

**Meeting of the Board of Management to be held at 6pm  
on Tuesday 28<sup>th</sup> February 2017 in 423 London Road, Glasgow, G40 1AG**

## **AGENDA**

- |            |   |  |                        |
|------------|---|--|------------------------|
| <b>1.</b>  | <b>Apologies</b>  |  |                        |
| <b>2.</b>  | <b>Declaration of Interests</b>   |  | <b>For information</b> |
| <b>3.</b>  | <b>Minute of meeting held on 31 January 2017</b>                              |  | <b>For approval</b>    |
| <b>4.</b>  | <b>Matters arising from meeting of 31 January 2017</b>                        |  | <b>For decision</b>    |
| <b>5.</b>  | <b>Business Plan – outstanding matters</b>                                    |  | <b>For approval</b>    |
| <b>6.</b>  | <b>Policy review:-</b>  |  | <b>For decision</b>    |
|            | 6.1 Finance Policy Handbook (last reviewed November 2012)                     |  |                        |
|            | 6.2 IT Policy Handbook (last reviewed November 2012)                          |  |                        |
|            | 6.3 Allocations policy, amendments, (full policy last reviewed November 2014) |  |                        |
| <b>7.</b>  | <b>Quarter 3 operational performance :</b>                                    |  | <b>For approval</b>    |
|            | 7.1 Quarterly performance report  |  |                        |
|            | 7.2 Management Accounts   |  |                        |
|            | 7.3 Loan Portfolio report   |  |                        |
| <b>8.</b>  | <b>Regulatory engagement</b>  |  | <b>For information</b> |
| <b>9.</b>  | <b>Board appraisals 2017</b>  |  | <b>For approval</b>    |
| <b>10.</b> | <b>Chief Executive’s report</b>   |  | <b>For decisions</b>   |
| <b>11.</b> | <b>Any other competent business</b>   |  |                        |
| <b>12.</b> | <b>Date of next meeting, Tuesday 21 March 2017</b>                            |  | <b>To note</b>         |

## THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
held on Tuesday 28 February 2017 at 6.00pm  
within 423 London Road, Glasgow, G40 1AG**

**Present:** Owen Stewart (Chairperson), George Alexander, Maureen Dowden, Fody Keran, Charlotte Levy, Nicola McCurdy, Howard Mole, Filbert Musau, Derek Quinn and Willie Redmond

**Attending:** Charles Turner, Brian Gannon, John Russell, Beth Reilly and Ray Macleod

**1. APOLOGIES**

Apologies were received from Pauline Casey, Robert Kelly and Florence O'Hale. Due to work commitments Robert Kelly was unable to attend, however, had passed on three comments to Charles Turner.

**NOTED****2. DECLARATIONS OF INTEREST**

Beth Reilly declared an interest for a matter that will be raised under any other competent business.

**NOTED****3. MINUTE OF THE PREVIOUS MEETING HELD ON 31 JANUARY 2017**

The minute of the previous meeting held on 31 January 2017 was approved an accurate and correct record of the proceedings. Proposed by George Alexander and seconded by Filbert Musau.

**APPROVED****4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON 31 JANUARY 2017**

4.1 With reference to the hostel rent for Phoenix House, Charles Turner advised that earlier in the day, agreement had been made with both parties; there would be no major repair works for the duration of the lease and that this would be reflected in the charge for 2017/18. Phoenix Futures have indicated their intention to remain in the property, certainly until the term of the lease.

**DECIDED**

4.2 Charles Turner reported on the outcome of the Board Disciplinary Panel on 10 February 2017 and the reluctant decision to dismiss a staff member. No appeal had been lodged.

**NOTED**

4.3 Charles Turner intimated the booking arrangements were still to be received for the Pensions event and noted George Alexander would also like to attend.

**NOTED****5. BUSINESS PLAN – OUTSTANDING MATTERS**

Charles Turner advised the Executive Team had reviewed the business risks and had identified 99 potential risks which were assessed and scored. The highest scoring risks for Thenue have been added to the Business Plan. Charlie explained the assessment and scoring mechanism, and talked through each individual high risk identified and mitigated actions to reduce scores. He indicated a

score and mitigating actions adjustment to points 14 and 16 to include internal auditing and specific self-assessing therefore reducing each risk score to 6.

Comments and clarification from Board members were:

- How do we engage with customers and the low responses to surveys e.g. rent consultation? Charles Turner advised the next Resident Satisfaction Survey to be completed before the rent review will interview a proportion of tenants who will be directly contacted and asked a series of very specific questions.
- Why does BREXIT score as an issue? Charles Turner confirmed the Business Plan indicates BREXIT as a potential future threat. However due to current lack of certainty, the mitigated action reduces the risk to 8.

The Board of Management approved the risk review and subject to its inclusion the Business Plan for 2017/18 to 2021/2022.

**DECIDED**

## **6. POLICY REVIEW**

### **6.1 Finance Policy Handbook**

John Russell reported the main change was to the policy on Treasury Management which had been completely renewed to reflect The Scottish Housing Regulator's preference for CIPFA guidelines and good practice to be followed. Governance and financial control had been updated deleting reference to the Finance and Staffing Sub-Committee which has not been required to meet over the past two years as such matters have been directly decided by the Board of Management or delegated to the Executive Team. John also suggested training for Board and staff members to be arranged in-house.

