

CUNNINGHAME HOUSING ASSOCIATION LTD

Minutes of Board of Management Meeting

Held on Wednesday 24th November 2021 at 2.15 pm in the Association's Quayside Offices,
Marina Quay, Dock Road, Ardrossan KA22 8DA



Present	In Attendance
John Kelly (Chair) Lesley Keenan Janet Strang John Nisbet Brian McCabe Elizabeth Shedden John McLaren (MS Teams) Councillor Jim McMahon (MS Teams) Drew Hall June Fenelon Councillor Jimmy Miller	Frank Sweeney, Group Chief Executive Steven Good, Executive Director of Housing & Property Services Joanna Thomson, Administration Manager Kirsteen Wyllie, Minute Secretary

PRIORITY RED – SECTION 1 – STANDING ORDER ITEM AND GOVERNANCE ITEMS		ACTION
1.	<p>Apologies Apologies were received from Brenda Johnstone and Margaret Davison. It was also noted that Willie Gibson and Liam Loudon are both on leave of absence.</p>	
2.	<p>Chairperson's Remarks</p> <p>1 The Chair asked all Members to ensure that their mobile phones are switched off.</p> <p>2 As there were confidential items on the Agenda the Chair read out the following confidentiality statement:</p> <p>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.</p> <p>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.</p> <p>3 The Group CEO updated members in relation to the upcoming CIH Awards that are taking place in Glasgow on Thursday 25th November 2021. The Association are up for 3 awards and informed members that the evening is black tie optional. The Group CEO also reminded members of the annual Long Service Awards which are due to take place on Friday 26th November 2021. The Association emailed potential sponsors in advance of the Awards and within 2 days had received £6,000 in sponsorship money towards the evening.</p> <p>4 The Chair advised that item 17 – Benchmarking Report and item 23 – Closure of Kilmarnock office will be presented after item 4, Requirement of the Writing Act 1995, to allow Steven Good, the Executive Director of Housing & Property Services to leave the meeting.</p>	

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3.	<p>Declaration of Interest Item 8 – CHA staff members. All staff members will leave the meeting when item is discussed. Item 15 – The Group CEO declared an interest in Policy on Group Chief Executive Remuneration – CEO050.</p>	
4.	<p>Requirement of the Writing (Scotland) Act 1995 None.</p>	
17.	<p>Benchmarking Report – ARC Comparison 2020/21 The Executive Director of Housing & Property Services referred members to the previously circulated report detailing a summary of CHA performance for 2020/21 performance against the Charter indicators. Mulholland Consultants as part of the compilation of our Annual Assurance Statement to the Scottish Housing Regulator considered CHA's approach to benchmarking as requiring improvement.</p> <p>The Executive Director of Housing & Property Services confirmed the benchmarking and analysis contained in this report is intended to address the consultant's comments. The Association is now also again actively involved in the Scotland's Housing Network (SHN) benchmarking forum which will provide further assurance as to this aspect of our service performance and will be subject to a further report to the Board of Management.</p> <p>The Executive Director of Housing & Property Services proceeded to go over the report in detail. The report provides the comparative analysis for the indicators dealing with service performance, which allows our performance to be benchmarked against the sector.</p> <p>CHA is performing well overall, however there is always room for continuous improvement and some areas are out of the Association's control, for example:</p> <ul style="list-style-type: none"> • Percentage of tenants satisfied with the overall service provided was due to the 2021 survey CHA conducted during Covid 19 restrictions. Most other landlords have still to conduct their surveys since the start of the pandemic meaning the Scottish average figures remain artificially high. Restrictions to CHA services during that time also had a significant adverse impact on other performance areas. • Average hours to complete emergency repairs is above the Scottish and Ayrshire averages however, below the national peer group average. The Association is restricted on how it can improve in this area as the reactive repairs contract gives the contractor 4 hours to attend an emergency. This issue will be considered when the contract is delivered internally by the Association's Direct Works Team. Covid 19 has also had an impact on service – due to staff being furloughed or in isolation where there was 4 months of no service at all. 	

