

Meeting Minutes

Board Meeting

Thursday 18 April 2019 at 10.00am in Leving House, Livingston

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| Present: | Frances Wood (Chair) Bob Hartness Bob McDougall Chris Baird Grant Carson Jean Hamilton Jill Pritchard Jim Watt Stan Rae Stuart Dow | In attendance: | Isla Gray*** Lorraine Utterson* Emma Wilson* Jon Turner** Carol Bonham* Annemie Breesch* (Minutes) |
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* Excluding items of Private/Reserved Business

** Item 4345 Only

** Excluding item

4339 WELCOME AND APPOLOGIES

Frances Wood welcomed everyone to the meeting.

Apologies had been received from Beverley Graham, Douglas Taylor, Susie Fitton and Janice Flanagan.

4340 DECLARATION OF INTERESTS

There were no declarations of interest.

PRIVATE/RESERVED BUSINESS

The following five items were considered private/reserved business and separate confidential minutes produced. With the exception of Isla Gray (who was present for items 4341-4343 and 4345), and Jon Turner (who was present for Item 4345 only), no other staff were present during consideration of the following items:

4341 CONFIDENTIAL MINUTES OF THE MEETING HELD ON 14 FEBRUARY 2019

4342 CONFIDENTIAL MATTERS ARISING

4342.1 Cost Of Living Award

4343 CHAIRPERSON'S REPORT FROM CONVENERS MEETING HELD ON 6 MARCH 2019

4344 OPTIONS APPRAISAL UPDATE

4345 STRATEGIC SERVICES REVIEW

Staff members Lorraine Utterson, Carol Bonham, Emma Wilson, and Annemie Breesch were welcomed into the meeting.

ITEMS FOR DEBATE/DECISION/APPROVAL

4346 APPROVAL OF THE MINUTES FROM THE MEETING HELD ON 14 FEBRUARY 2019

The minutes were approved as an accurate record of the meeting.

Moved: Bob McDougall

Seconded: Chris Baird

4347 MATTERS ARISING

4347.1 Board Appraisal – Board Training Schedule 2019-20

Isla Gray shared a proposed schedule of governance training sessions designed to meet training requirements and preferences that had been identified through the Board self-assessment carried out in November and December 2018.

The Board reviewed the schedule and discussed different options.

The Board requested the following training be added to the schedule:

- Good practice in accessible design (October) – trainer will be Grant Carson
- Allocations
- Succession planning

In response to questions from the Board it was clarified that Board training is required to be delivered to an annual timetable and, although attending the training sessions is not mandatory, it was recognised that attending training

places an additional time constraint on Board members and that the current timings and format for training delivery did not best suit some members. Board members suggested a range of options for changing the current timing and format of training delivery. However, no consensus on change was reached during the meeting.

Decision:

The Board agreed to add the three additional training sessions to the Annual Training Schedule. Board members would be contacted to contribute to a review of the method and timing of delivery of training, with an options paper to be presented at a future meeting for consideration and agreement.

4348 ARC DELEGATION OF AUTHORITY TO AUDIT COMMITTEE

Decision:

The Board delegated authority to the Audit Sub Committee to review and approve the Association's Annual Return on the Charter submission.

4349 BUSINESS PLAN END OF YEAR REVIEW

Members considered the previously circulated report and the revisions to the narrative Business Plan 2018-23, incorporating suggestions and requests made by the Board when discussing the draft plan in February 2019. The report also presents a review of progress towards achieving the strategic objectives, actions and initiatives outlined in the Business Plan 2018 – 23, highlighting some of the achievements and challenges of 2018/19.

Members were satisfied that the amended report incorporated their suggestions.

During review of Objective 1 - the aspiration to carry out a full review of the rent policy and structure, with a view to implement by 2020, Isla Gray responded to the suggestion of extending this time frame by providing the Board with assurance that work toward this objective was already well underway and that, while it may be a challenging target, it is on track to be delivered to deadline.

In relation to Horizon Housing Association's aspirations for building and developing accessible housing it was noted that, as a subsidiary of the Link Group, Horizon would have a role to play in the Group aspiration to build 3,200 homes.

Members were pleased note the 2018/19 Achievements, and recognised the commitment and drive of Horizon's staff, who have continued to make significant achievements during a period of change and in the face of notable challenges. The Board commended the work of all Horizon staff in delivering the vision, values and goals of Horizon.

