

MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
UNIT 5, 22 MANSFIELD STREET
6.00 PM – 10 FEBRUARY 2016

Present:
Leslie Milne (Chair)
Annette Bonar
Margaret Burke
Alan Howie
Eddie Jones
Iain Mackenzie
Janet Napthine
Iain Nicolson (Vice Chair)
Helen Turner
Jennifer Young

Apologies:
Hazel Brown
Alastair Firth
John Gilbertson (PWL – Item 2 only)
William Harris (PWL – Item 2 only)
Rosemary Ward (PWL – Item 2 only)

Attending:
Stewart MacKenzie, Chief Executive
Georgina Kent, Operations Director
Eamonn Hughes, Finance Director
Nick Ronan, Development Director
Barry Shields, Head of ICT Business Services
Marina Turner (Minute Secretary)
Jackie Reilly (Factoring Manager – Item 2 only)
Lorna Shaw (Research Resource – Item 2 only)

**Item 2
Pres. 1**

Presentation: Customer Satisfaction Survey

The Chair welcomed all attendees to the meeting, and in particular Lorna Shaw of Research Resource. Lorna’s presentation would cover the results of the recent Customer Satisfaction Survey.

Lorna explained the methodology used and described how well the Association scored on: communication preferences, participation, satisfaction levels with aspects of the repairs services, quality of homes (tenants), quality of building and maintenance (owners), Partick as a place to live, management of the neighbourhood, satisfaction with environmental services, value for money and the quality of the data submission for the Annual Review of the (Social Housing) Charter (ARC).

The information collated will be reported in future newsletters. The important thing is what we do with the information. We will develop an

	<p>action plan and prioritise it.</p> <p>It was noted that PHA's results were very good in comparison to our peers. Where dissatisfaction has been recorded, it would be useful to understand if this relates to specific issues or is in particular locations.</p>	
<p>Item 1</p>	<p>Chair's Welcome The Chair welcomed Board members and continued to the agenda items.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interests The Chair declared an interest in relation to the first part of Item 7 and said he would not participate in any discussion/decisions. It was noted that AH/IN also had an interest in one matter relating to Item 7, as a result of their membership of the PWL Board and would not therefore participate in any discussions/decisions on that point.</p>	
<p>Item 3 Doc 1</p>	<p>Approval of previous minutes 25 November 2015 The minute of 25 November 2015 was proposed as a true record by Eddie Jones and seconded by Alan Howie. The previous minute was approved.</p>	
<p>Item 4 Doc 2</p>	<p>Review of Action Tracker SMK confirmed that most actions have either progressed or were on the agenda today.</p> <p>Board noted the Action Tracker.</p>	
<p>Item 5 Dec 1</p>	<p>Corporate Plan Update The Corporate Plan update was in three parts: The Delivery Plan which is used by officers and teams to plan and deliver activities. There are the actions identified at the Board Away Day. ~There is a summary of draft development principles produced from the Development Strategy Short Life Working Group(SLWG)</p> <p>Board noted progress in delivering Corporate Plan objectives and the Chair noted that the SLWG had made an important contribution.</p> <p>It was agreed that June 2016 would be the target to provide Board with a progress report on the Corporate Plan, which would also incorporate recommendations coming from the various working groups.</p> <ul style="list-style-type: none"> • Board noted the content of the Delivery Plan set out in Appendix 1 • Board approved the draft Board Away Day Action Plan set out in Appendix 2 • Board noted the draft Development Principles set out in Appendix 3. 	<p>SMK</p>

<p>Item 6 Dec 2</p>	<p>2016/17 Rent Increase, Draft Budgets and Business Plan Update The Finance Director (FD) advised that one of our bank covenants requires a revised Business Plan (BP) to be updated annually. The updated BP together with the indicative 2016/17 draft budgets were in the packs for Board information and comment, final version will be available in March 2016.</p> <p>Board approved the recommendations as recorded below.</p> <ul style="list-style-type: none"> • Board approved the proposed 2016/17 rent increase of 0.6% from 1 April 2016 and noted that any rent increased in subsequent financial years will apply from 1 April. • Board noted that the pay award for 2016/17 will be 1% in line with the two year deal agreed on 11 February 2015. • Board noted the draft budgets and business plan update • Board approved the submission of the revised business plan to our main funders. 	
<p>Item 7 Dec 3</p>	<p>Development Update The Development Director (DD) talked through the background of the two development options that had been presented for St Peters for Board consideration along with the risks involved. Following discussions with all parties involved the preference was for the conversion and new build option. As part of this scenario, the design team would be looking at how much of the existing stonework and other materials could be integrated into the plans. Board agreed that the conversion and new build option be progressed.</p> <p>With the Broomlea site, we will lease the supported accommodation block to Crossreach. Board approved this recommendation.</p> <p>We will also lease Mid Market Rent flats at Broomlea to Partick Works Limited. Board approved this recommendation.</p> <ul style="list-style-type: none"> • Board noted the outcome of the feasibility study of the options for the development of the former St Peter's school site and agreed that the site should be developed by demolishing the 'Old School' building, developing 39 new build flats on the site and converting the 'School Extension' building into 21 flats. • Board agreed to acquire the former St Peter's school site at the price agreed subject to the resolution of title issues. • Board noted that the next approval required from Board in relation to development of the former St Peter's school site will be to appoint the main contractor following the tendering and consent processes. <p>Board took a 10 minute break.</p>	

