

**Meeting:** Minutes of Board Meeting  
**Meeting Date:** 23 January 2024  
**Time:** 5.30pm  
**Location:** AHA Boardroom, 355 Tormusk Road

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		
Richard Mahon	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
Chinenye Anameje	Board Member	Peter Kelly	Director of Asset Management (DAM)
John Duncan	Board Member	Suzanne Casey	Director of Customer Services (DCS)
Alex Warren	Board Member	Michelle Hart	Finance and Corporate Manager (FCM)
Fiona Dunwoodie	Co-opted Member		
<b>Apologies</b>		<b>Leave of Absence</b>	
Chuks Nnadi-Nnadi	Board Member	Maureen Cope	Board Member
Sharon Richford	Board Member	<b>In attendance</b>	
Karen McDonagh	Board Member	Carole Ewart	Ewart Communications
Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)	Lorna Shaw	Research Resource
		Nicky Clark	Anything HR
	<b><u>Welcome</u></b>		
	The Chair welcomed everyone to this evening’s meeting. It was noted that it is Co-Optee Fiona Dunwoodie’s first meeting and the Board introduced themselves.		
<b>2.</b>	<b><u>Declaration of Interest</u></b>		
	None.		

3.	<p><b><u>Declaration of Receipt and Understanding</u></b></p> <p>Members present confirmed they read and understood the contents of the Board papers.</p>																		
4.	<p><b>Minutes of Board Meetings for Approval</b></p> <table border="1" data-bbox="178 405 1471 521"> <tr> <td colspan="2"><b>Minutes of Board Meeting 5 December 2023</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Liz McKenzie</td> <td></td> </tr> </table> <table border="1" data-bbox="194 595 1455 712"> <tr> <td colspan="2"><b>Minutes of Policy Sub Committee Meeting 15 January 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Chinenye Anameje</td> <td></td> </tr> </table> <table border="1" data-bbox="194 745 1455 862"> <tr> <td colspan="2"><b>Minutes of Staffing Sub Committee Meeting 15 January 2024</b></td> </tr> <tr> <td colspan="2"><b>Approved by:</b></td> </tr> <tr> <td>Richard Mahon</td> <td>Alex Warren</td> </tr> </table>	<b>Minutes of Board Meeting 5 December 2023</b>		<b>Approved by:</b>		Liz McKenzie		<b>Minutes of Policy Sub Committee Meeting 15 January 2024</b>		<b>Approved by:</b>		Chinenye Anameje		<b>Minutes of Staffing Sub Committee Meeting 15 January 2024</b>		<b>Approved by:</b>		Richard Mahon	Alex Warren
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5.	<p><b><u>Matters Arising/ Action Sheet</u></b></p> <p><b>Action Sheet:</b></p> <table border="1" data-bbox="178 1048 1471 1086"> <tr> <td><b>Approved by: Alex Warren</b></td> <td><b>Seconded by: Liz McKenzie</b></td> </tr> </table> <p>CEO met with architects on 17 January to finalise the feasibility study on the Jenniburn Development. More to follow at March Board meeting.</p>	<b>Approved by: Alex Warren</b>	<b>Seconded by: Liz McKenzie</b>																
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<b>Items requiring a discussion/ approval</b>																			
6.	<p><b>Investor in People Report</b></p> <p>Nicky Clark, Anything HR joined the meeting at 5.42pm to present the Investors in People feedback. She highlighted that Ardenglen staff demonstrated how proud they are to be a community based organisation, the positive new Performance Management framework, emergence of a new Senior Leadership Team and Training and Development offerings for staff.</p> <p>She also advised that the revised approach to recruitment has been innovative and this has led to lots of applications. People love working for Ardenglen and feel they are supported and cared about.</p> <p>She made some recommendations for areas to work on including identifying a clear leadership and management framework to ensure that staff understand what is expected of them if they wish to progress. Another area would be to consider developing a culture of reward and recognition to acknowledge when someone has gone the extra mile.</p> <p>The CEO advised that the Association is working with HR Consultant to develop team charters to ensure that everyone understands their role in the team and charters will be department outcome driven.</p>																		

	<p>Lastly, NC noted that a settled structure would help the organisation which will be achieved upon completion of the ongoing recruitment exercises. She closed her presentation by advising that Ardenglen scored higher than the average benchmarked organisation and was a very good organisation to work with.</p> <p>No questions arose from the Board. NC was thanked for her presentation and for carrying out the IIP Assessment. CEO advised that a bespoke Performance Management Framework was developed in collaboration with Transforming HR and many changes are afoot in the coming months to continue making positive strides.</p> <p>The Chair agreed with these sentiments and thanked Nicky for her time.</p> <p>Nicky left the meeting at 5.55pm.</p>
7.	<p><b>Rent Increase Consultation Outcome</b></p> <p><b><i>Rent Increase Consultation Survey</i></b> Lorna Shaw (LS), Research Resources joined the meeting at 5.35pm to present the findings of the rent consultation. She highlighted that 52% of the 219 tenants who responded to the survey disagreed with the rent increase proposal whilst just 17% agreed. LS advised that further analysis of the results highlighted that the majority of the tenants who disagreed with the increase tended to be those who are in receipt of partial housing benefit or who work and pay the full rent on their homes.</p> <p><b><i>Equalities and Human Rights Impact Assessment</i></b> LS left the meeting at 5.40pm and Carole Ewart (CE), Ewart Communications joined the meeting at 5.55pm to present the Equalities and Human Rights Impact Assessment findings in relation to the rent consultation. CE advised that she conducted an Impact Assessment to evidence the impact of the proposed 6% increase on our tenant base, she tested whether it was lawful, proportionate and reasonable. Her findings concluded that Ardenglen's 6% rent increase met all three tests and not only was this required to ensure the sustainability of Ardenglen.</p> <p>The Board thanked Carole for her report and noted its contents. She left the meeting at 6.05pm.</p> <p><b>The Board then took a vote on the proposed rent increase. The vote was unanimous in approving the 6% rent increase.</b></p>
8.	<p><b>CEO Report</b></p> <p><b><i>Housing Minister Visit</i></b> CEO advised that the Housing Minister event in November was a large success in public relations for Ardenglen and the partner organisations in promoting our work on equalities and human rights. The Lived Experiences Group meeting was launched and held on 8 December, with a second planned in February.</p> <p>The Board requested more information on the Lived Experience Group. CEO advised that it is quite unique but it is a way to capture people's first hand experiences of social housing and feed into equalities but also on a bigger scale reach Scottish Government level to lobby for change in Castlemilk. The first meeting was well attended.</p>

