



MINUTES OF BRIDGEWATER HOUSING ASSOCIATION LTD
JOINT BOARD AND SCRUTINY SUB COMMITTEE
MEETING

Venue: Bridgewater Housing Association Offices, 1st Floor
 Bridgewater Shopping Centre, Erskine.

Date: Wednesday 29th January 2020

Time: 5.30pm (Exec to meet at 5pm)

Present:

Alastair Morris Chair, John Paterson Vice Chair, Heather Stirling Secretary, Angela Westrop Board Member, Aileen Naismith Board Member, Frank Bradley Board Member, Rab McNally Board Member, Ken McIntosh Board Member, Denise Love Board Member, Suzanne Austin Board Member and Steven Webster Board Member.

In attendance:

Ian McLean Chief Executive, Ruth Brogan Head of Housing and Customer Services, Gary Stapleton Technical Services Manager and Lesley Carr Minute Secretary.

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. He reminded members that the Board had agreed at their last meeting that this would be a joint meeting of the Board and the Scrutiny Sub Committee.	
2.	Apologies	
	Apologies were received from Craig McGarry and Jim Sheridan.	
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 Board Meeting held on Wednesday 18th December 2019	
	Members were invited to consider the minute of the Board Meeting held on Wednesday 18 th December 2019.	
4.1	Members approved the minutes as a correct record of the meeting as PROPOSED by Angela Westrop and SECONDED by Rab McNally.	

MATTERS ARISING		
5.	Item Number 7 – Asset Management Strategy	
	The Chief Executive updated that he has still not been able to finalise the Asset Management Strategy, this will be presented to the next Board meeting on Later.	
MATTERS FOR APPROVAL		
6.	Tenants Right to Compensation for Improvements – Policy Summary Report – January 2020	
	<p>Members were invited to consider a report by the Technical Services Manager, the purpose of which was to provide a summary of the Tenant’s Right to Compensation for Improvement Policy. The TSM explained that this Policy is designed to ensure that tenants are financially compensated for improvements they make to Bridgewater’s properties using their own resources, where these improvements, in effect, reduce the levels of planned investment required by the Association.</p> <p>The TSM updated that the current Policy reflects the obligations placed on the Association by the Scottish Secure Tenants (right to repair) Regulations 2002. These regulations have their origin in the Housing (Scotland) Act 2001.</p> <p>This Policy was first introduced in 2002 and remains unchanged since the most recent review in 2014, therefore, the TSM recommended that since there have been no changes in legislation during this period, the Policy should continue to be used in its current form.</p>	
6.1	Members AGREED with the recommendation made by the TSM to continue to use the Policy as it stands and APPROVED the Policy.	
7.	Tenants Right to Repair – Policy Summary Report – January 2020	
	<p>Members were invited to consider a report by the Technical Services Manager, the purpose of which was to provide a summary of the Tenants Right to Repair Policy. The TSM explained that this Policy is designed to ensure that tenants receive statutory compensation, and the right to use an alternative repairs contractor, in circumstances where certain types of repair (Qualifying repairs) are not carried out within the prescribed timescales.</p> <p>Once again the TSM updated that the current Policy also reflects the obligations placed on the Association by the Scottish Secure Tenants (Right to Repair) Regulations 2002, which originated from the Housing (Scotland) Act 2001. This Policy was first introduced in 2002, and since there have been no changes made to legislation since its last review in 2014, the TSM recommended that Board agree that the Policy should continue to be used in its current form.</p>	
7.1	Members AGREED with the recommendation made by the TSM to continue to use the Policy as it stands and APPROVED the Policy.	
MATTERS FOR CONSIDERATION, COMMENT AND NOTING		
8.	Pension Consultation Report	

