

**Meeting:** Minutes of Board Meeting  
**Meeting Date:** 24 September 2024  
**Time:** 5.30pm  
**Location:** Virtual (MS Teams)

Discussion			
<b>Meeting Opening</b>			
<b>1.</b>	<b><u>Welcome &amp; Apologies</u></b>		
<b>Present</b>		<b>Staff</b>	
Liz McKenzie	Chair	David Byfield	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair		
John Duncan	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Richard Mahon	Board Member	Suzanne Casey	Director of Customer Services
Fiona Dunwoodie	Co-opted Member	Joe Dewar	Asset Management Consultant
Chinenye Anameje	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
Chuks Nwadi-Nwadi	Board Member		
Charles Ball	Co-opted Member		
<b>Apologies</b>		<b>In attendance</b>	
Alex Warren	Board Member	Lorna Shaw	Research Resource
Karen McDonagh	Board Member	Bernie Sweeney	Financial Inclusion Officer
<b>2.</b>	<b><u>Declaration of Interest</u></b>		
	None		
<b>3.</b>	<b><u>Declaration of Receipt and Understanding</u></b>		
	Members present confirmed they read and understood the contents of the Board papers.		
<b>4.</b>	<b>Minutes of Board Meetings for Approval</b>		
	<b>Minutes of Board Meeting 27 August 2024</b>		
	<b>Approved by:</b>		
	Chinenye Anameje	Fiona Dunwoodie	

5.	<p><b><u>Matters Arising/ Action Sheet</u></b> No matters arising from the minutes or action sheet.</p> <p><b>Action Sheet:</b></p> <table border="1" data-bbox="177 454 1469 528"> <tr> <td data-bbox="177 454 826 495"><b>Approved by:</b> Mark Ingram</td> <td data-bbox="826 454 1469 495"><b>Seconded by:</b> John Duncan</td> </tr> <tr> <td data-bbox="177 495 826 528"></td> <td data-bbox="826 495 1469 528"></td> </tr> </table>	<b>Approved by:</b> Mark Ingram	<b>Seconded by:</b> John Duncan		
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<b>Items requiring a discussion/ approval</b>					
6.	<p><b>Equalities Survey</b></p> <p>Lorna Shaw, Research Resource was introduced to the meeting to present the Equalities Survey Feedback Report. Resource Research were secured to conduct an equalities survey to understand our demographic and shape our services.</p> <p>There were 274 responses to the survey which is a 26% response rate. Seventy- six percent of our tenant demographic are White Scottish, closely followed by an increasing African ethnicity at 6.5%. Forty percent of our tenant base have a physical or mental disability. The survey revealed that we need more housing stock that supports the changing needs of our demographic with some reporting that stairs, and lack of walk-in showers etc are an issue.</p> <p>Lorna welcomed questions from the Board.</p> <p>The Board queried how Ardenglen’s demographic fare against our peers. Lorna advised that Ardenglen have a higher White Scottish representation at 76% as well as a high disabled demographic at 40%. Despite a high white Scottish count, there is a wide spread of ethnic groupings in the remaining percentage.</p> <p>The Board queried whether the disabled issues reported are around social work issues or are these housing issues. Director of Customer Services advised that it seems that having a disability may have been a trigger in ensuring the survey was completed. Ardenglen intends to be proactive in reaching out to people who did respond. The survey was anonymous and the Association will need to reach out on social media and in our correspondence to ask people to come forward.</p> <p>The Board suggested that it may be useful to consider the Board demographic in terms of age and prepare for recruiting a younger Board Member. CEO advised that this is something that Association will consider.</p> <p>The Board thanked Lorna for her presentation and she left the meeting at 5.55pm.</p> <p><b>The Board noted the Equalities Survey Feedback Report.</b></p>				
12.	<p><b>Financial Inclusion Service Update</b></p> <p>Due to timing, the Chair welcomed Bernie Sweeney, Financial Inclusion Officer to present a Financial Inclusion Service Update. She highlighted that in the first few months of our full-time in-house service, between April and August there have been financial gains of over £129k .</p>				