	<p><b><i>Investor In People Award</i></b> The Board queried the scale of the IIP awards and whether the Association has plans to go for Gold or Platinum in the future. CEO advised that the Association should definitely be in a position to go for Gold at the next assessment. Platinum is mainly for larger organisations with more resources.</p> <p><b><i>New Contractors</i></b> Board queried the purpose behind the contract with the butchers. CEO advised that they are providing meat to the Pantry project.</p> <p><b>The Board noted the CEO Report.</b></p>
9.	<p><b>Policy Sub Committee Update</b></p> <p>DFDCS presented the Policy Sub Committee Meeting update in the absence of the Policy Sub Chair. She advised that the following policies are recommended for Board approval:</p> <ul style="list-style-type: none"> <li>• <i>Recruitment Policy</i></li> <li>• <i>Fraud, Theft and Anti-Bribery Policy</i></li> <li>• <i>Compensation for Use of Electricity Policy</i></li> <li>• <i>Volunteer Policy</i></li> <li>• <i>Food Safety Policy</i></li> <li>• <i>Safeguarding Policy</i></li> <li>• <i>Written Statement of Services Policy</i></li> <li>• <i>Anti-Social Behaviour, Neighbour Disputes and Hate Crime Policy</i></li> <li>• <i>Rechargeable Repair Policy</i></li> </ul> <p><b>The Board approved the above mentioned policies.</b></p>
10.	<p><b>Board Meeting Schedule 2024-25</b></p> <p>CEO presented the Board meeting calendar for 2024-25. The Chair discussed the desire to return to more in person meetings this year with the possibility of moving to a Teams Call if weather determines the need for this.</p> <p><b>The Board approved the Board Meeting Calendar 2024/25.</b></p>
11.	<p><b>Proposed Change to Welfare Rights Service</b></p> <p>DCS presented a short summary of the proposal to introduce an in-house Welfare Rights Service. She advised how essential the welfare rights service is to our tenants and the difficulties with the limitations on availability of the service provided by external agent Money Matters. It would be beneficial to tenants and the Association to be able to provide an enhanced Welfare Rights service with staff available for appointments 5 days a week.</p> <p><b>The Board approved the proposal to implement an in-house the Welfare Rights Service.</b></p>

12.	<p><b>Health &amp; Safety Report</b></p> <p>FCS presented the Health and Safety Report advising that there was one accident reported at the Pantry in the year, zero accidents recorded at the office premises. The Health and Safety Working Group have continued to meet throughout the year and are working on the action plan.</p> <p>CEO made a request that the Board grant approval for use of their digital signatures on the Annual Health and Safety Declaration forms.</p> <p><b>The Board approved use of digital signature for the Annual Health and Safety Declaration and noted the contents of the Health and Safety Report.</b></p>
<b>Meeting Close</b>	
13.	<p><b>Notifiable Events</b></p> <p>None.</p>
14.	<p><b>Health &amp; Safety</b></p> <p>None.</p>
15.	<p><b>Correspondence</b></p> <p>None.</p>
16.	<p><b>Use of Delegated Authority</b></p> <p>None.</p>
17.	<p><b>A.O.C.B</b></p> <p><b><i>Leave of Absence extension Request</i></b></p> <p>The Chair advised that Maureen Cope MBE has requested a three month extension on her leave of absence.</p> <p><b>The Board approved the leave of absence extension.</b></p>
18.	<p><b>Summary of actions/ decisions at this meeting</b></p> <ul style="list-style-type: none"> <li>➤ The Board Approved the minutes and action sheet</li> <li>➤ The Board Approved policy subcommittee minutes</li> <li>➤ The Board Approved staffing subcommittee minutes</li> <li>➤ The Board Approved Rent Increase of 6%</li> <li>➤ The Board noted the Investors in People Report</li> <li>➤ The Board Approved nine policies: <i>Recruitment Policy, Fraud, Theft and Anti-Bribery Policy, Compensation for Use of Electricity Policy, Volunteer Policy, Food Safety Policy, Safeguarding Policy, Written Statement of Services Policy, Anti-Social Behaviour, Neighbour Disputes and Hate Crime Policy, Rechargeable Repair Policy</i></li> <li>➤ The Board Approved staffing structure update to include Welfare Rights Service</li> <li>➤ The Board Approved Annual Health and Safety Declaration and use of digital signatures.</li> <li>➤ The Board Approved three month leave of absence extension request</li> </ul>
19.	<p><b>Meeting Evaluation</b></p>

	The Board thanked staff for their reports and advised the meeting had lots of good discussion.
<b>20.</b>	<b>Date and time of next meeting – 5 March 2024 (In Person)</b>
<b>21.</b>	<b>Meeting Close</b>  The meeting closed at 6.45 PM with a vote of thanks to the Chair.