

**FERGUSLIE PARK HOUSING ASSOCIATION
MINUTES OF RESCHEDULED MANAGEMENT BOARD MEETING
28 March 2018 at 5pm
AT THE TANNAHILL CENTRE, 76 BLACKSTOUN RD, PAISLEY PA3 1NT**

1. Welcome, Sederunt & Apologies

Present:

Jim Strang	Appointed Board Member (Chair)
Fiona Murphy	Appointed Board Member
Barbara Walker	Board Member
Louise McNicol	Co-opted Board Member
Andrea McLaughlan	Board Member
Helen Glassford	Board Member
Richard Bolton	Board Member
Iain McGhee	Board Member
Stuart Piggott	Board Member
Andy Wilson	Co-opted Board Member
Julianne Scarlett	Appointed Board Member

In Attendance:

Lindsay Gemmill	Interim Head of Operations
Alison Vass	Interim Housing Manager
Fettes McDonald	Finance Agent
Teresa Sadler	Minute Secretary

Nigel Fortnum	Consultant Aspen People (Item 9 only)
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Apologies:

Shona McIntyre	Chair
Elaine Carter	Board Member
Ian Williams	Board Member

Leave of Absence	None
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Absent	None
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2. Declarations of Interest

2.1 None.

3. Minutes of Previous Meeting 31 January 2018, including Confidential Minute

The resolution was proposed by Julianne Scarlett and seconded by Richard Bolton.

Resolution:

The minute of the meeting of 31 January 2018 was approved as a true and accurate reflection of the proceedings.

The resolution was proposed by Iain McGhee and seconded by Barbara Walker.

Resolution:

The confidential minute of the meeting of 31 January 2018 was approved as a true and accurate reflection of the proceedings.

4. Matters arising from Minutes 31 January 2018

There were no matters arising.

5. Actions from Previous Minutes

- 5.1 The Interim Head of Operations gave an update on the Action List and Members agreed to move the completion date for item 9, Rent Strategy to 25 April 2018.

6. 3rd Quarter Management Accounts

- 6.1 The Finance Agent presented the 3rd quarter management accounts and took members through the main issues as highlighted in his cover report.
- 6.2 The Association made a surplus in the period of £781,097 compared to the budget surplus of £428,010 resulting in a favourable variance of £353,087.
- 6.3 Rental income to date was £2,574,355 and was in line with the budget, void losses were 0.13% which was lower than the target of 0.75% and reactive maintenance costs per unit were £589.
- 6.4 The Board were reassured that spend would be within the annual budget by the year end.

The resolution was proposed by Iain McGhee and seconded by Fiona Murphy.

Resolution:

The Management Board considered and approved the third quarter management accounts.

7. Business Plan Update

- 7.1 The Interim Head of Operations presented the updated Business Plan and members noted that the changes were those discussed and requested at their business planning events.

The resolution was proposed by Iain McGhee and seconded by Fiona Murphy.

Resolution:

The Management Board approved the updated 2017 – 2020 Business Plan.

8. Letter from OSCR

- 8.1 The Finance Agent explained OSCR had sent out correspondence in relation to keeping vulnerable beneficiaries, volunteers and staff safe.
- 8.2 Following concerns about some charities' management of inappropriate staff behaviour, OSCR had advised charity trustees to follow charity law, review their policies for protecting vulnerable people and be aware of the notifiable events system.

Resolution:

The Management Board noted the correspondence OSCR sent to charitable organisations and decided to add a Protection of Vulnerable People policy to the Policy Review Schedule.

Action: Email Members the OSCR guidance on reporting notifiable events. Add a Protection of Vulnerable People policy to the Policy Review Schedule.

9. Group Chief Executive's Report

- 9.1 A separate minute applies to the confidential part of this report.
- 9.2 The Interim Head of Operations took members through outstanding items from the 28 February report, including 3rd quarter KPI performance for the current Business Plan.

Action; Analyse why board attendance is low.

Resolution; The Management Board;

- i) *agreed to procure consultancy services for board support for a 3 year period; proposed by Barbara Walker and seconded by Louise McNicol*

- ii) *noted the action taken following an accident in the Tannahill Centre grounds*
- iii) *agreed to have a Training Conference in April or May 2018; proposed by Iain McGhee and seconded by Fiona Murphy*
- iv) *Fiona Murphy, Andrea McLaughlan, Barbara Walker and Richard Bolton volunteered to inform Allanpark's production of a protocol for supporting & managing the Chief Officer;*
- v) *agreed to invite staff from the Scottish Housing Regulator to attend the next meeting on 25 April 2018, and;*
- vi) *Considered and noted the progress on the Business Plan targets at the end of Quarter 3.*

10. Interim Head of Operations Report

- 10.1 The Interim Head of Operations and the Interim Housing Services Manager jointly presented this report to update members on the progress of Housing, Property and Welfare Rights Services.
- 10.2 Tenants who had left negative comments in the 3rd quarter pulse survey had been contacted and members noted the actions taken in response to tenant's comments.
- 10.3 Rent arrears, excluding technical arrears, were 6.92% at the end of quarter three but had risen to 7.15% by the end of Period 12, 18 February.
- 10.4 Work had been undertaken to better manage current tenant arrears.
- 10.5 Members noted 7 allocations had been made in the period in keeping with the low turnover trend.
- 10.6 Members were updated on the eviction and tenancy management issues staff were dealing with.
- 10.7 Welfare Rights staff predicted gains to tenants assisted for 52 weeks at £247,299.75. There were 16 Universal Credit tenants and this figure would remain static until full service rollout in September 2018.
- 10.8 Contractor's performance continued to be monitored and complaints figures and outcomes were discussed.

Resolution:

The Management Board noted;

- i) *The result of follow up phone calls to tenants who made negative comments in the 3rd Quarter Pulse Survey carried out in October 2017;*
- ii) *The content of the 3rd Quarter Performance Reporting for October to December 2017 on Housing Services Arrears and Allocations.*
- iii) *The content of the 3rd Quarter Performance Reporting on Repairs and Maintenance and Voids and Contract Updates*
- iv) *The content of the 3rd Quarter Performance Reporting on Complaints*

[Helen Glassford left the meeting]

11. AOCB

- 11.1 The Governance & Corporate Services Assistant explained a shareholder membership approved at the last meeting was to be retracted as the tenant had already become a member in 2017. The duplication was identified when updating the register.
- 11.2 The draw was made from tenants on the Garden Maintenance scheme who returned a completed satisfaction survey form by Julianne Scarlett and Mr Lochrie was the winner of the £25 gift voucher.
- 11.3 The Chair, Board and staff thanked Julianne Scarlett for her two years of committed and extremely helpful service to the Association as an appointee Board Member on the occasion of her last Meeting.

The meeting ended at 7pm

Date of next meeting

25 April 2018 at 5pm

I certify that the above minute has been approved as a true and accurate reflection of the proceedings:

Signed (Chair) ..



Date 25/4/18.....