

THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting
held on Tuesday 17 April 2018 at 6.00pm
within 423 London Road, Glasgow, G40 1AG**

Present: Owen Stewart (Chairperson), George Alexander, Pauline Casey, Abdifatah Hayde, Charlotte Levy, Howard Mole, Filbert Musau, Florence O'Hale and Willie Redmond

Observing: Jeanette Goode

Attending: Charles Turner, Brian Gannon, Beth Reilly, Lynne McKenzie-Juetten and Ray Macleod

1. APOLOGIES

Apologies were received from Maureen Dowden, Foday Keran, Nicola McCurdy and Derek Quinn.

NOTED

2. DECLARATIONS OF INTEREST

There were no declarations of interest.

NOTED

3. MINUTE OF THE PREVIOUS MEETING HELD ON 20 MARCH 2018

The minute of the previous meeting held on 20 March 2018 was approved a correct and accurate record. Proposed by Filbert Musau and seconded by Charlotte Levy.

APPROVED

4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 20 MARCH 2018

There were no matters arising.

NOTED

5. ALLOCATIONS POLICY AMENDMENT

Brian Gannon outlined the section of the Allocations Policy that required amendment to clearly state the criteria on prioritising tenants who are being rehoused as part of a clearance of a block. Following explanation including current practice and discussion with the Board of Management, they approved the insertion of an additional bullet point 5 at section "xix) - *Within the above categories, applicants will be further prioritised by the date of entry to the property.*"

DECIDED

6. 2018 BOARD APPRAISALS EVALUATION

Owen Stewart expressed his appreciation to Board members for their early responses and input to the appraisal process which was completed quickly. He found the series of meetings helpful and useful.

Charles Turner gave a presentation acknowledging the excellent 100% participation of Board members, confirming the comments made by individuals are anonymised so the individual are not identified, highlighting potential learning and development topics, explaining the purpose of the

charts measuring the skills, knowledge and experience of the Board of Management. The presentation overviewed:

- The Regulatory Standards
- Individual Performance
- Tenure as an Employer
- Personal skills and abilities
- Skills matrix
- Evaluation of the Chair
- The Scottish Housing Regulator – Our Regulation of Social Housing Discussion Paper
- Housing (Scotland) Act 2014
- Lobbying Register – Parliamentary Guidance
- General Data Protection Regulations (GDPR)
- Volume of 10 meetings per annum plus a strategy day – is this too much?
- I-pad and using electronic communication
- Stock Tour planned for Saturday 19 May 2018
- Succession Chairperson and Vice Chair
- Business Planning Event planned for 4 December 2018
- Confirmed the Robert Kelly as Chair of the Audit and Risk Sub-Committee with Pauline Casey, Florence O’Hale, Foday Keran and Nick McCurdy agreeing to serve.

Charlie highlighted outcomes reflected:

- The newness of some Board members scoring low but who through experience, learning and development will match the knowledge of longer serving members.
- The wording of the skills matrix question meant members answered as an individual rather than as collective group. This will be resolved for next year. However through the individual appraisal discussions reassurance was evident on the wide and high level of skills.
- As an employer not being able to put in practice skills and knowledge learnt at training sessions due to lack of any difficult employment issues however recruitment is more frequent with a few Board members participating.
- Gaps in knowledge with a number of topics identified e.g. the Glasgow City Council Gold Standards for building, changing and being informed role of the Regulator, Housing (Scotland) Act 2014, Lobbying Register, GDPR, and the loss of Robert Kelly’s knowledge after standing down as a Board member.
- The high satisfaction and respect there is for the Chairperson.

Charlie suggested Board members took the opportunity spend time to consider the outcomes. Following discussion and comments Owen Stewart read out the 12 points for consideration with the Board of Management agreeing:

1. The whole exercise was a self-evaluation.
2. When available a briefing session on the outcome of the recent consultation by the Scottish Housing Regulator.
3. At this meeting a session on the GDPR which come into force on 25 May 2018.
4. A session on the final provisions and a recap of the Housing (Scotland) Act 2014.
5. A session on the new Lobbying legislation which came into force on 1 March 2018.
6. Not to reduce the number of meetings over a twelve month period. The Board agreed to the continuation of the current structure and cycle of 10 Board meetings per year plus a business planning event with an acceptance that there will be times that there will be large volumes of paperwork all necessary for understanding and decision making. They also required the inclusion of subsidiary company and other minutes to keep Board members informed of the other group activities.
7. Renewal of I-pads and review of how to make electronic communication easier e.g. portals and software for appraisals and personal development.

8. The stock tour on Saturday 19 May 2018 at 10:30 and Board members to let Charles Turner or Ray Macleod know if they are attending. To be re-arranged if necessary.
9. The suggestion on succession of Derek Quinn as Chairperson with Pauline Casey as Vice Chair and the mentoring of Maureen Dowden after the Annual General Meeting.
10. The Business Planning event on Tuesday 4 December 2018 with the provision of note takers to prepare a summary of the day.
11. For the next meeting identify the skills gap from the departure of Robert Kelly from the Board and propose action to fill.
12. For the next appraisal review the skills matrix section to effectively assess the overall skills of the Board.