<p>Item 8 Dec 4</p>	<p>Refinancing Update</p> <p>Confidential</p>	
<p>Item 9 Dec 5</p>	<p>CEO report (inc. Q3 Management Accounts)</p> <p>It was noted that the Quarter 3 Management Accounts are broadly on track. There were a number of memberships up for renewal which would be reviewed for relevance to the business and value for money.</p> <p>A staffing update was provided, it was noted we were still seeking to fill the Development Officer vacancy.</p> <p>Pensions have been discussed at the Finance SLWG and the Staffing Sub Committee, particularly around the proposal for an introductory lower rate to encourage new members of staff to join the scheme.</p> <p>Open market property acquisitions – two properties have been identified and will be progressed through funding from the Council.</p> <p>Legal Services procurement – this was now completed and the new framework agreement will be effective from 1 April 2016.</p> <p>Company credit cards – new arrangements have been proposed to extend the number of officers who have such cards but with relevant checks and balances in place to ensure that they are used appropriately.</p> <p>Monthly customer satisfaction survey – this type of large scale survey is carried out every three years. It is proposed that going forward we should introduce a monthly rolling sample survey of recent service users with results collated quarterly.</p> <p>Board requested an update on spend for the 40th Anniversary events.</p> <p>Review of Internal audit arrangements – it was suggested we carry out a review of internal audit. The FD suggested that EH/JN come up with a remit and identify someone to do the review.</p> <p>The Chair requested that information around membership subscriptions be pulled together well in advance of the due dates to allow discussion. The Corporate Services Manager agreed to pull together a list of renewal details for review at the 24 August 2016 Board meeting.</p> <ul style="list-style-type: none"> • Board delegated authority to Staffing Committee to review future membership options and make recommendations to Board. • Board noted the decision of the Finance SLWG on 21 January 2016 to offer a lower level pension contribution rate for those staff not currently 	<p>EH/ NR</p> <p>EH/ JN</p> <p>MT</p>



	<p>members of the pension scheme or new starts.</p> <ul style="list-style-type: none">• Board noted that we have received confirmation of Council funding and to date under delegated authority have agreed to acquire from the open market 2 flats.• Board noted the outcome of the recent legal services tendering process and that under delegated authority the Chair had approved the award of contracts using a framework agreement effective from 1 April 2016.• Board delegated authority to the Chief Executive to agree which post-holders should have company credit cards as required to meet the needs of the business, and delegated authority to the Finance Director to determine appropriate credit limits and to ensure that appropriate controls are in place to prevent fraud or inappropriate use.• Board noted the content of this report.• Board agreed to the proposed internal audit review and delegated authority to agree the terms of that review to the FD and Chair of the Audit Committee.	
<p>Item 10 Dec 6</p>	<p>Policy Reviews We are routinely required to review policies.</p> <p>Risk Management has been discussed in detail at Audit Committee. A revised draft policy was included in the Board pack for agreement.</p> <p>The Business Continuity Plan will come back to Board in March 2016.</p> <p>Anti Fraud Policy and Anti Bribery Policy – the Finance Director and Finance Manager have looked at these and made some minor revisions.</p> <p>Estate Management Policy and Anti Social Behaviour Policy. Board queried how tenants would be made aware of the new Anti Social Behaviour Policy. SMK confirmed that updated information on new policies would be provided through the website, newsletter and leaflets, etc.</p> <ul style="list-style-type: none">• Board approved the Risk Management Policy set out in Appendix 1, as recommended by Audit Committee.• Board noted progress in developing the new Business Continuity Policy.• Board noted progress in reviewing and updating the Treasury Management Policy.• Board approved the Anti Fraud Policy set out in Appendix 3.• Board approved the Anti Bribery Policy as set out in Appendix 4.• Board approved the Estate Management Policy set out in Appendix 5.• Board approved the Anti Social Behaviour Policy set out in Appendix 6.	<p>GK</p>

<p>Item 11 Info 1</p>	<p>Tenancy Visit Feedback GK advised that 868 tenant visits had been carried out since the programme was initiated in 2014, which provides PHA with invaluable business intelligence as well the opportunity to build relationships with our tenants. More information on tenant profiling will help us direct certain services to individual tenants. Feedback from the tenancy visits will feature in a forthcoming issue of <i>Partick Times</i>.</p> <p>Board noted the feedback from our Tenancy Visits programme summarised in Appendix 1.</p>	
<p>Item 12 Info 2</p>	<p>Asset Management Update GK noted that PHA has good compliance with the Scottish Housing Quality Standard (SHQS) with only a small number of abeyances which we have continued to reduce. Board noted we were 100% compliant on gas safety and we are on target to achieve that again this year.</p> <p>ESSH (Energy Efficient Standard for Social Housing), launched in 2014, is a minimum quality standard for all Scotland's social homes to be achieved by 2020. The main areas for upgrading within PHA are likely to be older central heating boilers and the upgrading of single glazed windows to double glazed windows. Double glazed windows and new boiler systems have been identified as tenant priorities through recent customer feedback.</p> <p>Discussion followed around how we engage with our service users and how we communicate information, Board also queried how we validate what was on our systems, particularly when it came to window replacements. Attendees agreed it would be helpful to check the accuracy of existing data, and to report back to the Board.</p> <ul style="list-style-type: none"> • Board noted the investment priorities within our 2016/17 programme. • Board noted the proposals to review the content of our investment programme, consult tenants and make recommendations to Board in terms of potentially reprofiling the replacement of single glazed window and boilers from our 2017/18 investment programme onwards. • Board noted the content of this report. 	
	<p>Tabled document A Board resolution was required to remove a retiring member of staff as a financial signatory. A document was tabled, the resolution read out to Board members and Board approved the change to financial signatories.</p>	
	<p>The Chair thanked everyone for their attendance and the meeting closed at 8.25pm.</p>	