



MINUTES OF BRIDGEWATER HOUSING ASSOCIATION

BOARD MEETING

Date: 23rd October 2024

Time: 5.30pm

Venue: BOARDROOM/TEAMS

Sederunt:

Present	Apologies	In Attendance
John Paterson, Chair Suzanne Austin, Vice Chair Ken Caldwell Jim O'Neil Gavin Dayer	Liz Bowden Rab McNally Alastair Morris <u>Leave of Absence</u> Ian Knock <u>Absent</u> Ken McIntosh	Andy Thomson, Chief Executive Steven Ferrie, Head of Property Services Ruth Brogan, Head of Housing and Customer Services Kirsty Sweeney, Housing Support Co-ordinator Leanne McGowan, Head of Finance Alison McManus, Head of Corporate Services Lesley Carr, Minute Taker

GOVERNANCE

Item	Details	Action
1.	Welcome and Chairs remarks	
	The Chair welcomed everyone to the meeting and confirmed that members had received their papers on time.	
2.	Apologies	
	Apologies were received from Alastair Morris, Liz Bowden and Rab McNally	
3.	Declarations of Interest	
	Members were invited to declare any interest in any of the items on the agenda, in terms of the Association's published policy.	
3.1	There were no declarations made by those present.	
4.	Minute of the Minutes of Board Meeting 28th September 2024 - for Approval	
	Members were invited to consider the minute of the Board Meeting held on 28 th September 2024	
4.1	Members APPROVED the minutes as a correct record of the meeting as PROPOSED by Suzanne Austin and SECONDED by Gavin Dayer.	

5.	Matters Arising	
	The CEO provided an update on the following matters arising as detailed within the report.	
5.1	Stock Condition Survey - There is a paper being presented to the Board at the meeting tonight outlining that the survey is unable to proceed and alternative methodology is being proposed.	
5.2	Financial Regulations - This was considered and APPROVED at Post AGM Meeting held on 11/09/24.	
5.3	Sheltered Housing Review - There is an update report being presented to the Board tonight.	
5.4	Appointment of Auditors – This was concluded at our AGM on 11 th September	
6.	Minute of Post AGM Meeting 11 th September 2024 – for Approval	
	Members were invited to consider the Minute of the Meeting held following the AGM on 11 th September 2024.	
6.1	Members APPROVED the minutes as a correct record of the meeting, as PROPOSED by Suzanne Austin and SECONDED by Gavin Dayer.	
7.	Minute of the Annual General Meeting held on 11 th September 2024 – for Consideration and Noting	
	Members were invited to consider the minute of the AGM held on 11 th September 2024.	
7.1	Members NOTED the minutes as a correct record of the meeting, these will be presented to the AGM 2025 for Approval.	
MATTERS FOR DECISION		
8.	[REDACTED]	
	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
	[REDACTED]	
	[REDACTED]	

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

8.1		
8.2		
9.	Stock Condition Survey – Update	
	<p>Members were invited to consider a report presented by the Head of Property Services, the purpose of which was to provide the Board with an update on the recent Stock Condition survey tender.</p> <p>The recent tender process for the Stock Condition Survey services has been thoroughly reviewed by our Contract Consultant, Alan Shanks of ADA Construction Consultants Ltd. Our objective was to appoint a contractor to carry out surveys as part of our ongoing commitment to maintaining and improving our stock and to ensure our financial assumptions were as accurate as possible.</p> <p>The initial objective was to appoint the preferred bidder in a Public Contract Scotland (PCS) tender. This award was subject to the usual due diligence to be completed by ADA of each tender/bidder. The HOPS updated that following a comprehensive evaluation of all bidders by Alan Shanks of ADA, it was determined that none of the submitted tenders met the necessary requirements for the survey project. The evaluation revealed that none of the bidding companies possessed the appropriate resources or expertise to fulfil the project's specific demands. This outcome provides assurance to the Board that rigorous checks were conducted, as discussed at the August meeting.</p> <p>Given the results of the tender process, it has been decided to cancel the tender and proceed with none of the current bidders. Due to the public nature of the tender process via PCS, it is unlikely that a new tender would yield a different result based on the assessment of ADA and the Leadership Team.</p> <p>In light of the cancellation, Board were asked to consider and approve the following proposal from the Leadership Team for ensuring an up-to-date planned maintenance dataset is available for budget preparation in the current and coming years by carrying out the following:-</p> <ul style="list-style-type: none"> • Review of Existing Data 	