DECIDED

7. GENERAL DATA PROTECTION REGULATION (GDPR)

Lynne McKenzie-Juetten gave a presentation on the new General Data Protection Regulations 2016 which come into force on 25 May 2018. This has given companies a couple of years to review and action policies, procedures and processes. Lynne indicated there were four documents requiring approval the Data Protection and Privacy Policies and the Fair Processing Notices one for customers and one for employees. Lynne explained why and what the changes in legislation are and what we as an organisation are doing to implement these changes. She indicated the principles had reduced from eight to six with two of the old principles being incorporated into others. The presentation outlined:

- **Preparing** - Considering our purpose in collecting information and after Brexit the subsequent adoption of this legislation.
- **Training** – Herself and the ICT Manager have attended 5 day courses and are certified accredited practitioners. All staff have completed online training.
- **Action plan** – A plan is in place with assistance from our solicitors T C Young who had been commissioned to prepare a series of templates and guidance for the housing association sector.
- **Security** – Practical and regular testing against hackers into our IT systems, encryption of documents being sent outwith our organisation and service user identification.
- **Information audit** – Each Manager has prepared a data map, listed their information and assessed its necessity and retention.

Data Protection Policy

Lynne advised the policy had been re-written for consistency with GDPR and for the Thenue Group incorporating our subsidiary companies. The Policy will be supported by detailed procedures and processes ensuring compliant handling of information, consent and retention. Breaches must be reported to the Information Commissioners Office (ICO) within 72 hours of the incident and robust handling procedures in place with failures attracting significant financial fines and reputational damage. There will be no charging for Subject Access Requests (SAR) unless they are cumbersome or repetitive then a reasonable charge may be made. The response time for SAR has been reduced from 40 days to one month.

Fair Processing Notices

The notices have been prepared using templates prepared by T C Young and the contents will be subject to change as best practice and new information evolves. Customers and employees will be issued with the appropriate Fair Processing Notices and these will be published in the relevant website, intranet, documents, forms, etc.

Privacy Policy

The policy will be published on our website with appropriate links to more in depth information for our customers.

After discussion, questions and comments the following was noted:

- The possible overburden of legal jargon which can be confusing for people.
- Completion of quality impact assessments for processes which collect and use protected characteristics.
- Only individuals can request their own personal data with correct identification and mandates must be received from people acting on their behalf e.g. solicitors, and if there is more than one person involved e.g. anti-social behaviour.
- Clarification to be given on the difference between the two policies as some of the contents are the same and should they both be a "Policy" or can "Statement" be used for Privacy.
- Work was progressing with the subsidiary companies to ensure the correct procedures are developed and in place.
- "The right to be forgotten" is more complex as it tends to be more targeted for marketing purposes and may be difficult in an environment for customer service delivery.
- Keeping former tenant information, the reasons and length of retention.
- Data breaches are already included in Business continuity planning.
- Work was progressing on confirming with customers their preference/s for contact.
- Templates have been developed by T C Young to be included in contracts for sharing information with contractors.

The Board of Management approved the Data Protection and Privacy Policies subject to clarification of the difference and name change to Privacy Statement and the Fair Processing Notices for Customers and Employees.

DECIDED

8. REGULATORY ENGAGEMENT

Charles Turner summarised the contents of the report with Board members comment on:

- Expressing surprise at the volume of the high and medium engagement by the Scottish Housing Regulator with other housing associations.
- Welcomed the identification of the length of time it takes Glasgow City Council (GCC) to suitably rehouse homeless people and the practicalities around this. Noting that 29% of all association lets had assisted in homeless referrals.
- Expressed concern in the public statement by the Scottish Housing Regulator that "Local authorities have a duty to provide homes to people who are homeless. RSLs have a duty to help them do that", which is factually incorrect in law. The actual text from the 2001 Act is "Where a local authority has a duty in relation to a homeless person, it may request a registered social landlord which holds houses for housing purposes in its area to provide accommodation for the person. A registered social landlord must, within a reasonable period, comply with such a request unless it has a good reason for not doing so." However, agreed morally and as a receiver of grant funding we correctly assist in allocation of tenancies to homeless households.

The Board of Management noted the remaining contents of the report and in particular were delighted in the confirmed low engagement with the Scottish Housing Regulator with a planned internal audit at the beginning of 2019 for self assessment.

NOTED

9. ANY OTHER COMPETENT BUSINESS**9.1 Smart Communities**

Charles Turner asked for a Board member to attend a meeting in Edinburgh on 18th May to present a bid to secure funding to continue a variant of the Smart Communities programme. Owen Stewart was proposed and he agreed to attend.

DECIDED**9.2 SHARE Chairs Retreat**

Board members were invited to express interest in attending the SHARE Chairs Retreat at Seamill Hydro from 9 to 11 May 2018.

NOTED**10. DATE OF NEXT MEETING**

The next meeting will be held on Tuesday 22 May 2018 at 6.00pm. Jeanette Goode gave her apologies in advance.

NOTED

The meeting concluded at 7.55pm

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

Owen Stewart:
Chairperson



Date:



