

Decisions made by the Board at a Joint Board and Scrutiny Sub Committee meeting held on 30th November 2019

Noted below are the decisions taken by the Association's Board at their joint meeting of the Board and Scrutiny Committee's held on 30th November 2019. If you would like more information about any of these issues, please contact the Association's Office Administrator at the address below.

Minute of the Scrutiny Sub Committee- Wednesday 31st July 2019

Members were invited to consider the minute of the Scrutiny Sub Committee Meeting held on 31st July 2019.

Members approved the minutes as a correct record of the meeting as **PROPOSED** by Angela Westrop and **SECONDED** by Heather Stirling.

Minute of Additional Board Meeting – Wednesday 16th October 2019

Members were invited to consider the minute of the Additional Board meeting held on 16th October 2019.

Members approved the minute as a correct record of the meeting as **PROPOSED** by Aileen Naismith and **SECONDED** by Craig McGarry.

MATTERS ARISING

Item 7 – Assurance Statement - The Chief Executive updated that the suggested changes had been made to the Assurance statement and since a satisfactory Internal Audit Report had been received he confirmed that the Assurance Statement had been uploaded to the SHR Portal. A copy of the Audit report was included within the papers for this meeting.

Item 22 – TPAS – The Head of Housing and Customer Services reminded those present that TPAS are engaging with us to develop our Community Participation Policy and Strategy and there will be a joint session for Board and Staff in the Association Offices on 20th November between 2-4pm and invited any members who would be interested in attending to put their name forward.

Steven Webster and Suzanne Austin have agreed to attend this session.

Changes to Agenda - Members agreed that Item 8 and 10 will be considered earlier in the meeting to allow the Corporate Services Manager and the ITC Office to leave once these reports have been discussed.

Major incidents and Business Continuity Planning Policy

Members were invited to consider a report by the Chief Executive, the purpose of which was to provide information when a major incident occurs in one or more of our properties which affects service delivery to a significant number of our tenants, a major incident at one or more of our offices occurs which affects service delivery to our tenants, an incident occurs involving one or more of our staff in the pursuit of their duties which is serious or life threatening.

It should be noted that this guidance applies to both during normal working hours, out with normal working hours and during weekend periods and periods of public holidays, Christmas etc.

The CE explained that it isn't possible to be absolutely precise about what constitutes a major incident, however in general this would include, any incident which constitutes a danger to a significant number of tenants or the public in general or causes severe damage to one or more of the Association's property's which may render it unsafe or uninhabitable, an incident in one or more of our offices which prevent staff from using or accessing our office and delivering services to customers.

The Chief Executive updated that this is more procedural than policy issue but it is important that Board are assured that in

the event of a major event, we have plans in place to ensure that staff are clear on their roles.

Members **APPROVED** the Policy.

Electronic Communication Policy Review

Members were invited to consider a report prepared by the Corporate Services Manager the purpose of which was to detail Bridgewater's approach to electronic communication. This applies to all employees, temporary and agency staff and any other person which has use of or access to the Association's electronic communications facilities. This policy was previously approved in October 2015.

The CSM and ITC Officer have reviewed this policy and made changes to meet GDPR requirements, the CSM outlined the recommended changes which were detailed within the review and if approved will be included in the updated policy.

This Policy has been circulated around staff for comment and everyone will be asked to sign the acknowledgement and acceptance annually.

Members **APPROVED** the updated Policy.

Water System & Legionella Policy

Members were invited to consider the review of the Water Systems and Legionella Management Policy prepared by the Technical Services Manager, the purpose of which was to set out the steps to be taken by the Association to ensure that we comply with our statutory obligations and best practice with regards to water system and legionella management.

The TSM updated that this was a re-write of the original policy, to ensure that the Association comply with our statutory obligations, and asked members to note that there had been no problems with regard to the operation of the current policy.

A competent external contractor will be appointed to carry out legionella preventative monitoring and water hygiene services. As a minimum requirement, contractors are required to be a registered member of the Legionella Control Association (LCA) or the Water Management Society (WMSoc). Contracted works may include legionella sampling, tank inspections, water sampling, (for all bacteria) and other associated services as identified in the Legionella Risk Assessment Programme.

Members agreed to delegate the monitoring the action plan to the Scrutiny Committee, which will also be presented to the Board so that they can be satisfied that we have followed the requirements.

Members **APPROVED** the Policy.

IT Update – July to September 2019

Members were invited to consider a report prepared by the ITC Officer, the purpose of which was to provide members of the Scrutiny Committee with information relating to the Association's Information Communication Technology Strategy and the improvements which have been made by the ITC function of the Association in the past 12 months and proposals for the next 6 months of the current financial year.

A report was submitted to the Scrutiny Meeting in July 2019 and contained a list of projects being undertaken in the current financial year. This update provides a further delivery status on those projects.

The ICT Officer continues to manage all third party liaisons with external suppliers in the areas of print management, document solutions, IT security, office and mobile phone contracts and not least SDM – the Association's Housing Management

System. The ICT Officer continues to establish working relationships with neighbouring Association's. Members **NOTED** the content of this report.