	<ul style="list-style-type: none"> • Component Data Updates • 30-Year Plan Revision • Asset Management Strategy review <p>To effectively support the revised approach and ensure the accuracy of our stock condition data, the Leadership Team recommends the appointment of a Temporary Grade 7/8 Surveyor on a two-year basis.</p> <p>This internal resource will:</p> <ul style="list-style-type: none"> • Conduct regular stock surveys and update survey data. • Maintain the accuracy of the 30-year plan. • Assist existing staff with developing and implementing planned maintenance contracts from 2025/2026. <p>The Board were requested to consider and approve the Association's revised approach to the Stock Condition survey. This approach will ensure that the Association's housing stock is maintained at a high standard for the long term, benefiting both current and future tenants.</p> <p>A Member asked who Alan Shanks was, the CEO explained that he is our procurement consultant and he is responsible to ensure due diligence in any procurement process is carried out. A member commented that we have already wasted a lot of time on this process and the HoPS explained that procurement is carried out through PCS and is open to anyone; there had been delays in establishing the contract and advertising but these delays had been explained to Board. A member commented that it is disappointing not to have this information at this time as promised and the HoPS agreed but informed members that the Property Services Team have managed to carry out some work to cleanse the data that we currently hold to allow us to provide the information that the Head of Finance requires to form the budget and we will be using the validated information from inspections from year two of the 30 year plan.</p> <p>A member then asked what the purpose of carrying out the stock survey was and the CEO explained that this was twofold, one that we were expected to carry out a stock survey to provide information for the assurance statement which meets legal requirements for items such as resident health and safety as well as to provide accurate financial forecast information to the Finance department for Budget purposes and to assess risk.</p> <p>The CEO confirmed that the cost for this appointment would be met from replacing the HR Graduate Apprentice that the HOCS agrees is not required and by making use of the budget assigned for the original survey therefore, this has already been included within the approved budget. Following discussion, the Job Description will be presented to the Board for their consideration at March's meeting however the budget provision has been agreed.</p>	
9.1	The Board CONFIRMED That they were satisfied with the outcome of the tender process and that no further tendering is necessary.	
9.2	APPROVED: The revised approach to updating the Association's current stock condition data.	
9.3	Following full discussion Board APPROVED in principle the appointment of a temporary surveyor for an initial period of two years starting in summer 2025. Members also AGREED that the final decision on the appointment of a surveyor will be presented to the full Board for consideration at their meeting in March.as PROPOSED by Suzanne Ausitn and SECONDED by Jim O'Neil.	

10.	Annual Assurance Statement	
	<p>Members were invited to consider a report by the CEO, the purpose of which was to provide the Board with an opportunity to discuss the 5th Annual Assurance Statement due to be submitted to the Scottish Housing Regulator (SHR) by October 31st, 2024. A working group met Feb-May 2025 to review compliance and complete the self-assessment process.</p> <p>The SHR Regulatory Framework requires the Board to confirm compliance with all relevant standards, including:</p> <ul style="list-style-type: none"> • Governance & Financial Management Standards • Scottish Social Housing Charter • Relevant Legislative Duties <p>The Board must ensure effective governance, understand its legal obligations, and receive all necessary information for informed decisions. Relevant assurance information is included in Board and sub-committee reports.</p> <p>The Association uses the SFHA Annual Assurance Toolkit for self-assessment. Working group papers and the action plan are available on the Board Portal for review. Based on this review, the Board via the working group determines compliance for each of the Seven Standards:</p> <ul style="list-style-type: none"> • Non-compliant • Working towards compliance • Compliant with minor improvement areas • Fully Compliant <p>Overall, the working group found the Association to be Compliant with minor improvements in some areas which have been added to the Global Action Plan.</p>	
10.1	Board NOTED the contents of this report.	
10.2	CONSIDERED and NOTED the Assurance Statement Evidence Log provided via hyperlink.	
10.3	CONFIRMED that there were no areas of material noncompliance not covered in the Annual Assurance Statement.	
10.4	CONSIDERED AND APPROVED the final draft Assurance Statement	
10.5	INSTRUCTED the Chair to sign the statement and the CEO to submit it to the Scottish Housing Regulator prior to the submission date and	
10.6	CONFIRMED that Board are happy to continue using the working group process for completion of 2025 AAS. as PROPOSED by Gavin Dayer and SECONDED by Suzanne Austin.	
11.	Supported/Sheltered Housing Review Update Report	
	<p>Members were invited to consider a report by Kirsty Sweeney, Housing Support Coordinator and Ruth Brogan, Head of Housing Services, the purpose of which was to provide Board with an update on the progress towards de-registering our sheltered support service with the Care Inspectorate and SSSC and re-classifying the properties as Independent Living.</p> <p>The Action Plan Tracker (Appendix 1) has been updated to show the progress that has been made to date towards de-regulating the current sheltered housing service, which will allow us to proceed with the Amenity Plus pilot. Additional tasks</p>	

