

MINUTES OF THE BOARD MEETING HELD ON 28th APRIL 2025 AT 6.30PM

This meeting was a hybrid meeting via Teams.

Present in office:

Elaine Templeton, Member
Sandra Loney, Member
Mairi Maclean, Member
Clare Hayes, Member
Damian Dempsey, Member

Present via Teams:

Michelle Hart, Member
Emmanuel Dufegha, Member
Tina Russell, Member (joined 18.55)

In Attendance in Office:

Fiona McTaggart, Chief Executive (CEO)
Lorna Colville, Head of Finance & IT (DoF&IT)
Sandra Marshall, Corporate Services Officer (CSO)

As Chair Karen McMillan was not feeling well, and had to go home, Elaine Templeton is chairing the meeting tonight. Welcome Damian to your first Board meeting as a Board member.

1.0 APOLOGIES

Apologies received from Karen McMillan, Ian Johnstone is on Special Leave.

2.0 MINUTES OF MEETING HELD ON 31.3.25

Minutes of meeting held on 31st March 2025 were agreed as a true reflection.
Proposed by Elaine Templeton, seconded by Clare Hayes.

Board Approved.

3.1 MATTERS ARISING

No matters arising.

4.0 – ITEMS FOR APPROVAL

4.1 Policies for Approval

CEO provided brief update on various policies which had been updated. Majority had minor changes. These included the Decant policy, EVH terms and conditions, and Void Management policy. The updates aim to improve operational efficiency and address recent challenges.

Discussion points

1. Common Allocations Policy – responds to critical needs. We aim to meet customer needs.
2. Decant Policy – we may update this if there are any lessons to be learnt after our recent fire incident

Action notes:

Board Approved all the Policies

For redaction:

4.2 Gifts and Hospitality Annual Report

CSO confirmed the PHA adheres to its policy regarding all gifts and donations. Any gifts received are kept for the raffle after Christmas unless perishable. The raffle is primarily for Board members, and if any items leftover, they would be raffled amongst staff.

Discussion points:

We encourage contractors to donate money for our Children's Xmas Party – and as such, not as many gifts received to be raffled.

Action Notes:

Board approved Gifts and Hospitality Annual Report

For redaction:

4.3. Update for Cultural Training Session

CEO confirmed to the Board that Kirsty Innes joined the staff meeting in April and 'launched' the new culture training. Surveys were sent out to all staff, all of which have been completed. Results of these are anonymous. The EMT will get a more detailed individual survey next week. Kirsty will come back to us to provide an update of the surveys. This will take approx. 3.5 hours and so requesting to have a half day closure on the afternoon of 24th June. Kirsty will also provide an update to the Board in September.

Discussion points:

1. When Kirsty provides update to staff, we want them to have time to focus on the results, rather than wanting to head off for fun event at Business Away Day. Main reason for requesting an additional ½ day closure in June

Action Notes:

After discussion, Board approved the additional ½ day closure on the afternoon of 24th June 2025.

For redaction:

4.4 Strategy Map

CEO presented the Pop Up Boards, which are eye-catching and show details of PHA Vision and Mission and include our Strategic Goals, already approved by Board, The staff were shown these at the last staff meeting, where each of the Directors explained how staff fit into helping to achieve the strategic goals.

Discussion points:

Action Notes:

The Board noted the new Strategy Maps.

For redaction:

4.5 Draft Value for Money Strategy

DoF&IT explained The VFM strategy aims to ensure high-quality services and affordable rents. It sets objectives and targets for the next three years, aligning with the Business Plan Strategic Objectives. It was explained VFM is the optimal use of resources to achieve desired outcomes, balancing costs and service quality.

It was noted that the Chief Executive has highlighted to staff that Value for Money is not always necessarily about 'Money', but service delivery comes into this too.

