

Meeting: Minutes of Board Meeting

Meeting Date: 27 June 2023

Time: 5.30pm

Location: Ardenglen Offices: 355 Tormusk Road, Castlemilk, Glasgow

Discussion

Meeting Opening

1. Welcome & Apologies

Present		Staff	
Liz McKenzie	Chair	David Byfield	Chief Executive (CEO) Company Secretary (CS)
Mark Ingram	Vice-Chair		
Maureen Cope	Board Member	Karen Fee	Director of Finance, Digital Engagement and Corporate Services (DFDCS)
John Duncan	Board Member	Peter Kelly	Director of Asset Management (DAM)
Ann Marie Docherty	Board Member	Jacqui Mills	Corporate Services Officer (CSO) (Minute Taker)
Karen McDonagh	Board Member	Fiona McGovern	Community Investment Manager (CIM)
Alex Warren	Board Member		
Apologies		Leave of Absence	
Sharon Richford	Board Member		
Richard Mahon	Board Member		
Chinenye Anameje	Co-Optee		
Suzanne Casey	Temp Director of Customer Services (DCS)		

2. Declaration of Interest

None.

3. Declaration of Receipt and Understanding

Members present confirmed they read and understood the contents of the Board papers.

4. Minutes of Board Meetings for Approval

Minutes of Board Meeting 23 May 2023

Approved by:

	Mark Ingram	Ann Marie Docherty
	Minutes of Board Meeting 30 May 2023	
	Approved by:	Seconded by:
	John Duncan	Mark Ingram

5.	<p><u>Matters Arising/ Action Sheet</u></p> <p><i>CEO advised that item 187 would be discussed later on the agenda. No further matters arising from previous Minutes.</i></p> <p>Action Sheet:</p> <table border="1"> <tr> <td>Approved by: Karen McDonagh</td> <td>Seconded by: Alex Warren</td> </tr> </table>	Approved by: Karen McDonagh	Seconded by: Alex Warren
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Items requiring a discussion/ approval

6.	<p>CEO Report</p> <p>CEO updated members on Partnership Working. He has made contact with our partner HAs in Castlemilk to discuss the potential for joint working. Initial discussions have progressed well and Ardenglen will facilitate a Housing Minister Visit with Paul McLennan, MSP and Human Rights Training with Carole Ewart which will include board members from all four Castlemilk HAs.</p> <p>CEO advised that John Mullholland has been working on the Annual Assurance Report with CSO. Joe Dewar has also been reviewing the compliance aspect of the Assurance process. The Report is scheduled for August Board. CEO advised that our three yearly in depth review of assurance is due next year.</p> <p>CEO reported that a proposal and costs report on repurposing the Relaxation Centre will be brought to the August Board.</p> <p>CEO updated that procurement of an IT consultant and External and Internal Auditor are currently underway. Further report on progress will be brought to the August Board.</p> <p>No questions arose.</p> <p>The Board noted the CEO Report.</p>
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7.	<p>Policy Sub Committee</p> <p>The Policy Sub Chair provided the Board with an update on the policies reviewed at the subcommittee meeting earlier in June. The policies reviewed and recommended for approval are:</p> <ul style="list-style-type: none"> • Lone Working • Risk Management
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	<p>The Board queried whether any issues arose from the Lone Working Policy in relation to labelling customers as no lone visits on housing management system. CEO advised that staff must be careful around the wording used and how this is handled with the customer. It was also noted that any customer identified as a lone visit risk, must be advised that this label has been applied to them.</p> <p>The Board approved Lone Working and Risk Management Policies.</p>
8.	<p>Secretaries Report</p> <p>CEO advised that arrangements are underway for this year's AGM which is scheduled for Tuesday 12 September. Venue has still to be determined. The following three members advised that they would stand down at the AGM:</p> <ul style="list-style-type: none"> • John Duncan • Alex Warren • Ann Marie Docherty <p>John and Alex will stand for re-election. Ann Marie advised that she will not stand for re-election as the time is now right for her to retire from the Board at this AGM.</p> <p>CEO reported that there will be a revised approach to this year's AGM with a real focus on improved engagement with our members.</p> <p>The Board approved the Secretaries Report.</p>
9.	<p>Share Membership Report</p> <p>CSO sought approval for thirty-five new share membership requests and the removal of two shares that no longer meet the requirements to be members.</p> <p>The Board approved the Share Membership Report.</p>
10.	<p>Proposed Expenditure Report</p> <p>DFDCS reported on her proposal to amend the expenditure authorisation levels of staff to bring them in line with the sector and increased cost of living. She also advised that the revised authorisation levels would assist the finance team in implementing SDM e-invoicing.</p> <p>The Board approved the Proposed Expenditure Report.</p>
11.	<p>Reactive Repairs Contract</p> <p>DAM reported that the Association must procure a new reactive repairs contractor and discussed the options available. He recommended that Ardenglen procure 50% of the Reactive Maintenance Contract using a Dynamic Purchasing system (DPS) in collaboration with IFLARE and tendering on a mini-competition basis. *Minute redacted to remove commercially sensitive information.</p> <p>The Board queried why the other Castlemilk organisations pulled out of the DPS. DAM advised that other organisations prefer to do their own thing at this time.</p>