	<p>The Chief Executive reminded members that following their presentation from Gordon Birrel, Chiene and Tate, Financial Consultant, at their last meeting in December, Board Members had instructed the Chief Executive to provide a report to help the Board consult with the Staff on the decision that they are considering taking which will change the pension offer to staff in the financial year 2020/21 and beyond.</p> <p>Members were now being asked to consider the draft report, which has been sent to the Financial Consultant for comment and make any required changes and agree the report in principle subject to any changes agreed this evening and any changes recommended by the consultant. The Chief Executive suggested that two representatives of the Board be delegated to consult with staff along with Gordon, to discuss why the Board are considering these changes at this time and the implications of the proposed offer. The Financial Adviser will also be available at this time to answer any questions individual staff members might have on the implications of moving from one scheme to another.</p>	
<p>8.1</p>	<p>Members NOTED the information outlined within the Consultation Paper and APPROVED the report subject to any changes recommended by the consultant.</p> <p>Alastair Morris and Ken McIntosh agreed to meet the Staff along with the Financial Consultant.</p>	
<p>9.</p>	<p>IT Update – October to December 2019</p>	
	<p>Members were invited to consider a report prepared by the ICT Officer, presented by the Chief Executive. The purpose of the report was to provide members with information relating to the Association’s Information Communication Technology strategy. Specifically the report highlights improvements which have been made by the ICT function of the Association in the past 12 months and proposals for the next 6 months of the current financial year.</p> <p>The CE updated that the ITC Officer is continuing to work on our Cyber Security following on from the work that has already been done to acquire the Cyber Essential plus accreditation.</p> <p>The email server has been decommissioned, this will drastically speed up email communication and will save around £3000 per year in licensing costs. The hardware has been repurposed to house the complaints system and the Care and Repair database, which will allow a further saving of approximately £2000 against purchasing a small server for these tasks.</p> <p>The ICT Officer will also be looking at replacing the older computer hardware within the main office. This replacement will begin around the end of March.</p> <p>Over and above this we are currently carrying out a feasibility study on SDM “My home” module. The ICT officer has teamed up with the TSM and the HOHCS to look more thoroughly into this system in order that the Association can be sure the system will fit in with the needs of staff as well as its customers. The CE and HOHCS have arranged for staff to visit other organisations, who are currently working with this module to gather information on how this is working within their organisations and discuss any cost savings they have made.</p> <p>The Association has also teamed up with another neighbouring FLAIR organisation and will be delivering an Android and Apple App to them, similar to the one that we have,</p>	

	within the next few weeks. This project is expected to bring in between £800 and £1200 of additional income.	
9.1	Members NOTED the updates provided by the ITC Officer.	
10.	Key Performance Indicators – October to December 2019	
	<p>Members were invited to consider a report which detailed a number of areas which the Board has agreed would be helpful to measure performance. 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 and strategic objectives, to deal with issue of poor performance and comment on areas where the Association is performing well.</p> <p>The Chief Executive updated that the third quarter of this financial year has seen steady progress towards meeting our annual performance targets. There are no significant performance issues which pose any risk to the Association or its customers. He highlighted those areas which need particular attention prior to the end of the financial year as well as those areas where the Association is clearly performing well.</p> <p>The Leadership Team will continue to closely monitor critical performance issues going forward.</p>	
10.1	Members NOTED the information contained within the Key Performance Indicators.	
11.	Major Property Investment Programme	
	<p>Members were invited to consider a report prepared by the Technical Services Manager, the purpose of which was to provide an update on Progress of the Major Contracts Programmes for 2018/19 and 2019/2020.</p> <p>The TSM updated that the 18/19 Programme is virtually complete with only the release of retention monies outstanding, which is subject to final back checking for defects at the end of defects liability period.</p> <p>The TSM went onto report that the 2019/20 investment programme is progressing well, with the kitchen contract due to be completed in January. Year 2 of the boiler installation contract and the Newmac resurfacing contract are both now complete and JS Harvie continue to make steady progress in the second year of the painterwork maintenance contract. Idverde and Gassure continue to deliver the landscape maintenance and gas servicing contracts to a good standard.</p> <p>The TSM updated that the Landscape Maintenance and Carpark resurfacing Contracts went well this year. There are still some Kitchen and Bathroom replacements being carried out.</p> <p>The current investment programme will ensure 96% SHQS compliance, or higher if the opportunity arises for Bridgewater to overcome social abeyances.</p> <p>The TSM reported that there remains a small number of properties which do not meet the EESSH standards, this is mainly due to the fact that they continue to use electric heating systems or because a small number require EWI. A Member asked if there would be any way that we achieve compliance by upgrading the electric heating systems and thermal efficiency in these properties. The Board Member then went on to suggest that we could use these properties as part of a feasibility study that would</p>	