Discussion points:

1. VFM includes improving service delivery no just saving money
2. Benchmarking - the information comes from the SHR published information from both the ARC returns and Annual Financial Statement returns
3. Discussed various benchmarks to see if Board wanted to see them all.
4. Confirmed tenant involvement is a regulatory requirement.
5. High number of repairs – will review how our systems/processes work.
6. Average void costs benchmark against FLAIR will require discussion with FLAIR as not a published figure.

Action Notes:

1. Over next few months we will have various VFM reports/ assessments – Reactive & Void Repairs, Advice Team & Estates Team.
2. Benchmarking against ARC figures for 24/25 will be presented at the Oct meeting. Benchmarking against Financial Statement for 24/25 will be at the Feb meeting. Tying in with publication by SHR
3. Board approved the draft Value for Money Strategy.

For redaction:

4.6 GDPR / FOI Annual Report

CSO confirmed that we had 11 FOI requests this year. All had been actioned within timescales. We had 3 SAR (Subject Access Requests) in which tenants want to have details of some aspect of their personal information. These were also answered within timescales. We had one minor GDPR issue which was due to human error.

Discussion points:

1. Requests mainly come from journalists, students and some tenants
2. SAR's have been getting a bit more complicated – asking about complaints or anti-social behaviour. We have employed the services of RGDP – Really Good Data Protection so that we can have assistance for the more complex cases.
3. We will arrange for RGDP to come and audit our processes.

Action Notes:

Continuue to adhere to timescales for FOI requests.
Board approved the GDPR / FOI Annual report.

For redaction:

4.7 Notifiable Events Annual Report

CSO confirmed that there were 2 notifiable events throughout last year. Both of these had been highlighted to the Board throughout the year. Both of these cases are now closed.

Discussion points:

Board member asked about the recent Fire incident, as this was not on the report. The Fire Incident occurred in April and will be on next year's report.

Action Notes:

Board approved the Notifiable Events Annual report

For redaction:

4.8 Entitlements, Payments and Benefits Annual Report

CSO confirmed that there were 4 payments made to staff who left Paisley HA as per EVH guidelines.

Discussion points:

1. One payment to retired CEO, although met EVH guidance, was not provided to the Board timeously. So we are looking for retrospective approval for this payment.

Action Notes:

Board approved this report and also retrospectively approved the payment to the retired CEO.

For redaction:

4.9 - PSPS Minutes 12.8.24

CSO confirmed these minutes have already been approved by the PSPS board

Action Notes:

Board noted.

For redaction:

4.10 - PSPS Minutes 14.11.24

CSO confirmed these minutes have already been approved by the PSPS board

Action Notes:

Board noted

For redaction:

4.11 - Audit minutes 13.5.24

CSO confirmed these minutes have already been approved by the Audit Committee

Action Notes:

Board noted

For redaction:

4.12 - Update on Fire Incident

CEO confirmed to the Board that we are having a weekly staff update meeting on a Tuesday and then updating the timetable each Wednesday to the Regulator. CEO let the Board know how the team jumped into action and followed the Major Incident Policy. They have done a great job managing this situation.

Discussion points:

1. Lots of other organisations involved, council, police, fire brigade, CID.
2. Assistance provided for tenants with vouchers and counselling for trauma from various agencies.
3. Insurance company /Loss Adjuster had initially suggested they would use their suppliers to undertake the works – but now we will manage the repairs directly, still liaising with the loss adjuster, and hopefully get tenants back into their properties quicker.

Action Notes:

Board noted update on Fire Incident.

For redaction:

5.0 ITEMS FOR DISCUSSION

None.

6.0 ITEMS FOR INFORMATION

6.1 Policies approved by Board

CEO confirmed this report shows in red what policies are outstanding, and an explanation of reason for being late.

Discussion points:

Action Notes:

This report will be included at each meeting throughout 25.26

For redaction:

7.0 AOCB

8.0 Date of Next Meeting

Date of next meeting will be Tuesday 27th May 2025.

Meeting ended at 7.20pm