

MINUTES OF MEETING NO. 677
QUEENS CROSS HOUSING ASSOCIATION BOARD OF MANAGEMENT
HELD ON TUESDAY 28 MARCH 2023 AT 6.00 P.M.

Andrew Burns, Ian Elrick, Margaret Glass, Sadie Gordon, David Horner, John McIntyre, Matt Millar, Anne Ramsey, Bronwyn Wyper.

Shona Stephen (Chief Executive), Neil Manley (Director of Finance & Corporate Support), Louise Smith (Director of Neighbourhood Services), Donalda Hogg (Depute Director of Property, Enterprise & Regeneration), Elizabeth Hood (Depute Director), Niall McKinnon (Head of Development – Item 4 only), Alison McKay (Governance Advisor) minutes.

ACTION

1.0 Housekeeping

1.1 Noted.

2.0 Welcome and Apologies

2.1 The Chair welcomed everyone to the meeting. Apologies were noted from Fiona Smith (Executive Office Manager).

3.0 Declarations of Interest

3.1 Anne Ramsey declared an interest in Item 7.

4.0 Approval SDFP Development Programme

4.1 The purpose of this report was to note and agree the proposed future 5-year development programme and approve the associations Strategic Development Funding Plan (SDFP) for submission to Glasgow City Council. Niall McKinnon, Head of Development, presented this report. The board noted the Association's SDFP must be submitted to Glasgow City Council by 21 April 2023. Niall noted that this report outlines the intended programmes for the next 5 years highlighting what the Association hopes to achieve. Appendix 1 summarised the various projects proposed in the 5-year period and beyond including timeframes and costs. It was noted that a successful ribbon cutting event with Urban Union for the Hamiltonhill Development took place on Friday 24 March. There was also a community information event held on Tuesday 21 March where some complaints were received about the absence of a football pitch in the plans. These complaints are being responded to. The Board noted the announcement, received shortly prior to the meeting, that the Scottish Government have approved funding for Burnbank Gardens.

4.2 Niall invited questions. The Board asked for an update on point 6.2 of the report on recruitment. The Board was advised that a new post for a development consultant had been advertised which would be a joint post with Maryhill Housing Association under the NWD hub, to provide a service to both Associations. Two Development Graduates are due to start in post on 17 April 2023.

The Board approved the Associations SDFP for submission to Glasgow City Council.

Niall left the meeting at 6.10pm.

5.0 2023/24 Budget for approval

5.1 The purpose of this report was for the Board to agree the final 2023/2024 budget and forward financial forecast, and to note the underlying assumptions, including changes

from the review of the draft budget in January . It was noted that the revised and final budget being presented at this meeting incorporates a number of changes and additional information for approval.

Neil Manley, Director of Finance & Corporate Support, presented this report.

ACTION

5.2 It was noted that after the Board considered the draft budget in in January the Association carried out discussions with lenders and reached agreement of revised covenants which can be met by Association. The Board noted that the Association will review budget spend more closely over the next year. Staff will be made aware that there will be a tighter year on budget spend.

5.3 After discussion the Board agreed the 2023/24 final budget and forward financial forecast, noting the underlying assumptions including changes from the review of the draft budget.

6.0 Approval of KPI 2023/24

6.1 The purpose of this report was for the board to review and approve nineteen proposed KPI's for 2023/24. Neil Manley, Director of Finance & Corporate Support, presented this report. The Board were advised 18 KPIs will be reported quarterly and 1 (satisfaction indicator, BST1) will be reported annually. There were no questions on KPI Report.

6.2 The Board approved the 19 proposed KPI's for 2023/2024.

7.0 Private and Confidential Report.

8.0 Strengthening and Improving Leadership and Management in the Estates Caretaking Service.

8.1 The purpose of the report was to present the restructure of the existing management structure in Estate Services which will improve leadership, engagement and communication with and between staff, particularly those working nightshift. Louise Smith, Director of Neighbourhood Services, presented this report.

8.2 Feedback from the Tenant Satisfaction Survey 2020 supports the Business Plan ambition of increased emphasis on estate management and to deliver this the Association needs a motivated team that is flexible in responding to tenant demand. This Business Plan objective, combined with the Covid pandemic and agile working has presented an opportunity to review the Estate Caretaking service and the approach to leadership within the team, the detail of this review was set out in the report.

The board noted that our tenants value our 24/7 Estate Caretaking service and having site-based caretakers allows us to be quick to respond whenever there is an emergency. The service will develop the role of Community Caretakers so they can help to recognise our most vulnerable residents and ensure they get the help they need.

8.3 After discussion the Board:

1. Noted the proposed reasons for reshaping the management structure in the Estate Services team.
2. Approved the recommendations set out in the report.

9.0 Private and Confidential Report.

10.0 Health and Safety

10.1 There were no Health and Safety issues or items to report.

11.0 New Membership Applications

11.1 There were no new membership applications for approval.

12.0 Minute of Meeting

12.1 The minutes of the meeting 676 were reviewed for accuracy and matters arising.

12.2 The previous minutes were proposed by Anne Ramsey and seconded by Matt Millar.

13.0 Action Tracker

13.1 Board agreed to remove Mid- Market rent action from the tracker until there was a proposal to review or extend this service.

14.0 AOB

14.1 Anne took the opportunity raise awareness of the QC Community Foundation sponsored walk on Saturday 13th May. The Foundation is looking for participants and volunteers.

15.0 Date and Time of Next Meeting

The meeting concluded at 8.15pm. The next meeting is scheduled to take place on 25 April at 6.00pm

I certify that the above minute has been approved as a true and accurate record of proceedings:

Chair: **Date:**