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<p>17. The Board noted the content of the report and agreed this same approach along with other ongoing benchmarking exercises will improve our levels of assurance in our annual statement to the Regulator in line with the improvement plan drawn up by Mulholland Consultants. The Executive Director of Housing & Property Services then proceeded to go over with the Board of Management noting our performance against its peer group and local Ayrshire Landlords.</p> <p>The Board noted the content of the report.</p>	
<p>23. Closure of Kilmarnock Office (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>Executive Director of Housing & Property Services referred members to the previously circulated report which detailed the proposal of the closure of the Kilmarnock office along with a response to East Ayrshire Council to justify the proposal.</p> <p>The Executive Director of Housing & Property Services explained to members that it has been under discussion with the Executive Management Team of potentially closing the Kilmarnock office. It has been closed for the past 18 months due to Covid and prior to that it had minimal footfall. The past 18 months has proved that the Housing Team can liaise with their tenants and meet their needs without having to be based in Kilmarnock. The EMT has suggested that the office can then be converted to a house for a family with additional support needs and therefore generate income as well as providing essential accommodation for a family who need it.</p> <p>The Association has requested some additional funding from East Ayrshire Council to assist with a conversion, however, it is affordable to the Association regardless.</p> <p>The Executive Director of Housing & Property Services advised members that the Association would carry out appropriate consultations with both the local tenants and the Tenant Community Scrutiny Group prior to taking further action.</p> <p>Members commented that the Association need to ensure the correct approach is taken when carrying out the consultation. The Executive Director informed members that they had considered that, and they will ensure tenants are advised of the process and what the Association are doing for them. Housing Officers, staff will go to them, they will not be expected to travel to where CHA staff are based.</p> <p>Board members noted and agreed to proceed with the process and consultation with tenants for the potential closure of Kilmarnock office and The Executive Director advised a further report will be provided at the Board of Management meeting in February with the feedback from the consultation prior to a decision being made.</p>	<p>Ex Dir H&PS</p>

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5.	Adoption of Minutes and Business Arising from same			
	Meeting	Proposed	Seconded	
	Board of Management Meeting 7 th October 2021	Janet Strang	Lesley Keenan	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Special Skills & Succession Planning Sub Committee (CONFIDENTIAL) 7 th October 2021	Janet Strang	Lesley Keenan	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Special Skills & Succession Planning Sub Committee (CONFIDENTIAL) 14 th October 2021	Lesley Keenan	Janet Strang	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Skills & Succession Planning Sub Committee (CONFIDENTIAL) 8 th November 2021	Janet Strang	Lesley Keenan	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Housing & Property Services Sub Committee (NON-CONFIDENTIAL) 4 th November 2021	Elizabeth Shedden	June Fenelon	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Housing & Property Services Sub Committee (CONFIDENTIAL) 4 th November 2021	Elizabeth Shedden	June Fenelon	
	Matters Arising: None.			
	Meeting	Proposed	Seconded	
	Finance & Corporate Services Sub Committee (NON-CONFIDENTIAL) 30 th September 2021	Drew Hall	June Fenelon	
	Matters Arising: None.			

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5.	Meeting	Proposed	Seconded
	Finance & Corporate Services Sub Committee (CONFIDENTIAL) 30 th September 2021	Drew Hall	June Fenelon
	Matters Arising: None.		
	Meeting	Proposed	Seconded
	Audit Sub Committee (CONFIDENTIAL) 30 th September 2021	Lesley Keenan	Drew Hall
	Matters Arising: None.		
	Meeting	Proposed	Seconded
	Development Services Sub Committee (CONFIDENTIAL) 16 th September 2021	June Fenelon	Brian McCabe
	Matters Arising: None.		
6.	Risk Management Monitoring /Review (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i>		
	None.		
7.	Scheme of Delegation None.		
8.	Making Our Communities Better Places Fund (North & East Ayrshire) (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i>		
	The Group Chief Executive referred members to the previously circulated report for members to consider the funding requests received.		
	The Board of Management discussed the following applications in detail and agreed the following:		
	The Scottish Centre for Personal Safety – Members agreed that they would award £1,000 in principle towards the project subject to:		
	<ul style="list-style-type: none"> • Confirmation from North Ayrshire Council that planning permission has been given to proceed with the proposed conversion of the lean-to storage area to a café. • A tender has been received with details of actual costs once sufficient funding is received. • Confirmation of the full amount of required funding has been awarded detailing who has made an award and the amount to allow the project to proceed. 		CEO

