



**Meeting of the Board of Management to be held on Tuesday 29 October 2019  
at 6.00pm in 423 London Road, Glasgow, G40 1AG**

## **AGENDA**

	<u>Lead person</u>	
1. Apologies		To note
2. Declaration of interests	Derek Quinn	For information
3. Minute of meeting held on 24 <sup>th</sup> September 2019	Derek Quinn	For approval
4. Matters arising from meeting of 24 <sup>th</sup> September 2019	Derek Quinn	For information
5. 2019/20 Business Plan – half year review	Charles Turner	For approval
5.1 Report on Business Plan Objective: Audit of out of office tasks for mobile working	John Russel	For information
5.2 Report on impact of Universal Credit	Gail Shearer	For decision
6. Freedom of Information – publication scheme	Lynne McKenzie- Juetten	For approval
7. Annual Assurance Statement	Charles Turner	For decision
8. Chief Executive’s report	Charles Turner	For decision
9. Subsidiary companies and other minutes:	Derek Quinn	For noting
9.1 Audit and Risk Committee 15 October 2019		
10. Pensions Working Group – revised remit	Charles Turner	For approval
11. Any other competent business		
12. Résumé of meeting	Derek Quinn	
13. Date of Next Meeting on Tuesday 26 <sup>th</sup> November 2019		To note

Unless indicated otherwise, supporting papers are attached in respect of all relevant items.

## THENUE HOUSING ASSOCIATION LTD

**Minute of the Board of Management meeting  
held on Tuesday 29 October 2019 at 6.00pm  
within 423 London Road, Glasgow, G40 1AG**

**Present:** Derek Quinn (Chairperson), George Alexander, Pauline Casey, Maureen Dowden, Abdifatah Hayde, David Keltie-Armstrong, Charlotte Levy, Howard Mole, Florence O'Hale, Willie Redmond and Owen Stewart

**Attending:** Charles Turner, Eleanor Derbyshire, John Russell, Sharon Craig-McLeary, Gail Shearer, Lynne McKenzie-Juetten and Ray Macleod

Derek Quinn welcomed Board members, requested mobile phones were turned to silent and questions to be asked through the Chair. He advised the format of the agenda had been altered to identify who the lead person would be to speak to each topic. Derek also suggested Board members might find it more helpful to use the dropdown icon to retrieve the table of contents on their I-pads to navigate reports.

NOTED

**1. APOLOGIES**

Apologies were received from Jeanette Goode and Filbert Musau.

NOTED

**2. DECLARATIONS OF INTERESTS**

There were no declarations of interest.

NOTED

**3. MINUTE OF THE PREVIOUS MEETING HELD ON TUESDAY 24 SEPTEMBER 2019**

The minute of the previous meeting held on Tuesday 24 September 2019 was approved a correct and accurate record of the proceedings. Proposed by Owen Stewart and seconded by Charlotte Levy.

APPROVED

**4. MATTERS ARISING FROM THE PREVIOUS MEETING HELD ON TUESDAY 24 SEPTEMBER 2019**

**4.1 Allocations Policy Consultation**

Charles Turner confirmed the approved Allocations Policy had been issued and posted on the Website for final consultation with customers until 31 October 2019 and so far there had been no comments.

NOTED

**4.2 Chartered Institute of Housing (CIH) Awards Ceremony 25 October 2019**

Charles Turner advised the winner was Roger Poppelwell in the category of Outstanding Contribution to Housing. Beth Reilly had sent her thanks for the support and nomination with particular thanks to Willie Redmond, Howard Mole and David Keltie-Armstrong who had attended the event with her.

NOTED

## 5. 2019/20 BUSINESS PLAN – HALF YEAR REVIEW

Charles Turner indicated the report gave a review of Business Plan items completed, progressing and the action by the end of March. The review would also assist with the preparations for the forthcoming Business Planning events.

**NOTED**

### 5.1 Audit of Out of Office Tasks for Mobile Working

Business Objective - by September 2019, undertake an audit of all of our 'out of office' tasks, to maximise our investment in mobile working.