Following a brief discussion the Board of Management approved the revised Finance Policy Handbook subject to cross checking and rewording the governance structure and delegation of issues previously within the remit of the Finance & Staffing Sub-Committee ensuring consistency and clarity. Prior to that review the Board agreed, as there had been no requirement for the Staffing Sub-Committee to meet, that within the overall budget, the approval of the staffing establishment and setting of the staff structure should be the responsibility of the Chief Executive, not the Staffing Sub-Committee. The Board of Management also agreed to Treasury Management training with a preference for a Tuesday evening and not on the same day as a Board meeting.

**DECIDED**

### **6.2 IT Policy Handbook**

John Russell explained the main change was to the policy on IT security and equipment, the security rules for portable computers, mobile phones, and tablets, and offering redundant equipment in the first instance to the Digital Inclusion Team to utilise as they see fit in the delivery of digital projects throughout our communities. The Board of Management approved the revised IT Policy Handbook.

**DECIDED**

### **6.3 Allocations Policy Amendments**

Brian Gannon gave a summary of the proposed changes to the Policy and Letting Plan Targets:

- To award High Priority to young people leaving care through an agreed pathways assessment process.
- Urgent Priority applicants may now have their Urgent Priority reviewed, if after 6 months they have not been rehoused.

- A review of the lettings plan target for working households and reducing the target to 5% across all categories, following an independent equality impact assessment by external consultants, and Revised Annual Letting Plan Targets for 2017/18.

Board members requested reassurance on the impact and support for care leavers through the pathways assessment process. Brian Gannon confirmed each referral would come with a support package and most housing associations are making the same commitment. He noted that the number of referrals per year would be relatively small. They also asked for clarification on working households and the dramatic reduction in the target. Brian Gannon noted that overall we were still rehousing significant numbers of people who were working in addition to those rehoused specifically under this letting plan category. He agreed to report further on this at the next Board meeting to reassure the Board.

The Board of Management agreed the amendments to the Allocations Policy and its consultation prior to implementation and agreed revised Letting targets.

**DECIDED**

## **7. QUARTER 3 OPERATIONAL PERFORMANCE**

### **7.1 Quarterly Performance Report**

Charles Turner intimated performance was good and gave an explanation of the results. The Board of Management approved the results.

**DECIDED**

### **7.2 Management Accounts**

John Russell gave a presentation on the Management Accounts for the nine months to 31 December 2016. John highlighted a summary of income and expenditure comparing actual figures to budget and explained in detail the main income, operating expenditure and non-operating variances.

In answer to questions, John, described the items covered in office, corporate and services centres overheads which are detailed within the budget section of the Business Plan.

Beth confirmed solar panels will be installed in new schemes to satisfy Building Control regulations and reduce the carbon footprint of properties.

The Board of Management noted the contents of the Management Accounts for the 9 months to 31 December 2016.

**NOTED**

### **7.3 Loan Portfolio Report**

John Russell explained the purpose of the report and intimated that future reporting will be via a new Treasury Management report as described in the newly approved Policy. The Board of Management noted the contents of the report.

**NOTED**

## **8. REGULATORY ENGAGEMENT**

Charles Turner advised the report was for noting, highlighting the Regulator's message on the importance of good governance and risk awareness; the publishing of a Memorandum of Understanding with OSCAR on working with the Regulator, and regular governance self-assessment. The Board of Management noted the report.

**NOTED**

**9. BOARD APPRAISALS 2017**

Charles Turner intimated it was the time of year for Board members to self-assess and proposed appraisals to start in March and the process be finished by the summer. Self-assessment documents were issued to the Board members. Charlie also advised there was a regulatory requirement for subsidiary company Board members to also be appraised, but that process could take place later in the year, as the AGM is not scheduled until November 2017. He advised that because of illness of the Chair, those appraisals did not take place in 2016. The Board of Management agreed the arrangements and requested dates to be emailed.

**DECIDED****10. CHIEF EXECUTIVE'S REPORT**

Charles Turner overviewed the contents of the report and the Board of Management:

- Approved three new membership applications.
- Agreed after discussion to renew affiliation with SFHA for 2017/18.
- Noted the arrangements for the EVH Annual General Meeting and the proposed wages ballot.
- Noted the co-option invitation and strategic priorities for Glasgow and West of Scotland Forum of Housing Associations.

**DECIDED****11. ANY OTHER COMPETENT BUSINESS**

11.1 Charles Turner advised the Building Contract with CCG (Scotland) Ltd for Major Repairs and SHQS Buy Backs 2016 Glasgow, required signing at the meeting.

**DECIDED**

Beth Reilly left the meeting at this point.

11.2 Charles Turner explained another housing association was subject to regulatory engagement for governance and finance with five statutory appointments required. The Scottish Housing Regulator has approached Thenu to ask if Beth Reilly is willing to be an appointee for a period of around six months. The Board of Management approved the appointment subject to Beth Reilly being willing and interested, but noted that the position is likely to exceed six months.

Beth Reilly returned to the meeting and accepted the Scottish Housing Regulator's invitation as appointee.

**DECIDED****12. DATE OF NEXT MEETING**

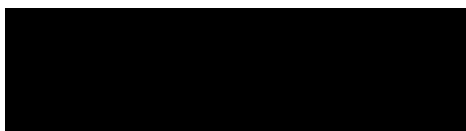
The next meeting will be held on Tuesday 21 March 2017 at 6.00pm.

**NOTED**

The meeting concluded at 7.50pm.

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

Signature:  
Owen Stewart  
Chairperson



Date: \_\_\_\_\_