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<p>8. The Group CEO informed members a letter would be issued to The Scottish Centre for Personal Safety explaining such.</p> <p>The Group CEO and 2 Administration staff left the meeting to allow members to discuss the following application, given that a CHA staff member is a parent of one of the children who is part of the 2nd Kilwinning Boys Brigade. This has been recorded in the Registering & Declaring Interests Register in accordance with Governance Policy No: CE0028 Entitlements, Payments and Benefits Policy.</p> <p>After discussion the Board of Management asked CHA staff to return to the room and declared the following:</p> <p>2nd Kilwinning Boys Brigade – approved award of £780. The Board of Management requested that in future reports, the awards that they have granted to groups previously is included in the most recent report. The Group CEO informed members that this information would be included in all future reports.</p> <p>Saltcoats Active Lifestyle Team – Members agreed that they would awards £1,000 in principle towards the project subject to:</p> <ul style="list-style-type: none"> • Evidence that the full amount of required funding has been received and from whom it was received, to begin the works on the playpark from your North Ayrshire Council Representative • Confirmation on a start date on the works and a final tender has been received with details of actual costs once sufficient funding is received <p>The Group CEO informed members a letter would be issued to the Saltcoats Active Lifestyle Team explaining such.</p> <p>Board members noted and agreed.</p>	<p>CEO</p> <p>CEO</p>
<p>9. Making Our Communities Better Places Fund (Dumfries & Galloway) (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive referred members to the previously circulated report for members to consider the funding request received.</p> <p>The Board of Management discussed the following application in detail and agreed the following:</p> <p>Annan Riding of the Marches – approved award of £1,000</p> <p>Board members noted and agreed.</p>	<p>CEO</p>

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10.	<p>Notifiable Events None.</p>	
11.	<p>Secretary's Report The Secretary reported the following:</p> <p>Correspondence</p> <ul style="list-style-type: none"> - A thank you letter was received from Ardrossan Winton Rovers 2009's acknowledging the award of £1,000 - An update was received from Brooke Neely's dad informing the Association of Brooke's progress with her boxing - John Kelly, our chairperson presented the 'big cheque' for £1,000 to Kieran Walker, a young gymnast from Dalry. The Board of Management awarded Kieran with a 3-year sponsorship. - Jonathan Ralston, the young Archer from Dalry had decided to quit Archery due to many factors. Jonathan's mother informed the Association of his decision and provided a breakdown of the expenses they had incurred to date and a letter was sent to them confirming that no monies were due to be paid back. <p>The Board noted the content of the report.</p>	
12.	<p>Subsidiary Company Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive referred members to the previously circulated report.</p> <p>The Board noted the content of the report.</p>	
13.	<p>EVH Report to Board Members The Group CEO referred members to the previously circulated report which provided an email response from CHA's EVH representative. The email was in response to the letter that had been sent to him from the CHA Group CEO on behalf of the Board of Management proposing updates to the current EVH Constitution and a review of the number of meetings held.</p> <p>Members discussed the response from CHA's EVH representative in detail and agreed that no further correspondence should be sent.</p> <p>The Board noted.</p>	
14.	<p>Health & Safety None.</p>	

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15.	<p>Policies for Ratification The Group Chief Executive advised the Board the undernoted policies have been reviewed, with proposed changes highlighted in red.</p> <p>Conflicts of Interest Policy – CE0035 <i>Proposed: Janet Strang Seconded: Drew Hall</i></p> <p>Policy on Group Chief Executive Remuneration – CE0050 <i>Proposed: June Fenelon Seconded: Lesley Keenan</i></p> <p>Health & Safety Policy Statement – CE0001 <i>Proposed: Elizabeth Shedden Seconded: June Fenelon</i></p> <p>Health & Safety Policy – CE0001A <i>Proposed: Cllr Jimmy Miller Seconded: Janet Strang</i></p> <p>The Group Chief Executive presented the policies for consideration highlighting there were very minor changes marked red and asked if there were any questions. No questions were asked.</p>	
16.	<p>Development Programme Overview (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive advised that no questions had been received from the Board prior to the meeting.</p> <p>The Board noted.</p>	
PRIORITY RED – SECTION 2 – IMPORTANT ITEMS MUST BE TAKEN		ACTION
18.	<p>Resident Services/DLO Information Report (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive referred members to the previously circulated report which provided them with the agendas and minutes produced from the recent meetings that had taken place in relation to the DLO.</p> <p>The Group CEO presented photographs to members of the new vans that have been purchased which also showcased the new sign writing on them.</p> <p>The Board noted the content of the report.</p>	

