



CUNNINGHAME  
HOUSING ASSOCIATION

*More than just a landlord*

# Board of Management Minutes

**Date of Meeting: 6<sup>th</sup> July 2023**

Please note that these minutes have been edited to remove any information relating to personal/confidential/commercially sensitive or of a personal nature.

# CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Thursday 6<sup>th</sup> July 2023 at 2:15 pm in the Association's Quayside Offices,  
Marina Quay, Dock Road, Ardrossan KA22 8DA



Present	In Attendance
Lesley Keenan (Chair) Drew Hall John Nisbet Elizabeth Shedden June Fenelon Brian McCabe Willie Gibson Cllr Eleanor Collier (NAC) Brenda Johnstone Liam Loudon John Kelly Margaret Davison	Linda Anderson, Acting CEO Jacqueline Cameron, Executive Director of Housing & Property Services Fettes McDonald, Financial Consultant Liam Watters, Head of Asset Management & Repairs Scott Mould, Head of Social and Economic Development Nicola McKeand, SHR Regulation Manager Elizabeth McCullagh, SHR Regulation Analyst Elaine Nimmo, Minute Secretary Kirsteen Wyllie, Admin Assistant

<b>PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS</b>		<b>ACTION</b>
<b>1.</b>	<p><b>Apologies</b>                      Apologies were received from Frank Sweeney, Janet Strang and Cllr Stephen Canning (EAC).</p>	
<b>2.</b>	<p><b>Chairperson's Remarks</b></p> <ol style="list-style-type: none"> <li><b>1</b> The Chair welcomed everyone to the meeting, including Nicola McKeand, SHR Regulation Manager and Elizabeth McCullagh, SHR Regulation Analyst.</li> <li><b>2</b> The Chair asked all Members to ensure that their mobile phones are switched off.</li> <li><b>3</b> As there were confidential items on the Agenda the Chair read out the following confidentiality statement:   <b>In compliance with the Regulatory Code of Governance and Board Members' Code of Conduct all items detailed in this notice as being confidential should not be discussed with any external party either prior to or after said meeting by any Member of the Board of Management.</b>   <b>All members should note that when the Group CEO/Executive Directors/Officers are giving or presenting their report that there will be no interruptions to allow them to finish their reports. Questions can be asked after the presentation.</b></li> <li><b>4</b> The Chair gave an update of the CEO's absence.</li> <li><b>5</b> The Chair gave an update of the Executive Director of Finance &amp; Corporate Services absence.</li> <li><b>6</b> The Acting CEO confirmed that the Corporate Strategy &amp; Business Plan including Risk Register and Affordability Review were uploaded to SHR portal on 30<sup>th</sup> June 2023 in line with the SHR Regulation Plan.</li> </ol>	

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<p>7 The Chair reminded members of the board training scheduled - 'Chairing Skills', taking place on Wednesday 19<sup>th</sup> July 2023 at 2:15pm in the board room.</p> <p>8 The Acting CEO advised that she has received a response from the Housing Minister's office with regard to the Board meeting with him. Unfortunately, he does not have time to accommodate a meeting however suggested that the Association contacts Colin MacBean, Deputy Director of More Homes. The Acting CEO also advised members that the planned handover ceremony at Bridgehousehill, Kilmarnock has now been rescheduled to Tuesday 1<sup>st</sup> August 2023 to allow Housing Minister (Paul McLennan) to attend along with Provost Jim Todd. Calendar invites will be revised and issued accordingly along with the planned programme.</p> <p>9 The Chair reminded members that all Board Appraisal forms had now been issued and asked members to complete timeously to allow staff to issue prior to planned meetings taking place.</p> <p>10 The Chair advised members of a change to the agenda, informing everyone that, item 15, 'Tenant Participation Strategy', would be taken under item 18, 'Tenant Satisfaction Survey 2023'.</p> <p>11 The Acting CEO reminded members that a site visit to Kilmaurs has been arranged for 13<sup>th</sup> July 2023 at 12.00 pm prior to the Development Sub Committee. If anyone requires transport to the site, they can convene at CHA Head Office for 12 noon and travel with staff. Calendar invites will be issued.</p>	<p>CEO</p> <p>BOM/CEO</p> <p>BOM</p> <p>CEO</p>
<p>3. <b>Declaration of Interest</b> The Acting CEO and Executive Director of Housing &amp; Property Services declared an interest with regard to Item 21 – EMT 360 Appraisal Report and will leave the room when being discussed.</p> <p><b>All declarations will be recorded in the Registering &amp; Declaring Interests Register in accordance with Governance Policy No: CEO028 Entitlements, Payments and Benefits Policy.</b></p>	<p>CEO</p>
<p>4. <b>Requirement of the Writing (Scotland) Act 1995</b> The Acting CEO referred members to the previously circulated report and informed members that in accordance with the Requirement of Writing (Scotland) Act 1995 a report had been provided listing the Seal and Non-Sealed documents that had been signed on behalf of the Association since the last Board meeting.</p> <p><b>The Board noted the content of the report.</b></p>	

