

**Meeting of the Board of Management  
to be held virtually on Tuesday 27 October 2020  
at 6pm via Microsoft Teams**

## AGENDA

	<u>Lead person</u>	
1. Apologies		To note
2. Declaration of interests	Derek Quinn	For information
3. Minute of meeting held on 29 <sup>th</sup> September 2020	Derek Quinn	For approval
4. Matters arising from meeting of 29 <sup>th</sup> September 2020	Derek Quinn	For information
5. 2020/21 Business Plan – half year review	Charles Turner	For approval
6. Policy reviews:-		For approval
6.1 Factoring Policy, (last reviewed December 2014)	John Russell	
6.2 Home working policy, (last reviewed November 2019)	Charles Turner	
6.3 Protection of Vulnerable Groups, (last reviewed November 2019)		
6.4 Health & Safety statement, (last reviewed September 2019)		
7. Preparations for 2021- new business plan and beyond	Charles Turner	For decision
8. Chief Executive's report	Charles Turner	For decision
9. Bad debt write off	Gary Naylor	For approval
10. Any other competent business		
11. Résumé of meeting	Derek Quinn	
12. Date of Next Meeting on Tuesday 26 <sup>th</sup> November 2019		To note

## THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management Meeting  
held on Tuesday 27 October 2020  
at 6.00pm remotely on Microsoft Teams**

**Present:** Pauline Casey (Vice Chairperson), Jeanette Goode, Abdifatah Hayde, David Keltie-Armstrong, Howard Mole, Florence O'Hale, Owen Stewart and Elizabeth Williamson

**Attending:** Charles Turner, Gary Naylor, Eleanor Derbyshire, John Russell, Sharon Craig-McLeary, Lynne McKenzie-Juetten and Ray Macleod

Pauline Casey intimated Derek Quinn had been unable to Chair the meeting due to work commitments and had asked her to deputise. Pauline welcomed members to the meeting and introduced Elizabeth Williamson to her first meeting. She also read a statement from Derek Quinn thanking Ray Macleod for minute taking services and the Executive Team for the preparation of informative and detailed reports.

**1. APOLOGIES**

Apologies were received from Maureen Dowden and Derek Quinn.

**NOTED**

**2. DECLARATIONS OF INTERESTS**

There were no declarations of interests noted.

**NOTED**

**3. MINUTE OF THE PREVIOUS MEETING HELD ON 29 SEPTEMBER 2020**

The minute of the previous meeting held on 29 September 2020 was approved as a correct and accurate record of the proceedings subject to an amendment in Agenda Item 9 to reflect the Board request for funding by Glasgow City Council and the Health & Social Care Partnership to contribute to the additional cost of implementing the increased volume of S5 referrals. Proposed by Abdifatah Hayde and seconded by Maureen Dowden.

**APPROVED**

Gary Naylor confirmed the letter sent to Glasgow City Council and the Health & Social Care Partnership included a request for funding the additional cost of implementing the increased volume of S5 referrals.

**NOTED**

**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 29 SEPTEMBER 2020**

There were no matters arising from the previous meeting held on 29 September 2020.

**NOTED**

**5. 2020/21 BUSINESS PLAN – HALF YEAR REVIEW**

Charles Turner commented that when the Business Plan had been put together there had been no idea what lay ahead and all the business objectives had been compromised with the Covid-19 pandemic. Two had been completed and slippage of timescales for others. Looking forward the report detailed what needs to be done however decisions are required as to whether outstanding objectives are relevant and to be carried forward into the 2021/22 business plan. Charles Turner invited questions and/or comments. None were noted.

The Board of Management noted the contents of the report and agreed that any current business objectives that remained incomplete by the time that the new business plan was presented to the Board, should be updated and carried forward into the new business plan.

**DECIDED****6. POLICY REVIEW**

Charles Turner intimated there were four policies to be approved and explained the structure of policies to be in place for the organisation and tenants which were governed by Regulatory Standard 1. Policies are reviewed at least on a three yearly cycle unless legislative, regulation or good practice changes and currently there are 91 policies spread over 10 handbooks. Charlie advised that once the policies tonight are approved he can confirm that policies are all up to date and this can form part of the evidenced for the Annual Assurance Statement which is due for submission by the end of November 2020.

**NOTED****6.1 Factoring Policy**

John Russell explained the reasons for the delay in reviewing this policy as the Board of Management had agreed to wait on the publication of the Revised Factors Code of Conduct by The Scottish Government. John advised there was still no set date for this publication and proposed an interim review at this time. John briefly outlined the changes which are not significant and therefore consultation with owners was not necessary. John invited Board members to ask questions and/or make comment. The following was noted:

- In Section 13 Consultation who makes the decision on the wording “where appropriate” John Russell confirmed this was dependent on the requirements of the Title Deeds pertaining to the property.

The Board of Management approved the interim amendments to the Factoring Policy and noted the delay to The Scottish Government’s Factors Code of Conduct publication.

**DECIDED****6.2 Homeworking Policy**

Lynne McKenzie-Juetten advised this was an interim policy because by default all staff are currently working at home due to the COVID-19 pandemic and once this time has passed the policy will be revised. Lynne highlighted staff were prohibited from using Public Wi-Fi, working of core hours had been relaxed and support measures in place for mental health and wellbeing. Lynne invited Board members to ask questions and/or make comment. The following had been noted:

- Board members welcomed the mental health and wellbeing support.

- Concerning GDPR what controls were in place for printing, retention and destruction of paperwork including notepads whilst homeworking. Lynne confirmed staff were expected to follow our policies and procedures on GDPR and IT and the aim is to be paperless. John Russell proposed re-enforcing this in the quarterly GDPR Bulletin.

