

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
UNIT 5, 22 MANSFIELD STREET
6.00 PM – 26 AUGUST 2015**

Present: Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alan Howie
Eddie Jones
Iain Nicolson
Hazel Brown
Janet Napthine
Jennifer Young

Apologies: Alastair Firth

Attending: Stewart MacKenzie, CEO
Lynne Donnelly, Housing Services Director
Eamonn Hughes, Finance Director
Nick Ronan, Development Director
Barry Shields, Head of ICT
R. Grant, Corporate Services Officer (Minute Secretary)

Item 1 Doc 1	<p>Chair's Welcome The Chair welcomed all attendees to the meeting and covered the fire evacuation procedures.</p> <p>The Board was advised that it was LD's last meeting before leaving PHA to join West of Scotland Housing Association as CEO. The Chair thanked LD on behalf of the organisation for her valued contribution and wished her good luck for the future.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests No interests were declared.</p>
Item 2 Doc 2	<p>Approval of previous minutes 24 June 2015</p> <p>The minute of 24 June 2015 was proposed as a true record by EJ and seconded by IN. The previous minute was approved.</p>
Item 3 Doc 3	<p>Review of Action Tracker</p> <p>SM updated the Board on the progress of the Corporate Plan. Following on from the Board's feedback minor revisions had been made and, with the photographs now completed, it was hoped to have the final version completed by October 2015</p>

	The Board noted the Action Tracker.	
Item 4 Dec 1	<p>Board Skills Audit, Training & Appraisal Update</p> <p>Overall, the Board felt the recent appraisal was a thorough assessment of their skills and they had confidence the planned training would be well pitched.</p> <p>The Board approved the Board Effectiveness Review report.</p>	MT
Item 5 Dec 2	<p>Officer Bearer Vacancies & Succession Plan</p> <p>The Chair asked the Board to elect a Vice Chair of PHA and following a ballot IN was duly appointed.</p> <p>JY had been acting Chair of the Staffing Sub Committee for the past two meetings and, with the support of the Committee, had agreed to be nominated as Chair. The vacancy on this Committee will be filled after the AGM.</p> <p>The Chair asked the Board for their approval in appointing AF as Vice Chair of the Audit Committee.</p> <p>The Board approved:</p> <ol style="list-style-type: none"> 1. IN's appointment as Vice Chair of PHA Board. 2. JY's appointment as Chair of Staffing Sub Committee. 3. AF's appointment as Vice Chair of Audit Committee. 	MT
Item 6 Dec 3	<p>Final Audited Annual Accounts 2014/15</p> <p>Overall, it had been a good year for PHA and the surplus for the period is £1.108 million which is £144,000 less than the management accounts figure already presented to the Board.</p> <p>The difference was mainly due to an increase in repair costs in March 2015; write down of major components and office fittings/equipment; and an increase in depreciation. This variance is offset by Gift Aid in the amount of £143,000 from PWL.</p> <p>The Board approved the audited 2014-15 financial accounts.</p>	
Item 7 Dec 4	<p>Partick Works Business Plan</p> <p>LD summarised her report for the Board and outlined the activities PWL Board members had recently been involved in prior to approving the Business Plan.</p> <p>The 2015-18 Partick Works (PWL) Business Plan supports the new Corporate Plan and will focus on the following key activities;</p>	

	<ol style="list-style-type: none"> 1. Marketing of the PWL factoring service to increase business. 2. Controlled growth of commercial lettings. 3. Supporting PHA's development programme. 4. Provision of development services to other RSLs. <p>Close Cleaning and Back Courts LD confirmed that there are currently different contracts for both areas although future procurement will address this by awarding one contract with one point of contact for the company. The current contracts are due for renewal in June 2016 so the procurement should be actioned shortly.</p> <p>The Tenant Scrutiny Panel will be reporting their findings on this subject to the Board in November and offering suggestions for improvement.</p> <p>Social Enterprise/Community Business Growth It was noted that Glasgow City Council was keen for Glasgow to be accredited as a "co-operative city" based on a model creating more suitable employment and generating jobs. It was suggested that this topic and ways in which the Association could contribute be further discussed as part of the Board Away Day, which is the process of being organised.</p> <p>The Board approved PWL's Business Plan 2015-18.</p>	<p>LD</p> <p>MT</p> <p>MT</p>
<p>Item 8 Dec 5</p>	<p>Performance Update – 2015/16 Quarter 1</p> <p>Performance was very good and this update covered a number of topics. The following areas were highlighted.</p> <p>Emergency Repairs As there were few emergency repairs reported, LD recommended reducing the target for completing emergency repairs from 98% to 96% but suggested keeping the two hour response time as it was.</p> <p>Tenancy Sustainment The numbers shown in the report included tenancies ended for positive reasons such as people moving to better accommodation and moving as a result of securing employment. LD suggested that, in line with Scottish Housing Best Value Network indicators, we only record end of tenancy when there is something PHA could have been done to avoid the situation.</p> <p>The Board approved the report.</p>	<p>LD</p>
<p>Item 9 Dec 6</p>	<p>ICT Update</p> <p>BS outlined his proposed timetable for implementing a company intranet and the feasibility of making use of new technology to improve performance and reduce governance costs in the longer term.</p>	

	<p>Company Intranet Work will begin in September 2015 to specify requirements and will also detail what information is required. It is hoped that the procurement of the new system will be in place, tested and with all staff and Board members trained by March 2016. There will be a specific area for Board members and it is anticipated that this will improve communications between staff and Board members reducing staff time and postage costs of preparing documents for circulation. BS informed the Board that he will be setting up a SLWG which will consider all these points.</p> <p>The Board approved the proposed timetable for implementation of these projects.</p>	BS
<p>Item 10 Info 1</p>	<p>Annual Report from Audit Committee Chair</p> <p>This was the first formal annual report from the Audit Committee Chair to the Board. JN gave a general overview of the report and confirmed three out of the five audits were awarded Substantive Assurance and no audit received the lower scores of Limited or No Assurance. There had been a reduction in the planned days from 34 to 24 actual days and this was due to two audits being deferred to 2015/16.</p> <p>The Board noted the report.</p>	
<p>Item 11 Info 2</p>	<p>CEO Report</p> <p>The Board was referred to a number of items for noting.</p> <p>Tendering of Legal Services Over the last three years there has been significant expenditure on obtaining legal advice. Given the significant potential value, PHA will procure future legal services through a process involving the Official Journal of the European Union (OJEU) with a view to inviting tenders from October 2015. It is recommended that the Board delegate authority to the Chair to approve the successful appointment and the details will be reported to the following PHA Board meeting for information.</p> <p>Tendering of Insurance Services Due to the increase in our insurance premiums when renewed in June 2015, it is planned to go out to tender to secure the services of an insurance broker before appointing an insurance provider with a view to having arrangements in place in advance of our next renewal.</p> <p>Development Strategy Short Life Working Group It is proposed to set up a SLWG consisting of Board and officers to consider a more strategic and targeted approach to maximise future development. Officer membership will include the Development Director, Finance Director and Chief Executive. The Board was then asked if there was any member interested in joining this working group and LM, IN and AH volunteered. The Chair of Partick Works will also be invited to attend.</p>	

	<p>ICT Short Life Working Group In August 2014 the Board agreed PHA's ICT Strategy and a SLWG would consider the recently reviewed and updated Strategy proposals. This would include the intranet, the introduction of tablet devices, current website's functionality with reporting repairs and making payments along with reviewing telephony requirements. Officer membership will include Head of ICT Business Services, Operations Director, ICT Business Services Manager and Corporate Services Manager. MB and EJ both expressed an interest in being involved.</p> <p>Customer & Community Short Life Working Group As our new Corporate Plan includes a continuing commitment to engagement with our communities it is proposed to set up a SLWG to prioritise what we do and how we work with partner agencies to build strong and sustainable neighbourhoods. Officer membership will include Head of ICT Business Services, Housing Services Manager, Community Projects Officer, Community Development Officer and Tenancy Liaison Assistant. JY, JN and AB all expressed an interest in participating.</p> <p>Gifts & Hospitality Register The Board reviewed the details of recently accepted gifts and hospitality received. Generally it was felt a review of the policy is required.</p> <p>The Board approved the scoring of legal tenders and delegated authority to the Chair to approve the appointment of the successful tenderer.</p>	
<p>Item 12 Info 3</p>	<p>Confidential</p>	
<p>Item 13 Info 4</p>	<p>PHA 40th Anniversary Update</p> <p>NR outlined the completed projects to date and directed the Board to the breakdown of costs supplied with the report as previously requested.</p> <p>The Board considered the proposed invitees to the forthcoming Community Awards Dinner at Oran Mor on 28 November 2015. There was general agreement of the need to strike a balance of invites between the community and corporate world with emphasis on including proportionate representation from shareholder members.</p> <p>To help achieve this goal, MB, JY and IN volunteered to work with the Community Projects Officer and Community Development Officer in drawing up a final list if the Board agreed to delegate authority to this group.</p> <p>The Board noted the report and agreed to delegate authority to the above group to finalise the invite list for the Community Awards Dinner event.</p>	<p>NR</p> <p>NR</p>

Item 14	<p>Rules and Membership</p> <p>Two applications had been received and the Board approved both membership applications.</p>	
AOB	<p>Board Away Day</p> <p>The Chair updated the Board on provisional arrangements for having a Board Away Day. It was agreed that RG would conduct a Poll for the Board to complete to identify a suitable date.</p> <p>Health & Safety</p> <p>The Chair canvassed opinion from the group on including one hour of Health & Safety training at the Away Day and a decision was made to incorporate a one hour session on the day.</p>	<p>RG</p> <p>MT</p>
	<p>The Chair thanked everyone for their attendance and the meeting closed at 8.25pm.</p>	