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<b>PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS</b>			<b>ACTION</b>								
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<p>The Board of Management discussed the current process in place for approving sub committee minutes at each board meeting. After discussion it was noted that further investigation and consideration would be given to approving the sub committee minutes at the sub committee meetings rather than board meetings.</p>		CEO													
<p>The Board of Management also noted that they have requested access to previously issued board reports to allow members to refer back to. The Acting CEO confirmed this will be investigated with IT staff with a view to implementing.</p>		CEO													
<p>Board of Management members requested further training on SharePoint. The Acting CEO noted and will arrange with the HR department.</p>		CEO/HR													
6.	<p><b>Risk Management Monitoring/Review (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the final report received from Paul Hillard, DTP which included the undernoted recommendations made following the risk review session on 10<sup>th</sup> May 2023.</p> <table border="1"> <thead> <tr> <th>Number</th> <th>Recommendation</th> <th>Timescale</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Board of Management adopt the revised Risk Management Framework</td> <td>Complete approved 11/05/23</td> </tr> <tr> <td>2</td> <td>Commence use of the Risk Appetite section of the Strategic Risk Register on Clearview</td> <td>Complete</td> </tr> <tr> <td>3</td> <td>Reduce the number of risks contained in the Strategic Risk Register</td> <td>Complete</td> </tr> </tbody> </table> <p>The Board of Management noted the strategic risk register has been reviewed and the risks reduced from 46 to 15 and have been included in the Corporate Strategy and Business Plan.</p> <p>The Acting CEO presented the reviewed risk matrix and register via the Clearview system on screen to the Board of Management working through some of the risks in detail. The Board discussed in detail the strategic risks which the Association has identified.</p> <p>Members commended the Acting CEO and the Executive Director of Housing &amp; Property Services for the quick response in relation to the damp and mould issue that tenants had raised within their properties highlighting that communication is key.</p>		Number	Recommendation	Timescale	1	Board of Management adopt the revised Risk Management Framework	Complete approved 11/05/23	2	Commence use of the Risk Appetite section of the Strategic Risk Register on Clearview	Complete	3	Reduce the number of risks contained in the Strategic Risk Register	Complete	
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6.	The Board of Management noted the content of the final report received from Paul Hillard, DTP and as detailed in the Scheme of Delegation Ref No.33 the final report will be reviewed by the Audit Sub Committee at their next meeting.	Audit
7.	<p><b>Scheme of Delegation</b> The Acting CEO advised that that the Scheme of Delegation, document 1 and 2 was reviewed and accepted by members on 22<sup>nd</sup> June 2023. Document 3 will now be reviewed by the relevant Sub Committees.</p> <p>The Board noted.</p>	EMT
8.	<p><b>Making Our Communities Better Places Fund (North &amp; East Ayrshire) (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report for members to consider the funding requests received.</p> <p>Board of Management noted the declaration of interest recorded for Ardrossan Winton Rovers 2012's by a staff member. <b>All declarations will be recorded in the Registering &amp; Declaring Interests Register in accordance with Governance Policy No: CEO028 Entitlements, Payments and Benefits Policy.</b></p> <p>The Board of Management discussed the following applications in detail and agreed as follows:</p> <p>The Wednesday Friendship Group – <b>approved £700</b> Ardrossan Winton Rovers 2012's – <b>approved £941 (note detailed below)</b></p> <p>Following discussion members requested that CHA's branding is incorporated onto the gazebo. The award letter will be amended to reflect the Board's request and issued accordingly.</p>	<p>CEO</p> <p>CEO CEO</p> <p>CEO</p>
9.	<p><b>Making Our Communities Better Places Fund (Dumfries &amp; Galloway) (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report for members to consider the funding requests received.</p> <p>The Board of Management discussed the following applications in detail and agreed the following:</p> <p>Royal Burgh of Annan Pipe Band – <b>approved £1,000.</b> Eastriggs Community Group – <b>approved £1,000.</b></p>	<p>CEO CEO</p>