	<p>Funding has also been secured from the Big Lottery Fund for an additional post of Financial Inclusion Assistant. Since the service started in April, 137 customers have been assisted.</p> <p>Bernie welcomed questions from the Board</p> <p>The Board observed that this report reflects the information flagged up in our equalities report regarding disability and understanding our demographic.</p> <p>The Board thanked Bernie for her report and she left the meeting at 6.05pm.</p> <p><b>The Board noted the Financial Inclusion Service Update Report.</b></p>
7.	<p><b>Annual Assurance Report and Statement</b></p> <p>The CEO presented the Annual Assurance Report and Statement to the Board. He advised that in line with regulatory best practise assurance is not a point in time exercise but demonstrated over the course of the year through various reporting, consultant opinion and audit all of which are presented to Board for full transparency.</p> <p>The CEO took members through the report and elaborated on the array of performance reporting throughout the year which contributes to an ongoing picture of assurance including KPIs, Health and Safety, Financial Management and reporting from independent external consultants and auditors in the form of audit of financial statements, internal audit prog developed and approved by APRA, expert consultancy on governance arrangements, expert consultancy on tenant health and safety arrangements for all areas of compliance relevant to AHA and independent validation of ARC return and associated evidence base .</p> <p>He also referred to the SFHA best practise guidance on self-assurance which was used to create Ardenglen’s assurance register that was circulated to members, linking each Regulatory Standard to our Governance and Financial Reporting at Ardenglen. The CEO asserted that he and SLT are satisfied that Ardenglen remains fully compliant which is validated by the aforementioned reporting, audit and consultancy opinion. He then welcomed Joe Dewar, Asset Management Consultant to the meeting to present on our Tenant Health and Safety compliance. The Asset Management Consultant advised Board that the Association have managed health and safety compliance very well and have focused on the Big 7 items with no areas of concern or non-compliance. The staff team have been committed to maintaining full compliance and have a dedicated staff resource responsible for compliance monitoring and reporting.</p> <p>CEO welcome feedback from the Board on our compliance position and the supporting evidence provided and asked if Board would like to see any area of the business in more detail to satisfy their opinion on assurance.</p> <p>The Board were satisfied with the information provided and feel that the reports that come to board provide the assurance that the Board requires. The Chair advised she feels assured that the Association is compliant.</p> <p><b>The Board approved Annual Assurance Report 2023-24 and subsequent Assurance Statement to the Scottish Housing Regulator.</b></p>

8.	<p><b>Investment Plan Update</b></p> <p>Joe presented a verbal update that a document is in the process of being drawn up to start the process of procuring for the five year plan investment work. Procurement process should commence on Wednesday 25 September. A report will come to Board in October with full details.</p> <p>He then provided an update on the Community Hub at 6 Ardencraig Street. It is anticipated that the hub will open before Christmas with plans to mark the occasion with a formal opening.</p> <p>First stage procurement for cyclical paintwork will commence soon with a report also coming to Board in October.</p> <p><b>The Board noted the Investment Plan Update.</b></p>
9.	<p><b>Share Membership Report</b></p> <p>CSO presented the Share Membership Report requesting approval to add nine new members to the register and removal of three who no longer meet the requirements to be a member.</p> <p><b>The Board approved the Share Membership Report</b></p>
10.	<p><b>Governing Body Members Role Description Update</b></p> <p>CSO advised that the SFHA have reviewed the role descriptions for the Governing Body. There have been some minimal updates to terminology and links to the new Model Rules. Members reviewed the tracked changes role descriptions and approval sought to implement these at Ardenglen.</p> <p><b>The Board approved the revised Governing Body Role Descriptions.</b></p>
<b>Items for Noting</b>	
12.	<p><b>Value for Money Quarterly Update</b></p> <p>DFCS presented quarterly Value for Money Update. She advised that savings have been achieved on contracts and consultants. There have been £26,848 savings made to date this year.</p> <p><b>The Board noted the Value for Money Quarterly Update.</b></p>
<b>Meeting Closure</b>	
	<p><b>Notifiable Events</b></p> <p>None.</p>
13.	<p><b>Health and Safety (standard item)</b></p> <p>None.</p>
14.	<p><b>Correspondence</b></p>

	CEO advised that a letter had been received from the Castlemilk Youth Complex regarding the Hygiene Bank and a donation request. The Association has made a £50 donation to the Hygiene Bank.
<b>15.</b>	<b>Use of Delegated Authority</b>  None.
<b>16.</b>	<b>A.O.C.B</b>  None.
	<b>Summary of actions/ decisions at this meeting</b>  <ul style="list-style-type: none"> <li>➤ The Board Approved the minutes and action sheet</li> <li>➤ The Board Approved the Annual Assurance Report and Statement 23-24</li> <li>➤ The Board Approved Share Membership Report</li> <li>➤ The Board Approved the Governing Body Members Role Descriptions</li> <li>➤ The Board Noted Equalities Survey Report</li> <li>➤ The Board Noted Financial Inclusion Service Update Report</li> <li>➤ The Board Noted Investment Plan Update Report</li> <li>➤ The Board Noted Value for Money Report</li> </ul>
<b>13.</b>	<b>Meeting Evaluation</b>  The Board thanked staff for their reports and advised the meeting went well with good reports presented.
<b>14.</b>	<b>Date and time of next meeting – 29 October 2024</b>
<b>15..</b>	<b>Meeting Close</b>  The meeting closed at 6.20 PM with a vote of thanks to the Chair.