The Board of Management approved the Interim Homeworking Policy.

**DECIDED**

### **6.3 Protection of Vulnerable Groups (PVG)**

Lynne McKenzie-Juetten intimated since the last update there had been a change introducing basic disclosure checks and to mitigate the risk of inadvertently employing a person with a criminal record all new employees will require at least a basic disclosure check as a minimum and depending on the job role an enhanced disclosure or PVG check may be necessary. Lynne invited Board members to ask questions and/or make comment. There were no comments or questions.

The Board of Management approved the Protection of Vulnerable Groups (PVG) Policy.

**DECIDED**

### **6.4 Health and Safety Statement**

Charles Turner explained this was a policy which required annual review and displayed on the office premises. The policy was normally reviewed annually in September, however, this year as other policies were being reviewed it was appropriate to include at this meeting. The policy serves as a collective reminder for the Board of Management of their responsibilities as an employer and landlord. There had been no changes to the policy and the date to be changed to date of meeting. Charlie invited questions and/or comments which included:

- Board members felt sobered at the thought of their responsibilities and asked for clarification on gas safety checks, what steps are taken to gain access and potential for an accident? Charles Turner explained quarterly reports detail how many outstanding safety checks there are and what reasonable control measures or action is in place and evidence they have been followed. Due to the current COVID-19 pandemic a pragmatic approach is necessary if tenants are either shielding or self-isolating, as forced access to complete the safety check is not possible.
- In relation to Health and Safety at Work which is specific to a worker/employee, how does gas safety policy fit in? Charlie advised that not only has the Board of Management responsibility for employees/workers they also have as a Landlord. The specific gas safety policy is contained within the suite of landlord policy handbooks.

The Board of Management approved the annual Health and Safety Policy Statement subject to the date change.

**DECIDED**

## 7. PREPARATIONS FOR 2021 – NEW BUSINESS PLAN AND BEYOND

Charles Turner detailed the four decisions to be made prompting Board members to consider how they achieve an ideal board, their aims, how led, community control, capacity to recruit new members, size, skills, experience and knowledge. A Board of respected colleagues rather than friends. Collective assessment. Succession planning for the long service Rule change. Agree a skills matrix. A recruitment process. Identifying risk and what is important. Charlie advised this evening started the process and proposed that this is achieved at the Business Planning (BP) session.

Pauline Casey invited Board members to express their opinions for each of the decisions. The following had been noted:

- **Point 1 - Agree elements of skills matrix**  
Will this be subject to annual review, weighted and some skills driven by risk? Charles Turner advised the matrix is designed specifically for this round of recruitment and weighting can be added and established after discussion at the Business Planning session.
- **Point 2 - Decide on the formation of a Nomination Committee**  
Board members considered the benefit of this would be if there was a large pool of interested candidates and not at the moment. Charles Turner agreed returning to this depending on the level of interest of potential Board members.
- **Point 3 - Decide on a separate facilitated session to focus on risk**  
Consensus that risk was very important, high on the agenda and an excellent idea. The Board need to articulate the precise content required, so that staff can organise this.
- **Point 4 - Agree main content for session on 3 November 2020 at 2.00pm**  
Board members had been asked if they wished this session to be remote or onsite and face to face. Pauline Casey individually asked each member their preference. Due to work commitments a couple were unavailable, a couple preferred face to face with the majority in favour of a remote session on Microsoft Teams.

Board members asked if the outcomes of the tenant satisfaction survey will be available on the day. Charles Turner confirmed that although the full report is not yet fully complete, the outcomes would.

The Board of Management agreed the arrangements and contents of the report and the points above for the Business Plan session to be held on Tuesday 3 November 2020 at 2.00pm remotely on Microsoft Teams.

**DECIDED**

## 8. CHIEF EXECUTIVES'S REPORT

Charles Turner outlined the key monthly information to the Scottish Housing Regulator during the COVID-19 pandemic and the financial pension information submitted which has been assessed as 'low' risk. The Board of Management noted the contents of the report.

**NOTED**

**9. BAD DEBT WRITE OFF**

Gary Naylor referred to the regular report which monitors and controls the levels of bad debts to be written-off. Gary overviewed the reasons and confirmed the largest amount was for a tenant's rent arrears prior to lockdown. Gary invited Board members to ask questions and make comment. There were no questions or comments noted. The Board of Management approved the bad debts to be written-off.

**DECIDED**

**10. ANY OTHER COMPETENT BUSINES**

**10.1 Staff Sub-Committee 16 November 2020**

Charles Turner advised there would be a meeting of the Staffing Sub-Committee on 16 November 2020 at 6.00pm to approve the staff structure for the next Business Plan and year. Also for discussion, Charlie referred to communication from EVH concerning the last of the current 3 year salary increase arrangements and the implications of anticipated low interest rates. The Board of Management noted the meeting and delegated the responsibility of responding to EVH to the Sub-Committee.

**NOTED**

**10.2 After the meeting**

Charles Turner asked staff to stay on Microsoft Teams after the meeting to discuss the arrangements for the Business Plan session.

**NOTED**

**11. RESUME OF MEETING**

Board members unanimously agreed meetings online were very effective with some members appreciating not having to travel to a venue. The documents were well-prepared, issued in advance, clear and easy to understand. Board members commended Pauline Casey's skill in chairing of the meeting.

**NOTED**

**12. DATE OF NEXT MEETING**

The next meeting will be held remotely on Tuesday 24 November 2020 at 6.00pm.

**NOTED**

Pauline Casey concluded the meeting at 7pm.

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

Pauline Casey  
Vice Chair



Date: 24 November 2020