	<p>are being added to the tracker as the project evolves. Further detail on progress towards de-registration was detailed within the report.</p> <p>The SHR were provided with a copy of the Board report from August's meeting as a way of updating progress with Notifiable Event 30941. The regulator noted that the Board approved Option 2 – Amenity Plus and that BHA the period of consultation with tenants during September had been completed and TPAS was engaged for this purpose.</p> <p>TPAS confirmed is satisfied that the consultation measures taken are appropriate, robust and represent tenants' views in advance of any decisions and changes being implemented (Appendix 4). A copy of the consultation report and this report will be provided to the SHR following this meeting.</p> <p>In addition, the regulator noted that Bridgewater has positively engaged with three other RSLs who have experience of similar processes including de-registration with the Care Inspectorate and that contact has been made with the Care Inspectorate and Renfrewshire HSCP with the latter being involved in bi-monthly meetings to ensure regular update and discussion.</p> <p>The HSC confirmed that there were no tenants who would require any additional support from the HSCP.</p> <p>A copy of the Equalities Impact Assessment on the proposals has also been provided. SHR note that regarding the review of the Extra Care and Managed Properties, that this will now be undertaken internally. SHR will be kept updated on progress with this workstream.</p> <p>Members noted analysis of feedback confirmed majority agreement to remove the sheltered element with just over 50% (47/93) responding to the consultation. A member stated the responses were low and asked about the negative responses received. The HSC explained that TPAS advised this was a good response rate and that these tenants would be spoken to individually to address their concerns. The CEO explained that in some cases there was an emotional connection with the staff who have provided this service, however, the service is not utilised to the same level as it had been in the past and does not merit staff costs.</p> <p>A report on the staffing situation will be provided to the Board at their meeting in November following the conclusion of the staff consultation period.</p>	
11.1	Members NOTED the content of the report.	
MATTERS FOR APPROVAL		
12.	Senior Officer (Emoluments) Remuneration Policy review	
	<p>Members were invited to consider a report by The Head of Corporate Services, the purpose of which was to provide oversight to the Board on the changes made to the existing Senior Officer (Emoluments) Remuneration Policy, note name change.</p> <p>The review is required as we are at the end of the stipulated review period to ensure the following:-</p> <ul style="list-style-type: none"> • The policy is aligned with EVH updated policy recommendations. • Ensure transparency in the structure of Senior Officer remuneration by clearly outlining the framework, criteria, and processes involved and • Strengthen the language around governance oversight to ensure that decisions regarding pay are made in a transparent and consistent manner 	

