

**MINUTE OF MEETING  
PARTICK HOUSING ASSOCIATION BOARD  
HELD IN THE PHA BOARDROOM  
UNIT 5, 22 MANSFIELD STREET  
6.00 PM – 23 SEPTEMBER 2015**

**Present:** Leslie Milne (Chair)  
Annette Bonar  
Hazel Brown  
Margaret Burke  
Alan Howie  
Eddie Jones  
Iain Mackenzie  
Iain Nicolson  
Helen Turner  
Jennifer Young

**Apologies:** Alastair Firth  
Janet Napthine

**Attending:** Stewart MacKenzie, CEO  
Nick Ronan, Development Director  
Marina Turner (Minute Secretary)

<p><b>Item 1 Doc 1</b></p>	<p><b>Chair's Welcome</b> The Chair welcomed all attendees to the meeting.</p> <p><b>Apologies</b> Apologies were noted as detailed above.</p> <p><b>Declaration of Interests</b> No interests were declared.</p>	
<p><b>Item 2 Doc 2</b></p>	<p><b>Approval of previous minutes 26 August 2015</b> The minute of 26 August 2015 was proposed as a true record by MB and seconded by JY. The previous minute was <b>approved</b>.</p>	
<p><b>Item 3 Doc 3</b></p>	<p><b>Review of Action Tracker</b></p> <ul style="list-style-type: none"> <li>• Board Away Day will take place on Friday 13 November 2015.</li> <li>• Unacceptable Behaviour Policy will be covered later in this meeting.</li> <li>• Equalities training is being organised by NR.</li> </ul> <p>Board <b>noted</b> the Action Tracker.</p>	

<p><b>Item 4 Dec 1</b></p>	<p><b>Post AGM Review and Governance Decisions (verbal report)</b></p> <p>Board agreed that the AGM had gone well. Feedback from attendees had been noted by the senior managers. The Chair noted that PHA had received positive press coverage.</p>	
<p><b>Item 5 Dec 1</b></p>	<p><b>Strategy and Policy Schedule Review</b></p> <p>The schedule is reviewed annually with strategies and policies typically reviewed every three years or earlier if there are statutory or regulatory changes.</p> <p>Review of the Complaints Policy had been postponed pending recruitment of the new Operations Director.</p>	
<p><b>Item 6 Dec 2</b></p>	<p><b>Entitlements, Payments, Expenses and Benefits Policy</b></p> <p>MT explained this combined policy had been produced using the model policy from SFHA and the existing PHA staff policy, along with some input from Linda Ewart, in her capacity as governance advisor.</p> <p>Board member loss of earnings allowances were currently in line with what is awarded to jurors. Board membership is voluntary with out of pocket expenses being reimbursed and Board members who are in employment should, where possible, use annual leave to attend full day sessions although it was recognised that this would not always be possible.</p> <p>Board felt strongly that attendance at Board meetings and events should be unpaid, accepting this had always been the policy and should remain so. The current jury rate for a day's loss of earnings was noted as £64.95 and was considered adequate. Board agreed it would not be sustainable to pay members for full loss of earnings.</p> <p>The Chair moved that the policy be retained as it stands.</p> <p>Board <b>approved</b> the draft Entitlements, Payments, Expenses and Benefits Policy.</p>	
<p><b>Item 7 Dec 3</b></p>	<p><b>Insurance Policy</b></p> <p>NR provided Board with a summary of the Policy and advised that the majority of claims were buildings insurance claims. There had only been one claim which was not a buildings insurance claim.</p>	

	<p>Appendix 1 of the Policy provided a break down of the insurance headings along with a note of our claims history. The consultants will produce a specification that will suit the needs of PHA. NR was asked to ensure that we obtain information around profit share and commission disclosure when tendering.</p> <p>Board <b>approved</b> the draft Insurance Policy.</p> <p>Board took a 10 minute break.</p>	<p>NR</p>
<p><b>Item 8 Info 1</b></p>	<p><b>CEO report</b></p> <p><b>ARC 2014/15</b> SMK referred to the Annual Report on the Charter (ARC) 2014/15 update and explained what areas the report generally covers and how it compares PHA to the Scottish average. The good news is that it shows sustained strong performance by PHA across a number of key performance indicators.</p> <p><b>Risk Review</b> There had been a recent discussion at Audit Committee about the format of the Risk Matrix and all attendees had agreed it was more complex than probably necessary. SMK and Barry Shields have been looking at other formats. An updated and more user-friendly Risk Management Policy and Risk Register will be submitted to the next Audit Committee meeting and will then come back to Board.</p> <p>As well as the Strategic Risk Register which will go to Audit Committee for review, there will be an Operational Risk Register which will be reviewed routinely by the Operational Management Team and Senior Management Team.</p> <p><b>Rent setting</b> PHA has historically introduced annual rent and service charge increases on 1 September, but this is out of line with other organisations who implement changes on 1 April to align with budget setting and financial years. It is suggested that, with inflation running so low, this is an opportune time to switch the timing of our rent increase without any adverse affect. It was noted that any proposed rent increase will be subject to tenant consultation. Board <b>approved</b> the move to change the rent increase date to April of each year going forward.</p> <p><b>FRS 102 &amp; SORP</b> SMK noted new financial regulations and Statements Of Recommended</p>	

Practice (SORP). One change worth noting is that RSLs must disclose, in aggregate, the transactions undertaken between Board members, their close family members and the Association (e.g. having a clear rent account). SMK clarified that Board members would be advised if they were actually or potentially in breach of the rules and action taken to resolve the issue.

**Operations Director recruitment**

It was noted that the Chair had withdrawn from the interview process due to a potential conflict of interest, as he thought he may well have worked with or known potential applicants in the past. IN had agreed to take LM's place on the interview panel.

**Development Strategy Short Life Working Group**

The first DSSLWG meeting was held on 24<sup>th</sup> September and most of the discussion was around the St. Peter's development. The group will also be considering other potential future development sites.

NR was asked to provide additional information on the St Peter's site and he described in much more detail a new option which took into account the withdrawal of the artist studios proposal.

NR is keen to come up with a programme and a planning application for submission to the Council. Board agreed it was important that tenant members were kept up to date with developments. In fact we should be as transparent as possible and include the information in the relevant newsletter and organise a consultation process.

**ITC Short Life Working Group**

Barry Shields will be the Chair and note taker of this SLWG. There had been general discussion around the importance of a company intranet and tablet devices for Board members. They are also looking at mobile working.

Iain MacKenzie was invited to join this working group, given his knowledge of IT procurement. MT to advise Barry Shields.

**Customer Engagement Short Life Working Group**

A meeting has been organised for 4 November which will be chaired by Michael Monaghan. This group will take forward the work currently being done in terms of community development and also pull it all together in a more structured way with our annual visit programme, the work of the scrutiny panel and look at identifying priorities.

Board was keen that the information already collected from the annual visit programme should be used and fed back to the community. Tenants who

MT

	<p>had already been interviewed would be keen to see something coming back out from PHA and we need to keep up the momentum and deal with any raised expectations arising from visits. SMK suggested that an update in the next newsletter in a 'you said, we did' format about what we are doing with the information would be helpful.</p> <p><b>Health &amp; Safety Working Group</b> This group continues to meet monthly and training is organised for Board, for senior staff and for staff via E-learning. The H&amp;S 6-month project ends in November and an update will be presented to the November Board meeting.</p> <p><b>Charitable Donations</b> SMK confirmed that a request had been received from Glasgow City Mission for a donation toward the Glasgow Winter Night Shelter for homeless people. It was noted that the same amount had been donated each year for a number of years and, Board agreed the amount should be increased to £300.</p> <p><b>AOB</b> JY and IN updated Board on 40<sup>th</sup> Anniversary preparations. They advised that the focus was on getting as many shareholder members as possible to attend.</p>	NR
	<p>The Chair thanked everyone for their attendance and the meeting closed at 7.30pm.</p>	