Decision:

The Board approved the updated Business Plan

4350

BOARD GOVERNANCE: ANNUAL ASSURANCE STATEMENT

The Board considered the previously circulated paper that informed the Board of the preparations for the submission of the Annual Assurance Statement to the Scottish Housing Regulator and set out the framework and timetable for submission.

Decision:

The Board approved the framework and timetable for completing the Statement.

4351

HEALTH AND SAFETY STATEMENT OF INTENT

The 2019 Health and Safety Statement of Intent had been previously circulated for consideration.

Decision:

The Board approved the 2019 Health and Safety Statement of Intent for Horizon, for signature by the Chair and Managing Director.

4352

TENANT SATISFACTION SURVEY ACTION PLAN

The Board considered the previously circulated paper which presented to the Board the proposed action plan to respond to the issues raised by the satisfaction survey.

The Board highlighted two areas where it was suggested that the stated actions were vague and required tightening.

Emma Wilson would pick up specific questions and suggestions with Jean Hamilton.

Decision:

The Board approved the Action Plan subject to ensuring that actions are measurable and not areas of interest.

The Board also requested that staff are formally reminded that their hard work is recognised by the Board, management and tenants alike.

4353

POLICY REVIEW

4353.1

Void Management Policy

Emma Wilson updated the Board on changes made to the previously circulated Void Management Policy as a result of the Housing Scotland Act 2014 and the Void Lettings Standards review by RIG.

The Board was in agreement that is very positive for the RIG to be able to see that suggested changes are implemented.

The Board requested two amendments:

- the removal of the reference to Data Protection Act.
- In regard to the standard of properties, Horizon as landlord assumes responsibility for checking appliances, as well as smoke and heat detector, as standard. It would be worthwhile adding this to policy.

Decisions:

With the above two amendments in mind, the Board considered and approved the revised Void Management Policy.

4354 SERVICES REPORT PROPOSAL

Isla Gray advised members that there are currently three operational reports shared with Board: Housing Management, Asset Management and Care and Repair.

It was proposed that this reporting move to a format of more overarching service reports, on a biannual basis. The new reports would be more strategic, including performance, areas of concerns, and high-level information on plans/performance, and would be provided by the Operations Director.

Board members requested further assurance regarding the quality of scrutiny the proposed reporting system would offer, wishing to ensure any new format of reporting would provide for sufficient examination of the performance indicators.

Decision:

A paper, including an outline of the proposed new reporting format, would be provided to the Board at the meeting in June and the current reporting arrangements for the services would be continued meantime.

4355 BENCH TERMS OF REFERENCE

The Board considered the previously circulated paper which prevented revised Terms of Reference for the Board and Employee Negotiating Committee of Horizon (BENCH). Two revisions were proposed and The BENCH had reviewed and approved these at their meeting in February.

During discussion the Board requested clarification in the narrative regarding employers-side quorum requirements to make it that the Managing Director, Operations Director and HR Business Partner represent employer.

Decision:

With the above amendment to the wording regarding quorum requirements on the employers-side, the Board approved amended Terms Of Reference for the BENCH.

ITEMS FOR NOTE

4356 DIRECTORS ESTATES TOUR 11 JULY 2019 – DIRECTORS’ PREFERENCES

The Board approved suggested date, 11 July, and Maryhill/Possilpark/Carntyne as their preferred locations.

A venue would be sourced in the Glasgow area to hold the Board meeting prior to the Estates Tour. Bob Hartness suggested that North Glasgow Housing Association may have meeting rooms available for use.

Members would make their own way to the meeting venue, with a minibus arranged from there for the Estates Tour.

Stuart Dow indicated his interest in speaking to tenants who have used the Care and Repair service, but it was noted that this would be in North Lanarkshire.

4357 ANY OTHER BUSINESS

4357.1 Tea In The Car Park

Details of dates and venues for this year’s Tea In The Car Park events would be circulated to the Board, and members were encouraged to attend if possible.

4357.2 Board Away Day November - arrangements

The Board approved the date and location for the Board Away Day, scheduled to take place Thursday 21 November & Friday 22 November at Strathclyde Hilton. The Board also agreed to invite Helen Ross to facilitate the event for the third year running, providing continuity to the review of a three-year period of change and options appraisals.

In 2020 there would be a change to the facilitator for the Board Away Day.



Date of the next meeting

The date of the next meeting is Thursday 13 June 2019 at 10:00 a.m. in Livingston.