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<p>9. <b>Dominik Czopek</b> After discussion and consideration of Dominik's application the Board of Management agreed to award him 3 years sponsorship, which should provide him with security to progress with his tennis career.</p> <p>The Board acknowledged that the previous two young people who have been awarded 3 Year Sponsorships (within North Ayrshire) are coming to an end. The Board recognised that Dominik is the first young player from Dumfries &amp; Galloway who has been invited to the national pathway program by the Lawn Tennis Association.</p> <p><b>Dominik Czopek – Approved 3-year Sponsorship of £1,000 per year. (£1,000 payable July 2023, July 2024 and July 2025)</b></p>	CEO
<p>10. <b>Notifiable Events (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO advised members that a notifiable event was logged on the Scottish Housing Regulator's portal regarding the Board's decision to scale down the development programme on 25<sup>th</sup> May 2023.</p> <p><b>The Board noted.</b></p>	
<p>11. <b>Secretary's Report</b> The Secretary reported the following:</p> <p><b>Correspondence</b></p> <ul style="list-style-type: none"> <li>• A note of thanks was received from the 1<sup>st</sup> Stevenston Boys Brigade, Annan The History Town Group and Gretna and Rigg Community Council for the awards made to each of them through the Making Our Communities Better Places Fund.</li> <li>• An update was received from Kieran Walker, gymnast from Dalry.</li> <li>• An update was received from Brooke Neely's father, boxer from Ardrossan.</li> <li>• Annan The History Town Group provided a copy of their latest newsletter demonstrating the work that they do.</li> </ul> <p><b>The Board noted.</b></p>	
<p>12. <b>Subsidiary Company Report (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Acting CEO referred members to the previously circulated report and draft minutes of the subsidiary companies most recent meetings for information, commenting that both subsidiaries were performing well.</p> <p><b>The Board noted the content of the report.</b></p>	

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<p><b>13. EVH Report to Board Members</b> The monthly briefing report from EVH was provided to members for their information. The Chairperson informed members that she is now part of the EVH Working Group who are considering the structure of the EVH Management Committee meetings. Meetings will now be held quarterly as opposed to monthly and should be more focused and productive. L Keenan also advised she has been asked to join the joint negotiations board for the EVH terms and conditions.</p> <p>The Chair advised that the current Managing Director of EVH is retiring, and recruitment is underway for his replacement.</p> <p><b>The Board noted.</b></p>	
<p><b>14. Health &amp; Safety</b> The Health &amp; Safety Group minutes of 3<sup>rd</sup> May, and 21<sup>st</sup> June 2023 were provided for information.</p> <p><b>Defibrillators in the Workplace</b> The Acting CEO referred to the previously circulated report providing information in relation to installing defibrillators within CHA buildings. As detailed in the report, there is sufficient funding within the Association's health &amp; safety budget to subsidise the provision of defibrillators within CHA Head Office, Direct Works Office, Dumfries Office, CFRC and the Frank Sweeney Centre for Enterprise (FSCE) with a view to recharging both subsidiaries (CFRC and FSCE).</p> <p>The Board discussed training for using the defibrillators and members highlighted that it would be beneficial for this to be offered to staff first aiders with a view to them then training other staff members. Board members also requested that training be offered to them too.</p> <p>Members enquired if BPO could be approached to contribute to the cost of the defibrillator within CHA Head Office. The Acting CEO confirmed that consideration would be given to this.</p> <p><b>Following discussion, the Board of Management approved the purchase and installation of defibrillators within the following premises:</b></p> <ul style="list-style-type: none"> <li>• CHA Head Office;</li> <li>• Direct Works Office;</li> <li>• Dumfries Office;</li> <li>• CFRC and FSCE (recharging both subsidiary companies)</li> </ul> <p><b>Training to be provided to staff and Board members where appropriate.</b></p>	<p>CEO</p> <p>CEO</p> <p>H&amp;S</p> <p>FIN</p> <p>HR</p>
<p><b>15. Policies for Ratification</b> The Acting CEO referred members to the previously circulated report.</p>	