	<p>and are fully aligned with the associations established policy.</p> <p>No consultation was required for this policy</p> <p>The changes made were outlined within the report.</p>	
12.1	<p>Members APPROVED the revised Senior Officer (Emoluments) Remuneration Policy.</p> <p>as PROPOSED by Ken Caldwell and SECONDED by Suzanne Austin.</p>	
13.	Notifiable Events Policy review	
	<p>Members were invited to consider a report by the HOCS, the purpose of which was to provide oversight to the Board on the changes made to the existing Notifiable Events Policy. This policy review is a result of changes to the Regulatory Framework and Statutory guidance introduced by the Scottish Housing Regulator which went live on the 1st April 2024.</p> <p>The changes were detailed within the covering report and outlined by the HOCS.</p> <p>The policy was circulated internally for 4 weeks ahead of presentation to the board, no feedback was received.</p>	
13.1	<p>Members APPROVED the reviewed Notifiable Events Policy.</p> <p>as PROPOSED by Jim O'Neil and SECONDED by Suzanne Austin.</p>	
14.	Treasury Management Policy review	
	<p>Members were invited to consider a report by the Head of Finance, the purpose of which was to provide oversight to the Board on changes that have been incorporated into the Treasury Management Policy. To ensure effective treasury management the SHR recommends compliance with CIPFA (Chartered Institute of Public Finance and Accountancy) Code of Practice for Treasury Management in the Public Services, known as the CIPFA Code.</p> <p>Focus and scope of the review is to ensure that BHA complies with regulatory requirements and the CIPFA Code. The policy is based on the CIPFA Code and SFHA's Treasury Management Guidance.</p> <p>Consultation with the Chief Executive Officer and the Finance Manager was carried out between 7th – 14th October 2024.</p> <p>There have been no changes to the CIPFA code since the policy was previously reviewed in 2021, only two minor changes have been made and these are detailed within the covering report and outlined by the HOF.</p>	
14.1	<p>Members APPROVED the reviewed Treasury Management Policy.</p> <p>as PROPOSED by Gavin Dayer and SECONDED by Suzanne Austin.</p>	
15.	Policy Review Schedule	
	<p>Members were invited to consider a report by the Head of Corporate Services, the purpose of which was to provide the Board with an opportunity to discuss the current policy review schedule and discuss proposals for dealing with policy reviews which are overdue or are due in the next year.</p>	

	<p>The policy review schedule is reported to Board to give assurance that the Association is meeting its financial and regulatory requirements by keeping policies up to date and has appropriate oversight of our financial performance.</p> <p>The HoCS explained that there are 55 policies due for review during this period, taking account of those currently overdue (highlighted in red within the schedule); with up to 15 new policies, we would like to add to the schedule.</p>	
15.1	Members NOTED the contents of this report.	
15.2	AGREED the proposals for reviewing the noted policies and provide delegated authority to the appropriate sub-committee or Leadership Team to carry out each policy review.	
15.3	<p>APPROVED that the policy schedule will continue to be agreed annually to determine the appropriate delegated authority to review individual policies.</p> <p>as PROPOSED by Ken Caldwell and SECONDED by Suzanne Austin.</p>	
MATTERS FOR ASSURANCE		
16.	Notifiable Events Register	
	<p>Members were invited to consider a report by the CEO, the purpose of which was to provide members with an update on the Notifiable Events since the last meeting.</p> <p>There are two notifiable events on the register;</p> <ul style="list-style-type: none"> • NE309041 - Performance and service delivery issues - Changing Sheltered Housing to Independent Living Model • [REDACTED] 	
16.1	Members NOTED the information contained within the report.	
MATTERS FOR OVERSIGHT AND MONITORING		
17.	Quarterly Business Plan 2024-2025 Performance Update Q2	
	<p>Members were invited to consider a report by the CEO, the purpose of which was to provide a comprehensive update on Bridgewater Housing Association's strategic and operational performance.</p> <p>The report highlights key performance indicators (KPI's), progress on the global action plan and the results of the latest risk mapping review.</p> <p>The key findings are outlined within the report and contain the following as outlined by the CEO:-</p> <ul style="list-style-type: none"> • <u>Strategic Delivery Plan</u>: The Strategic Delivery Report outlines BHA's strategic priorities for 2023-2028 and tracks progress against key objectives. • <u>Key Performance Indicators</u>: The report presents a new format for KPI reporting, allowing for easier analysis of performance against targets and benchmarks. Areas requiring further attention include sickness rates, membership growth, complaint handling times, and contractor performance. • <u>Risk Assessment Mapping</u>: The strategic risk map identifies 42 operational and strategic risks, with 15 of these being considered strategic and requiring close monitoring. • <u>Global Action Plan</u>: The global action plan summarises the progress of 150 strategic actions, highlighting completed tasks, ongoing projects, and areas requiring further attention. 	