John Russell explained the Organisational Management Team (OMT) had been asked to audit daily mobile working tasks and identify solutions to automate, reduce duplication and be more efficient. John referred to the report which listed a number of tasks which once automated potentially could have a time saving of the equivalent of 1.3 full-time posts. However, John intimated this was across the whole organisation and not necessarily a specific post with the anticipation that staff time be re-directed to assist with the impact and implementation of other changes and challenges e.g. Income Maximisation and Universal Credit.

After discussion by Board members, the following was noted:

- The financial equivalent of 1.3 posts may be a saving of between £35k and £40k.
- Any natural progression of digitalisation may also be dependent on support from external resources, costs and timescales e.g. Aareon and 1<sup>st</sup> Touch.
- Demonstration of affordability and ability to minimise rent increases.
- The further impact on staff after implementing the efficiencies which are core to values.

The Board of Management noted the expected efficiencies which the ongoing development of our mobile working practices can deliver for the Association as we go forward.

**NOTED**

### 5.2 Report on Impact of Universal Credit

Gail Shearer gave an update on our preparations for Universal Credit which will remain a very significant challenge for Thenue with two key concerns; the impact on our rental income and the increase in workload that will come from supporting tenants with Universal Credit claims. Through hard work and commitment staff are managing to maintain steady performance, however, in July 2020 the Department of Work and Pension (DWP) will migrate to full service which means all our tenants claiming benefits will switchover to Universal Credit.

Gail referred to the graph in Appendix 1 detailing the average total yearly arrears by % over the past five years against the current period which indicates an increase after a reduction in arrears. Gail intimated staff time had trebled for assisting customers claiming Universal Credit impacting on resources and she had moved staff around to help. Gail indicated the possibility of an increase in resources of another Officer in the Income Maximisation Team at some point in the future if rent arrears increase beyond predicted levels.

Board members were invited to ask questions and make comment with the following being noted:

- The endorsement of the "wait and see what happens" with the migration to full service for Universal Credit.

- Staff were learning and becoming more experienced in the Universal Credit system which is not simple.
- Acknowledged some people were having real difficulty through the Universal Credit process and some were finding it very organised and an easy system.
- Pensioners will not be affected by the system.
- To inform and fill a skills/experience gap, training on the DWP Universal Credit system to be organised for Board members was requested.

The Board of Management noted the contents of the report asking them to remain open about resources that may be required within the Income Maximisation Team, depending on performance, from the midpoint of 2020.

**NOTED**

## **6. FREEDOM OF INFORMATION – PUBLICATION SCHEME**

Lynne McKenzie-Juetten referred to the two new policies for approval for Freedom of Information (FOI) and Environmental Information Regulations (EIR) explaining that the policies had been based on good practice and the SFHA templates. Lynne recommended the Scottish Information Commissioner's (SIC) Model Publication and SFHA Guide to Information be adopted and advised these will be hyperlinked to relevant supporting documentation. Lynne confirmed FOI only required compliance of the parent company Thenue Housing Association Ltd and the EIR regulations required compliance of the three subsidiary companies; Thenue Housing Services Ltd, The Thenue Trust and Thenue Communities.

Finally, Lynne reported the change of title in the Data Protection Policy from Data Protection Co-ordinator to Data Protection Officer as a requirement for FOI and the duties carried out by the Corporate Services Manager.

The Board of Management:

- Approved the Freedom of Information and Environmental Information Regulations Policies.
- Adoption of the Scottish Information Commissioner's (SIC) Model Publication Scheme and SFHA Guide to Information.
- Amendment to the Data Protection Policy changing the term 'Data Protection Co-ordinator' to 'Data Protection Officer'.

**DECIDED**

## **7. ANNUAL ASSURANCE STATEMENT**

Charles Turner intimated this has been the largest piece of information produced for Board members and indicated that it had been a helpful exercise to be re-assured as to what is in place to evidence the Annual Assurance Statement. Charlie referred to the summary sheet which contained the wording of the statement to be submitted to the Scottish Housing Regulator by 31 October 2019.