	<p>The Board also queried whether there is a higher risk in managing two contracts. DAM advised that each contractor has to be individually managed, further adding that if the DPS is successful this year, he would be keen to move 100% of the reactive repairs contract over to it.</p> <p>The Board approved the Reactive Repairs Contract.</p>
12.	<p>Community Investment Update & Draft Annual Pantry Report</p> <p>CIM presented an update on Community Investment and the Pantry advising that focus has shifted from requesting a feasibility study to determine the need for a pantry café to ensuring that the current pantry facility meets our operational needs. Glasgow Life will now go to market to acquire a new leaseholder for the vacant café space.</p> <p>The Board were asked to note the pantry performance in the Annual Report. CIM also advised that there would be a small celebration to mark the two year anniversary of the Pantry opening. Board Members, Councillors, Pantry members and supporters are all invited.</p> <p>The Board discussed potential for looking at other premises to open the Pantry, with the Birgidale Centre suggested as one option as it has two operational kitchens and the Jenniburn pitted as another, if other partners joined. CIM advised that it is worth exploring other options.</p> <p>The Board queried whether our customers have slow cookers. CIM advised that Ardenglen has funding to purchase and supply slow cookers and air fryers to our customers. She also advised that a lot of effort has gone into educating customers on lifestyle changes that can have a money saving impact. Electric blankets will be distributed to customers in the winter.</p> <p>The Board noted the Community Investment Update and Annual Pantry Report.</p>
13.	<p>Quality Efficiency Forum Report</p> <p>DFDCS asked members to note the presentation from Quality Efficiency Forum and welcomed any questions.</p> <p>The Board queried why the satisfaction rating had dropped. DFDCS suggested that it may be linked to people being based at home more during the covid years and therefore noticing more things in their neighbourhood.</p> <p>The Board also queried whether the rent arrears will continue to climb. DFDCS advised that with the current trend along with the housing team proactive management of arrears we are not expecting this to climb.</p> <p>The Board queried the format of the surveys and whether face to face, telephone or online. DFDCS confirmed that it was a mix of face to face and telephone. CEO advised that the Association intends to carry out regular pulse surveys rather than wait three years for the next survey.</p> <p>The Board noted the Quality Efficiency Forum Report.</p>
14.	<p>Value for Money Quarterly Update</p>

	<p>DFDCS updated on progress with the quarterly value for money working group advising that there had been savings of £25,700 identified in the quarter.</p> <p>The Board commended the savings identified by staff but also queried whether there was scope to gather tenants' thoughts on value for money. DFDCS advised that the Association will be launching a scrutiny panel soon and will focus on this.</p>
15.	<p>Briefing Note on Five Year Financial Plan</p> <p>DFDCS advised that she had prepared a short briefing note to highlight and explain the changes to the Five Year Financial Plan.</p> <p>The Board noted the Briefing Note on Five Year Financial Plan.</p>
Meeting Closure	
16.	<p>Notifiable Events None.</p>
17.	<p>Health & Safety None.</p>
18.	<p>Correspondence</p>
Meeting Closure	
19.	<p>Use of Delegated Authority None.</p>
20.	<p>A.O.C.B</p> <p>Banking Application – DFDCS advised that the Association are diversifying banking funds and there have been problems with the online portal. Two signatories are required and approval from Board sought.</p> <p>The Board approved the use of signatories for diversifying banking funds.</p> <p>Grass Cutting Contractor – DAM advised the Board that he sought advice from solicitor to ensure that terminating the contract of Iverde would not prejudice any claim. Caledonian Maintenance will take over as of Monday and it is anticipated that they will have the landscape programme back on target within 6 weeks.</p> <p>ARC Rent Arrears Progress – The Board queried whether the ARC Rent Arrears calculation error had been rectified and if there had been any consequences. CEO advised that the matter is closed with the regulator and the amount was not material.</p>
21.	<p>Summary of actions/ decisions at this meeting</p> <ul style="list-style-type: none"> ➤ The Board Approved the minutes and action sheet ➤ The Board Noted the CEO Report ➤ The Board Approved Secretaries Report

	<ul style="list-style-type: none"> ➤ The Board Approved amendment to the Expenditure Report ➤ The Board Approved the Reactive Repairs Contract ➤ The Board Approved the Share Membership Report . ➤ The Board Approved the Lone Working Policy ➤ The Board Approved the Risk Management Policy ➤ The Board Noted the Pantry and Community Investment Update ➤ The Board Noted the Quality Efficiency Forum Report ➤ The Board Noted the Value for Money Quarterly Update ➤ The Board noted Briefing Note on Five Year Plan ➤ The Board Approved Banking Application ➤ The Board Noted Landscape Maintenance Contract Update
21.	<p>Meeting Evaluation</p> <p>The Board thanked staff for their reports and advised it was an informative meeting.</p>
22.	<p>Date and time of next meeting – 29 August 2023</p>
23.	<p>Meeting Close</p> <p>The meeting closed at 7.25 PM with a vote of thanks to the Chair.</p>