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19.	<p>Making Our Communities Better Places – Larger Projects Options (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive referred members to the previously circulated report which provided them with further details of the proposed MOCBP Fund for Larger Projects that had been discussed at a prior meeting of 19th August 2021.</p> <p>The Group Chief Executive highlighted the proposed criteria such as the following:</p> <ul style="list-style-type: none"> • £5,000 each for North and East Ayrshire and Dumfries & Galloway (1 awards per area) • All bids to be submitted by end of September • A scoring system to be implemented <p>Members discussed the options in detail and commented that the Association would need to be clear on which eligible organisations can apply as the Association could find commercial groups applying rather than community projects/charities. Members queried if the fund would be a one off per financial year. The Group CEO confirmed it would be a one-off fund each financial year. Members agreed a lot of work is involved prior to creating this additional fund being available.</p> <p>The Board noted the content of the report, and the Group CEO confirmed a scoring mechanism would be drawn up and submitted to the Board for approval.</p>	CEO
20.	<p>Quarterly Performance against Strategic Objectives (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive referred members to the previously circulated report which detailed the Association's quarterly review of progress against its Strategic Objectives.</p> <p>The Group CEO and members both agreed the Association is performing exceptionally well and it is fantastic what has been achieved.</p> <p>The Board noted.</p>	
21.	<p>Executive Management Team 360 Appraisal Summary</p> <p>The Group Chief Executive referred members to the previously circulated report informing members of the outcome of the Executive Management Teams 360 appraisal.</p> <p>The report demonstrates the skills and experience that the Associations senior staff possess.</p> <p>The Board noted.</p>	

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22.	<p>Recruitment Update – Executive Director of Housing & Property Services (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive informed members of the new staff who have been successful in gaining employment with CHA. A PowerPoint presentation was displayed with the new designations and start dates as follows:</p> <ul style="list-style-type: none"> • Jacqueline Cameron, new Executive Director of Housing & Property Services, starting 31st January 2022 • Jade Wallace, new Area Team Leader, Kilmarnock, starting 16th December 2021 • Joanne Gordon, new Area Team Manager, Dumfries, starting 24th January 2022 <p>The Board noted.</p>	
24.	<p>Christmas Holidays 2021 (CONFIDENTIAL) <i>(Confidential Report is commercially sensitive therefore has been withheld because disclosure would harm commercial interests.)</i></p> <p>The Group Chief Executive presented this year's CHA Christmas card to members before referring to the previously circulated report which detailed proposed Christmas closing and opening times for 2021.</p> <p>Members discussed in detail the proposal to close the office on Wednesday 22nd December at 5pm and reopen on Thursday 6th January 2022 at 9am.</p> <p>After discussion, members agreed that the office should close on Wednesday 22nd December 2021 at 5pm and reopen on Thursday 6th January 2022, granting 2 days extra holidays for staff, given Covid, staff performance and returning to the office.</p> <p>The Group Chief Executive advised that discussions would take place with the 2 Subsidiary Chairs with the same recommendation and thanked members for awarding staff for their hard work.</p>	<p>CEO</p> <p>CEO</p>
25.	<p>Annual Charity for 2021/22</p> <p>The Group Chief Executive referred members to the previously circulated report which provided members with the results of the recent survey that was issued to both staff and the Board of Management requesting them to nominate CHA's annual charity for 2021/22. It was confirmed that the Annual Charity for the year is the Ayrshire Hospice.</p> <p>The Board noted and agreed.</p>	

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26.	<p>Feedback from Dumfries Awards</p> <p>The Group Chief Executive informed members that the reputation of the Association is high in Dumfries given the development and regeneration work that CHA is leading on. In March of next year (2022), this will mark the 300th tenant receiving their keys from the Association and a planned ceremony will take place with Councillor Archie Dryburgh (Annandale East and Eskdale), Housing Convenor, Vice Chair of Economy & Resources Committee and Dumfries & Galloway's Armed Forces Champion handing over the keys to mark the occasion.</p> <p>The Group CEO informed members that the Dumfries & Galloway Life Awards, which the Association were the main sponsor of, was a great night had by all and that given the presence that the Association has in Dumfries, it has been decided that CHA sponsor the event in 2022.</p> <p>A member advised that they had attended the first football match that was held at Raydale Park in Gretna, who CHA worked alongside to help regenerate the park and advised that he was speaking with the local people and the feedback was very positive concerning Cunninghame Housing Association.</p> <p>The Board noted.</p>	CEO

PRIORITY ORANGE – SECTION 3 – ITEMS TO BE TAKEN, TIME PERMITTING		ACTION
	None.	

PRIORITY GREEN – SECTION 4 – ITEMS FOR INFORMATION ONLY		ACTION
27.	<p>Board of Management Log of Electronic Signatures</p> <p>The Board of Management noted the content of the report.</p>	
28.	<p>Media Marketing & Publications</p> <p>The Board of Management noted the content of the report.</p>	
29.	<p>Quarterly Policy Review Report</p> <p>The Board of Management noted the content of the report.</p>	

The Meeting closed at 4.10 pm.

	Signature	Date
Approved to Proceed to Chairperson for Sign-Off:		
Approved for Circulation By:		
Proposed By:		
Seconded by:		