Key Performance Indicators – July to September 2019

Members were invited to consider a report, the purpose of which was to provide the Scrutiny Committee with quarterly management information in relation to the key performance indicators. The indicators are intended to provide the critical information at a point in time, which will allow the Board to determine whether the organisation is delivering on its service commitments to tenants and other customers, to deal with issues of poor performance and comment on areas where the Association is doing well.

The Chief Executive reported that the second quarter of the year provides the first indications as to the success or otherwise of the Association in relation to its priority service areas. This report shows a consistently acceptable performance with some areas requiring attention. However the report does not indicate that there are any areas of significant concern at this time and there is no reason to expect that the Association will not meet its service milestones by the end of the financial year.

The CE updated that there had been a couple of minor changes to this report which included the 5 main objectives which were agreed at the Board's away day and will now be included in the business plan, as well as the additional objective number 6, which has been added to cover the Assurance Statement and similar activities which allow us to run the business efficiently and effectively, and asked members to agree to this new objective. Members agreed with the new wording and the incorporation of the new objective as suggested by the CE.

As well as this addition, Standard 7 from the new Regulatory Standards of Governance and Financial Management had also been included.

Members **NOTED** the content of this report.

Complaint Handling Report – July to September 2019

Members were invited to consider a report, the purpose of which was to provide members with details of Complaints received within the quarter. The Chief Executive updated that this report will now be incorporated into the KPI report. Members **NOTED** this report.

Major Property Investment Programme

Members were invited to consider a report by the Technical Services Manager, the purpose of which was to provide members with an update on the Major Investment Programme. This report has been arrived at following consultation with the Association's Housing Services and Finance Departments. The TSM provided an update on the projects being carried out during 18/19 and 19/20.

Members **NOTED** the content of this report and the update provided.

High Arrears Report – July to September 2019

Members were invited to consider a report by Head of Housing and Customer Services, the purpose of which was to provide the Sub Committee with summary information on current tenant arrears performance and high arrears cases for Quarter 2 (July to September).

The Head of Housing Customer Services explained that although UC had not had a significant impact on the Association so far, the decreases in Quarter 2 was not unexpected and this was mainly due to the unpredictability of UC payment cycle.

The HOHCS will continue to monitor all areas of arrears and will report to the CE on arrears performance.

The Arrears policy is due to be reviewed and we will look at how other organisations are managing arrears and the new Policy will be presented to the Board for their consideration.

Members **NOTED** the content of this report.

Welfare Reform Update Report

Members were invited to consider a report by the Head of Housing Customer Service, the purpose of which was to provide members with any new developments, mitigation measures and article updates since last reported on 31st July 19.

This report provided information on a number of articles provided by Bill Irvine which provides us with useful information on challenging cases.

The Arrears Policy reviews will be completed in November and will set out Bridgewater's position in relation to recovery and reporting of arrears in the light of the issues surrounding delayed receipt of housing costs, managed payments and DHP payment dates.

Members **NOTED** the update provided.

List of Approved Businesses

Members were invited to consider a report by the Technical Services Manager, the purpose of which was to provide information relating to business with whom Bridgewater proposes to contract with for supplies, services or works. The Committee must be satisfied that procuring goods, works or services from contractors, suppliers or service providers listed in included within this report is consistent with the requirements of the Frameworks of Governance – Procurement of Goods and Services.

Board Members are requested to scrutinise the details of businesses listed in the report and identify whether, in their view, the employment of the particular contractor would breach the Associations rules or policies or in any way damage the Association's reputation and good standing.

Members **NOTED** the content of this report and **AGREED** to incorporate these contractors onto the approved contractors list.

Audit Report

Members were invited to consider a report by Wylie & Bisset, the purpose of which was to provide members with information on the outcome of the audit. This report will be presented to the Audit and Risk Committee to show that we have received a strong audit.

The Audit and Risk committee will have the opportunity to go through this report in more details.

Members **NOTED** the content of the report.

Nationwide – Valuation Waiver Letter

Members were invited to consider a letter from Nationwide Building Society the purpose of which was to confirm that they have agreed to waive the right to request the 3 yearly desktop valuation due this year, in accordance with Clause 18.1(b) of the Agreement.

Members **NOTED** the content of this letter.

Asbestos Policy and Management – Information Letter

Members were invited to consider a report by the Chief Executive, the purpose of which was to provide information on the recently published engagement plan updating progress of its statutory intervention at Thistle Housing Association in relation to its management of asbestos.

The CE informed members that we have a robust asbestos management policy in place which ensures that we are covering these areas.

Members **NOTED** the information contained within the report.

Use of Seal

Share Certificate for Anne MacLeod, 9 Aytoun Drive, Bargarran, Erskine PA8 6DD was sealed by the Secretary.

Meeting concluded - 7.00pm

Date of next meeting – 27th November 2019