Charlie described the format of the report including a section which hyperlinked the evidence to each of the seven standards and comments including action for areas of improvement for the next year. He suggested future reviews be completed by the Board at the meeting in May each year and invited Board members to comment and approve the Annual Assurance Statement.

After in depth discussion and comment the following was noted:

- The words in the statement to be adjusted to reflect responsibility of Board members was "individually and collectively"; action to indicate "continued" improvement and "a small

number of minor areas"; insert the table at section 6.1 amended to "we" and insert the date of the Board meeting.

- Only the Chairperson was required to sign the statement, however, this was on behalf of each Board member and their approval at this meeting.
- The Annual Assurance Statement will be published by the Scottish Housing Regulator's website for all to see.
- The Scottish Housing Regulator planned to contact and scrutinise between 10 and 15 Associations to check and verify evidence.
- Information from the Guide to Evidence report will not be submitted, however, this is Thenue's working action plan for continuous improvement and hyperlinks to the evidence for all Board members to access and see.
- Board members were encouraged to use the hyperlinking format with a view to considering at the Business Planning event this usefulness for giving information in the future.

The Board of Management approved the Annual Assurance Statement subject to the above changes and finalised with the Chairperson and Vice Chairs after the meeting.

**DECIDED**

## **8. CHIEF EXECUTIVE'S REPORT**

Charles Turner overviewed the report and indicated there was one decision required to cancel 22 membership shares of members who have fallen into the five year rule i.e. members who have not attended or given apologies for the past five years. Charlie highlighted the Glasgow and West of Scotland Forum's Annual Conference and anyone wishing to attend to let us know. He also advised on the up-to-date matters with regard to Ruchazie Housing Association.

The Board of Management approved the cancellation of the 22 membership shares and noted the remainder of the report.

**DECIDED**

## **9. SUBSIDIARY COMPANIES AND OTHER MINUTES**

### **9.1 Audit and Risk Sub-Committee 15 October 2019**

Derek Quinn intimated the minute was for information and any questions to be asked outwith the meeting to the relevant Chair or serving officer.

**NOTED**

## **10. PENSIONS WORKING GROUP – REVISED REMIT**

Charles Turner advised the Pensions Working Group Remit had been reviewed and updated to reflect the current structure, consultation and timescale. Charlie also confirmed that as less than 40 staff were members of this particular scheme only a 30 day consultation period will be required.

The Board of Management approved the revised Pensions Working Group Remit.

**DECIDED**

## **11. ANY OTHER COMPETENT BUSINESS**

### **11.1 Monteith Hotel Opening**

Charles Turner commented the Housing Minister, Kevin Stewart, had officially opened the new housing development and had been very impressed stating it had been the best development he had seen this year and encouraged putting it forward for awards.

**NOTED**

**11.2 40<sup>th</sup> Anniversary Event**

Charles Turner advised Crudens had presented to Thenue a silverware plate to mark and celebrate our 40<sup>th</sup> anniversary.

**NOTED**

**11.3 Monteith Hotel and Site Visits**

Charles Turner invited Board members for a last opportunity to visit and see the new development before tenants started to move in. Board member were to let Eleanor Derbyshire know.

**NOTED**

**11.4 Business Planning Meeting 6 November 2019**

Charles Turner advised programme packs were available, issued at the meeting and asked Board members to bring the packs with them on the day.

**NOTED**

**12. RESUME OF MEETING**

Derek Quinn invited Board members to comment on the meeting and the following was noted:

- The meeting was very productive.
- There was good evidence for adding to Board member reflective statements and where needed guidance is available to upskill on electronic linking (hyperlinking).

**NOTED**

**13. DATE OF NEXT MEETING**

The next meeting will be held on Tuesday 26 November 2019.

**NOTED**

The meeting concluded at 7.55pm

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

Derek Quinn:  
Chairperson



Date: 21 01 2020