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<p>15. The undernoted policies have been reviewed in accordance with the timescales in the departmental workplans, with changes to the policies marked in red. The policy documents are now recommended for ratification.</p> <p><b>Procurement Policy – DCS002</b> Members noted that once ratified the Procurement Policy and Strategy documents and our current regulated contracts register will be published on the Association's website.</p> <p style="text-align: center;"><i>Proposed: Margaret Davison                      Seconded: Drew Hall</i></p> <p><b>Procurement Strategy – DCS004</b></p> <p style="text-align: center;"><i>Proposed: Brenda Johnstone                      Seconded: Elizabeth Shedden</i></p> <p><b>Personal Relationships at Work – CE0004</b></p> <p style="text-align: center;"><i>Proposed: June Fenelon                      Seconded: Drew Hall</i></p> <p><b>Financial Regulations Policy – CSF004</b></p> <p style="text-align: center;"><i>Proposed: John Nisbet                      Seconded: John Kelly</i></p>	CEO
<p>16. <b>Development Programme Overview (CONFIDENTIAL)</b> No questions were received from Board members prior to the meeting on this item and no questions were raised at the meeting.</p>	

**\*\*The Head of Asset Management and Repairs joined the meeting\*\***

PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN	ACTION
<p>17. <b>Direct Works Performance Review Year 1 2022/23 Presentation (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Executive Director of Housing &amp; Property Services provided an introduction to Direct Works service and advised the presentation will provide performance for the first year of operation.</p> <p>The Head of Asset Management and Repairs referred members to the previously circulated presentation which provided performance figures for the first year of Direct Works. The presentation provided members with performance details in the following areas:</p> <ul style="list-style-type: none"> <li>• Staffing and resources</li> <li>• Planned Maintenance</li> </ul>	

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<p>17.</p> <ul style="list-style-type: none"> <li>• Reactive Repairs</li> <li>• Voids</li> <li>• Statutory Compliance</li> <li>• Financial Performance</li> <li>• Achievements and Areas of Focus</li> </ul> <p>Members were impressed that tenant satisfaction feedback is fed back directly to operatives who carried out the work. This highlights good practice and ensures staff/operatives feel appreciated and valued for the work they do. The Board of Management thanked the Head of Asset Management and Repairs for his presentation which was very clear, concise and very positive given it is only the first year of operation.</p> <p>The Executive Director of Housing &amp; Property Services thanked the Head of Asset Management &amp; Repairs concluding that the performance for Direct Works was very positive and will continue to work on any challenges presented.</p> <p>The Chair asked that on behalf of herself and the Board of Management to please pass on their thanks to all Direct Works staff for their hard work and commitment in making it a successful first year.</p> <p><b>The Board noted the content of the presentation.</b></p>	<p>Ex Dir H&amp;PS</p>
<p><b>**The Head of Asset Management &amp; Repairs left the meeting**</b></p>	
<p>18. <b>Tenant Satisfaction Survey 2023 (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Executive Director of Housing &amp; Property Services referred members to the previously circulated report which provided an update on the progress of the 2023 tenant satisfaction survey.</p> <p>Members were informed that the tenant satisfaction survey is being carried out by IBP Strategy and Research with a total of 734 interviews being undertaken to date and a target of 1350 being set by the end of June 2023.</p> <p>The Executive Director of Housing &amp; Property Services explained to members that the Communications and Events working group (who are planning the upcoming Tenants Conference) have requested that the headline results from the survey are presented at the conference. The provision of headline satisfaction information at the Annual Tenants Conference offers the opportunity for stakeholders, particularly tenants, to hear the information in real time, and offers a conduit for further work with tenants on improving satisfaction levels. It was noted that the Housing &amp; Property Services Sub Committee on 23<sup>rd</sup> May were in support of this request.</p>	

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<b>PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN</b>		<b>ACTION</b>
	The Board of Management agreed that the headline figures for the tenant satisfaction survey are presented at the Annual Tenant Conference in advance of the full report being presented to the Board of Management on 17 <sup>th</sup> August 2023.	Ex Dir H&PS
<b><i>**The Head of Social &amp; Economic Development joined the meeting**</i></b>		
19.	<p><b>Social &amp; Economic Development Regeneration Strategy Activities Report (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Head of Social &amp; Economic Development referred members to the previously circulated report providing a quarterly update on the social and economic development and regeneration activity across the CHA Group and within the communities.</p> <p>The report was presented in detail highlighting the work which has been carried out and achievements to date, in particular funding which has been granted for Lemon Aid to keep vital jobs and enable them to continue the valuable work which they carry out. It was noted that the project will evolve over the next couple of years to ensure that Lemon Aid remains attractive to funders as the project moves forward.</p> <p>Board of Management noted that an application will be submitted for round four of Social Housing Fuel Support Fund to tackle fuel insecurity. Staff are currently discussing and agreeing a submission to directly assist the Association's tenants during the current cost of living crisis.</p> <p>Members commented on the fantastic work that is carried out and recognised the training and opportunities which are available for people.</p> <p>The Board noted the content of the report.</p>	HOSED
<b><i>**The Head of Social &amp; Economic Development left the meeting**</i></b>		
20.	<p><b>Cost Saving Budget report</b></p> <p>The Acting CEO referred members to the previously circulated report providing an update on the progress made within the budget working group. The group are working with our financial consultant (who is also a member of the group) to set an internal target figure to help focus cost saving discussions.</p> <p>Members were informed that a savings tracker has been devised to monitor savings being identified to date. Members recognised the importance of the cost saving exercise which supports the Association's Corporate Strategy and Business Plan in striving to achieve value for money and welcomed this exercise.</p> <p>The Board noted the content of the report and the progress being made by the Budget Working Group.</p>	

# CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

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<b>PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN</b>		<b>ACTION</b>
21.	<p><b>EMT 360 Appraisal Report (CONFIDENTIAL)</b> <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>As the Acting CEO and Executive Director of Housing &amp; Property Services declared an interest with regard to this report, they left the room and took no part in the discussion.</p> <p>The Chair referred members to the previously circulated report which provided members with an update of the 360 staff appraisals for the Executive Management Team.</p> <p>The Chair proceeded to advise that overall, the report was very positive. Members highlighted that given the Association has been operating with 50% of its Management Team absent, the remaining members have continued to work hard, and keep business as usual, with communication being key.</p> <p><b>The Board of Management noted the content of the report.</b></p>	
<b>**The Acting CEO and Executive Director of Housing &amp; Property Services rejoined the meeting**</b>		
22.	<p><b>Board of Management Meeting Schedule 2023/24</b></p> <p>The Acting CEO referred members to the previously circulated report which provided members with the proposed meeting schedule for 2023/24. Members queried if there is still a requirement to have the Development Sub Committee meetings as frequent (8 weekly). The Acting CEO confirmed there are development projects presently on site and in progress, and it would be advisable to keep the dates for now and monitor the situation.</p> <p><b>The Board noted and agreed the meeting schedule for 2023/24 with calendar invites to be issued in due course.</b></p>	<b>CEO</b>
23.	<p><b>Annual Charity 2023/24</b></p> <p>The Acting CEO referred members to the previously circulated report which provided members with the information of the top 3 charities nominated by staff members for 2023/24.</p> <p><b>Following discussion members agreed the annual charity for 2023/24 - Ayrshire Hospice. Members also agreed that, going forward staff should choose the annual charity with an information paper being provided to the Board in February/March confirming the choice, therefore no requirement for Board to approve.</b></p>	<b>HR</b>

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<b>PRIORITY ORANGE – SECTION 3 – ITEMS TO BE TAKEN</b>		<b>ACTION</b>
<b>24.</b>	<p><b>Tenant Summer Newsletter</b></p> <p>The Executive Director of Housing &amp; Property Services referred members to the newly designed tenant summer newsletter displayed on the screen which formed part of the department's quarterly actions. The Executive Director of Housing &amp; Property Services advised that the newsletter has been emailed to tenants where available and continues to be posted where appropriate. It was highlighted that the newsletter is very much aimed at areas that are relevant to tenants and of interest.</p> <p>Members queried if the colours used within the document would be an issue for people with an eye impairment, however it was agreed it may just be the images projected onto the large projection screen.</p> <p>Members confirmed they liked the new design and look of the newsletter.</p> <p><b>The Board noted the content.</b></p>	

<b>PRIORITY GREEN – SECTION 4 – ITEMS FOR INFORMATION ONLY</b>		<b>ACTION</b>
<b>25.</b>	<p><b>Board of Management Log of Electronic Signatures</b></p> <p>The Board of Management noted the content of the report.</p>	
<b>26.</b>	<p><b>Media &amp; Marketing &amp; Publications</b></p> <p>The Board of Management noted the content of the report.</p>	
<b>27.</b>	<p><b>Complaints and Unacceptable Actions Monitoring Report</b></p> <p>The Board of Management noted the content of the report.</p>	

The meeting closed at 4:10 pm

	<b>Signature</b>	<b>Date</b>
<b>Approved to Proceed to Chairperson for Sign-Off:</b>		04/08/2023
<b>Approved for Circulation By:</b>		04/08/2023
<b>Proposed By:</b>		
<b>Seconded by:</b>		