	<p>inform future investment cost assumptions, particularly because the phasing out of fossil fuels is likely to occur within the next 30 years of investment planning. The TSM and CE agreed that this would be beneficial and Gary will investigate this and report any findings back to the Board.</p> <p>The TSM reminded members that although they had agreed to defer the roofing contract, we have had to replace 22 roofs on an ad hoc basis and that it was now important that the contract is completed in the 20/21 programme. It is likely that the contract will be procured through the I-Flair 3 framework which will go live in April.</p> <p>In order to meet the recently introduced Tolerable Standards we are required to upgrade all Fire and Carbon Monoxide detector systems within each property. The TSM updated that this is a large contract involving virtually every Bridgewater property. Getting access to properties will be a challenge because the Association cannot force access to carry out the work. A Member asked how many no accesses we currently have for Gas Safety and the TSM updated that we do not have many because as we can force access without a decree, however we don't have the same powers for this project. The TSM advised that no access properties will be 'piggy-backed' onto the gas servicing programme to ensure compliance is achieved prior to the deadline of February 2021.</p>	
11.1	Members NOTED the content of the report and update provided by the TSM.	
12.	High Arrears Report – October to December 2019	
	<p>Members were invited to consider a report by the Head of Housing & Customer Services, the purpose of which was to provide members with summary information on current tenant arrears performance and high arrears cases for Quarter 3 (October to December 2019).</p> <p>The HOHCS outlined the details contained within the report.</p> <p>A Member asked for confirmation on 50% of those in receipt of Universal Credit were in arrears, the HOHCS confirmed that this was correct, the main reason for this was the delay in payments being received by claimants. Arrears of this nature are suspected to rise in the months to come.</p> <p>The HOHCS is currently carrying out a cost analysis on the service provided by the WRO Officer and RAMH and is hoping to secure additional funding from Scottish Government for Benefit Take-Up and Income Maximisation. This will enable us to provide further support to tenants. The funding available will amount to £7,000.</p>	
12.1	Members NOTED the High Arrears report.	
13.	Assurance Statement Action Plan – January 2020	
	<p>Members were invited to consider a report by the Chief Executive, the purpose of which, was to provide members with the Action Plan, which shows the tasks which are due to be completed before the next submission of the Assurance Statement. This is due in October 2020.</p> <p>The Chief Executive updated that there are some tasks included in the plan which have been delayed but assured members that everything will be completed in time for the submission deadline.</p>	
13.1	Members NOTED the updated Action Plan.	

14.	Business Delivery Plan – January 2020	
	<p>Members were invited to consider the Updated Business Delivery Plan prepared by the Chief Executive. He explained that the purpose of the Delivery Plan was to set out the objectives and business deliverables for the next 3 years of business.</p> <p>The plan reflects the fact that the Association’s core business is providing services to our customers. It also takes into account the need to be clear about what is expected of the leadership and their teams, who are responsible for delivering specific business improvements.</p> <p>The Business Delivery Plan is a rolling programme and any updates which have been made since this was last presented are highlighted in red. The CE explained that there is nothing for the Board to be particularly concerned about.</p> <p>A member asked for an update on the Office refurbishment and the CE informed those present that he along with the CSM had met with the Architect and Project Manager, he will provide an update to the Board when this is available.</p>	
14.1	Members NOTED the updated Delivery Plan.	
15.	Policy Review Schedule as at January 2020	
	<p>Members were invited to consider the Policy Review Schedule prepared by the Chief Executive, the purpose of which was to provide members with details of progress on the review of the Association’s Policies. He highlighted those policies which have been reviewed since the last time members considered the schedule and discussed those which are currently out with their timescale but where a lack of review is not causing a problem.</p>	
15.1	Members NOTED the Policy Review Schedule.	
16.	Minute of Land and Property Management Sub Committee Meeting – 11th December 2019	
	<p>Members were invited to consider the minute of the last Land and Property Management Sub Committee held on 11th December 2019.</p> <p>The Chief Executive explained that the Board will receive a presentation on the new digitised maps which show our landscaped area and paths. These maps will make it easier for our Owners to understand the extent of the areas we maintain and the extent of the work.</p>	
16.1	Members NOTED the minute, which will be presented to the next Sub Committee Meeting for Approval.	
MATTERS FOR BRIEFING AND INFORMATION ONLY		
17.	There were no matters for briefing and information.	
REGULATORY ISSUES		
18.	Notifiable Events	

19.	There were no notifiable events for consideration.	
ADMINISTRATION		
20.	Issues which the Chair has agreed as urgent	
21.	Meeting concluded - 6.45pm Date of next Board meeting – Wednesday 19th February 2020 Date of next Scrutiny Sub Committee Meeting – Wednesday 29th April 2020	

Signed: _____(Chair)