	<ul style="list-style-type: none"> • <u>Policy Schedule</u>: The policy schedule outlines the status of policy reviews and updates. 	
17.1	Members NOTED the information contained within the report.	
MATTERS FOR CONSIDERATION		
18.	CEO Report	
	<p>Members were invited to consider a report by the CEO, the purpose of which was to advise the Board on a range of relevant issues currently being considered and to seek approval for matters as noted throughout the report where required.</p> <p>Key Points included in the report were as follows:</p> <p><u>Regulatory Updates</u>:</p> <ul style="list-style-type: none"> • Tenant Safety Audit completed, awaiting draft report. • SHR consultation on ARC Indicators - feedback by October 31st requested. • National Report on the Charter shows good performance by RSLs. • Response to GWSF letter on funding - no significant change achieved. • Customer Services: Phone lines to be extended to include lunch hours (trial in November). <p><u>Governance / Board</u>:</p> <ul style="list-style-type: none"> • Board recruitment ongoing, seeking financial expertise and development experience. • Board and Senior Staff Business Planning event on November 22nd. • Benchmarking - switching from QEF to Scotland's Housing Network (SHN). <p><u>Equalities / Data Collection</u>:</p> <ul style="list-style-type: none"> • Staff and board member equality data collection ongoing. • Tenant data collection through MyBHA portal and surveys. <p><u>FLAIR Updates</u>:</p> <ul style="list-style-type: none"> • FLAIR Academy program offers training on various topics this was previously circulated around Board members as well as staff members. • Bridgewater HA will host the FLAIR Annual meeting on 26th November, Board to agree attendees. • Care and Repair: East Renfrewshire contract extended for a year. • Staffing Matters: Appraisals complete, training plan to be updated. 	
18.1	Board NOTED the content of the report.	
18.2	<p>AGREED that Suzanne Austin and Gavin Dayer would attend the Flair Annual General Meeting on 26th November 2024.</p> <p>A member asked that when a member attends an event, that they provide an update on the content of the event to other members at the next scheduled Board meeting.</p> <p>The CEO AGREED and this will be added to the Agenda as a standard item going forward.</p>	
19.	Development Update	
	<p>Members were invited to consider a report by the CEO, the purpose of which was to provide Board with an update on all relevant property development opportunities being considered at the time of reporting.</p> <p>These include the items listed below:-</p>	

	<p><u>Current Developments:</u></p> <ul style="list-style-type: none"> • Florish Road: Development stalled due to funding limitations. We are monitoring the situation and will update the Board on any changes. • Safe as Houses: Early discussions regarding a potential care development are ongoing. No specific site identified yet. <p><u>Future Development Planning:</u></p> <ul style="list-style-type: none"> • The Association proposes proactive planning for future development opportunities in Inchinnan, Bishopton, or West Renfrewshire. • Recommendation: Approve a budget of £10,000 in 2025/2026 to develop a comprehensive Development Strategy with the help of a qualified consultant. <p><u>Funding and Partnerships:</u></p> <ul style="list-style-type: none"> • Discussions with Renfrewshire Council are ongoing to secure development priorities in future Strategic Housing Investment Plan (SHIP) and explore Section 75 agreements. • Initial meetings held with development partners JR Group and CCG (Scotland) to identify suitable new-build housing opportunities. 	
19.1	The Board NOTED the contents of the report.	
19.2	<p>APPROVED the budget provision for 2025/2026 of £10k to carry out an appropriate Development Strategy in 2025.</p> <p>as PROPOSED by Suzanne Austin and SECONDED by Gavin Dayer.</p>	
ADMINISTRATION		
20.	AOCB	
20.1	<p>Christmas Event - Members were asked to consider details of their Christmas Event which is due to take place on 18th December 2024.</p> <p>[REDACTED]</p> <p>Details and numbers will be confirmed and booking will be made in due course.</p>	
20.2	New Website – The HoCS updated that the new Care and Repair website had been launched and invited members to have a look.	
21.	Issues which the Chair has agreed as urgent	
21.1	[REDACTED]	
22.	<p>Meeting concluded - 7.21pm</p> <p>Date of next meeting – Wednesday 27th November 2024</p>	



Signed: _____ (Chair)