration works. Union Technical will initially target pre-1919 tenement properties that fall in the EPC bands of D and E and failed SHQS on energy efficiency, with the potential to roll out the project further based on available funding.

Mears

Gary Naylor provided a Mears update and confirmed that the performance continues to be in line with our targets, but also continued to stretch our resource in terms of the day-to-day management of the delivery. Gary Naylor advised there had been discussions regarding an increase in costs due to scaffolding, but that this was a stand-alone issue. The Executive Team had been planning a rise in inflation and potential rent increase figures.

TIS Annual Conference

Gary Naylor explained to the Board that the Tenant Information Survey Annual Conference will be taking place on Thursday 9th and Friday 10th November at the Grand Central Hotel in Glasgow. Should any Board Members wish to attend this, they can contact Ray MacLeod to express an interest.

Gary Naylor invited Board Members to ask questions and/or make comment. The following had been noted:

- Board Members raised concerns with dampness in some of the properties. Eleanor Derbyshire confirmed that the breathable insulation will help prevent dampness and all properties will have surveys carried out before any work is undertaken.
- Board Members asked cost to attend the Tenant Information Survey Annual Conference Event. Gary Naylor confirmed this was around £300.

The Board of Management noted the contents of the report.

NOTED**6. BUSINESS PLAN 2023/24 HALF-YEAR REVIEW**

Gary Naylor confirmed the current Business Plan was approved by the Board of Management on 14th March 2023. The report formed the review of the progress that was being made towards achieving the overall business objectives approximately at the half year point. Gary Naylor intimated that we are currently half of the way through the year and 5 of the 11 business objectives have been achieved. The remaining 6 will be achieved and completed by the end of the financial year.

Gary Naylor invited Board Members to ask questions and/or make comment. There were no questions or comments noted.

The Board Members noted the progress of the business objectives for 2023/24.

NOTED

7. 2022 ANNUAL ASSURANCE STATEMENT**7.1 Annual Assurance Cover Report****7.2 Annual Assurance Evidence Report**

Gary Naylor confirmed the Association is required to produce its 5th Annual Assurance Statement. The report is split into three sections: Summary report, evidence report and the actual proposed assurance statement. Within the evidence report there are two main areas we were asked to give assurance within the statement. Gary Naylor intimated these were the following:

- To provide assurance in the statement that we have an effective approach to the collection of equalities information and are considering how we can adopt a human rights approach in our work.
- To provide assurance in our statement is our compliance with the relevant obligations in relation to tenant and resident safety.

Overall, because of the strength of our risk-based approach, strength and understanding at Board level, and recent Executive Team recruitment, Gary Naylor confirmed the assurance statement for 2023 is strong and we are in a really good position in terms of compliance.

Gary Naylor invited Board Members to ask questions and/or make comment. The following had been noted:

- Board Members agreed it was a very comprehensive and excellent report.

The Board Members approved the content of the association's 5th assurance statement that is required to be published by 31st October 2023.

APPROVED**8. SHAPs FINANCIAL ASSESSMENT**

Barry Allan confirmed all registered Social Landlords who are members of the SHAPS pension scheme are required to submit the annual financial assessment return to SHAPS to allow them to assess the financial strength of its participating employers. The financial assessment is low risk, and the submission was made to SHAPS on 4th October 2023.

Barry Allan invited the Board to ask questions and/or make comment. There were no questions or comments noted.

The Board of Management noted the contents of the report.

NOTED**9. DIGITAL TRANSFORMATION STRATEGY PRESENTATION**

Gary Naylor presented the Digital Transformation Strategy Presentation to the Board and explained the following:

- Expectation that services are accessible and easy to use.
- Increased Smart Phone and App usage.
- Demands for faster, more efficient and personalised responses.
- Embraces a cloud-based approach for faster delivery of service and reduced risk.

- Many pros of using Cloud Computing including lower operations costs, faster connections, more efficient processes and reduced energy usage.
- Digital transformation through Sharepoint Migration which is in line with our Cloud first approach.
- Fully utilises Microsoft 365.
- Supports are objectives.
- The strategy is a key component in Thenue achieving it's strategic outcomes. We aim to be 'innovative, modern and agile...meeting our users needs'.

Due to the changing environment, there is demand for more from our systems that enable our services to be more personal, adaptable, efficient, secure and sustainable. Gary Naylor intimated that a tender process will be issued.

Gary Naylor invited Board Members to ask questions and/or make comment. The following had been noted:

- Board Members asked if the software infrastructure will change and will handheld devices be upgraded? Gary Naylor confirmed Thenue's devices are compatible, and the main change will be our database QL/Aareon as this database covers every department including customer facing and the Finance departments. The Organisation had received demonstrations from different companies and feedback from staff suggests a new database will be an improvement.
- Board Members asked what the next step will be? Gary Naylor confirmed this will go out to tender and a decision from the Board is not needed at this stage.
- Board Members asked if information is stored internally on the current system? Gary Naylor confirmed it was and that we have disaster recovery in place for this. Companies that are being looked at for the new database are all UK companies in line with the GDPR practices.
- Board Members asked if an outside company will be arranged to help frame tender documents? Gary Naylor confirmed staff have the skills to do this internally.
- Board Members asked if this is cost efficient? Gary Naylor advised there is a large outgoing from QL/Aareon database due to APP accessibility and ongoing support. This cost also increases each year. Any new system that is looked at will be more in line with the Association's budget and therefore will be more cost effective.
- Board Members agreed this was a reasonable step forward.

The Board Members agreed the contents of the presentation and staff to finalise the Digital Transformation Strategy.

DECIDED

10. SUBSIDIARY COMPANIES AND OTHER MINUTES:

10.1 Health and Safety Committee, 18 September 2023

10.2 Audit & Risk Sub-Committee, 10 October 2023

Pauline Casey intimated these were for information only. There were no questions or comments noted.

NOTED

11. ANY OTHER COMPETENT BUSINESS

Gary Naylor confirmed that an update had been received from the Regulator regarding the initial regulatory framework consultation and that a response will be drafted.

NOTED

12. RÉSUMÉ OF MEETING

There were no comments or observations noted.

NOTED

13. DATE OF NEXT MEETING

The next meeting will be held on Tuesday 21st November 2023 at 6:00pm

NOTED

The meeting concluded at 18:04pm

I certify that the above meeting has been approved as a true and accurate record of the proceedings.



Pauline Casey
Chairperson

Date: 21st November 2023