

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 02 NOVEMBER 2021 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

<u>ACTION</u>				
	Present:			
	Mrs C. Boyle	Chairperson	In person	Elected Member
	Mr J. Hillhouse	Vice Chairperson/ Treasurer		
	Ms D. Smith		In person	Elected Member
	Mrs K. Brown		In person	Elected Member
	Cllr Mooney		Online	Elected Member
			In person	Co-opted Member
	In Attendance:			
	Mrs L. Lees		In person	Chief Executive
	Mrs S. Farrell		Online	Communications Officer
	1. Apologies			
	Apologies were received from Mrs Breeze and Mr Shiach. It was noted that a quorum was present to enable the meeting to go ahead.			
	2. Chairperson’s Remarks			
	The Chairperson welcomed everyone to the meeting.			
	3. Declaration of Interest			
	There were no declarations of interest.			
	4. Business Carried Over from Last Meeting			
	There was no business carried over from the last meeting.			
	5. Management Committee External Training/Conference Feedback (if applicable)			
	There were no feedback reports from members. The Management Committee noted that the Chief Executive was shortly attending the first face-to-face conference since pre-Covid and that it was likely this method would recommence for committee training and events soon.			
	The Chief Executive highlighted that training needs assessment forms were now available for members to complete and return so that a training plan can be put in place for 2022. The Management Committee noted the intention to host more joint training in partnership with both Knowes and Dalmuir Park HAs.			
	6. Secretary’s Report (Decision/Approval Required)			
	The Chief Executive provided the following report in the secretary’s absence:			
	a) Correspondence			
	No correspondence had been received.			
	b) Share Membership Applications (if applicable) (Decision/Approval Required)			
	A share membership application had been received by [REDACTED]. The Management Committee unanimously accepted the application. It was noted that this and the last share membership			

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certificate had been drafted for signing by a member after the meeting and will then await the Secretary's signature at a later time.

c) MC Membership Applications (if applicable) (Decision/Approval Required)

No Management Committee applications had been received. The Chief Executive stated she had met with Councillor Docherty to provide information and an iPad and Councillor Docherty was aiming to attend the next Management Committee meeting on 30 November.

7. Approval of Minutes & Actions Notes

a) Management Committee – 05 Oct 2021* (Decision/Approval Required)

There were no errors or omissions noted and the Minute was proposed by Mr Hillhouse, seconded by Mrs Boyle and unanimously approved by the Management Committee.

b) Actions from MC Meeting – 05 Oct 2021* (Decision/Approval Required)

The Chief Executive highlighted the actions completed/ongoing within the actions notes and invited questions on progress. The Chief Executive highlighted the matters outstanding around development and that some were scheduled for completion in November/December. There were no questions and the actions note was approved.

8. Business Arising From Minutes

There was no business arising from the minutes.

9. Ratification of all Minutes (Decision/Approval Required)

Ratification of all Minutes was proposed by Mr Hillhouse, seconded by Mrs Boyle and unanimously approved by the Management Committee.

10. Emergency decisions since last meeting (For information)

The Chief Executive highlighted that due to the meeting scheduled for 26 October being delayed as it would have been inquorate, a number of decisions were required to be approved by email on Friday 29 October as follows:

- Assurance Statement
- Draft Flexi and TOIL Policy to be in place for 01 November
- Staffing changes to be in place for 01 November – i) extension of 2 temporary upgrades which were to expire on 31 October to be extended to 31 December ii) increase of of Maintenance Assistant hours from 17.5 to 30 per week until 31 December

It was noted that in all cases, 6 responses were received from members with all in agreement, namely, Mrs Boyle, Ms Smith, Mr Hillhouse, Ms Brown, Mrs Breeze and Mr Shiach.

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The Communications Officer left the meeting at this point.

11. Staffing Report verbal update (Decision/Approval Required)

The Chief Executive updated the Management Committee verbally regarding a number of staffing issues and the following was confirmed:

- An amount of 20 hours overtime should be approved for the month of November 2021 for the substantial additional work required for updating the Factoring Written Statements.

The Communications Officer returned to the meeting at this point.

12. Development Report (For information)

The Chief Executive referred to the above report circulated just prior to the meeting. The Management Committee noted the detailed updates provided in relation to current and proposed developments, some of which were highlighted by the Chief Executive. The Chief Executive provided additions/updates within the following items:

b) Queens's Quay Development (37 units)

Programme – the Management Committee noted that allocation discussions have now commenced with Head of Housing Services.

Community Benefits – the Management Committee noted this new section within the report and the substantial level of job and training opportunities which will be provided as part of the contract. The Chief Executive confirmed that the Wheatley Group is now in a position to open up more of the opportunities as Covid-19 restrictions have eased.

Community Activities/Support – the Management Committee was delighted to note that a contribution of £10k was available to the Wheatley Group/Loretto Housing Association, West Dunbartonshire Council and the Association to utilise now and another £10k after the site is complete. The Chief Executive confirmed that she had met with all parties alongside the Head of Housing Services and discussed community support and joint events. The Chief Executive intimated that Glasgow Road/Hume Street could be the focus of some attention, such as a deep clean and landscaping work, given the disruption and also a new tenant/meet your neighbour event could be held at Centre81.

c) Former St. Cuthbert's Church – Linnvale (24 units)

The Chief Executive had informed the builder, Crudens, that the Management Committee wished to get involved in choosing the kitchen units and worktops. The Management Committee perused the samples provided by the builder and discussed the various options, agreeing on the following:

- Porcelain white doors
- HLE50 handles
- Magas Oak worktop

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The Chief Executive confirmed the choices would be passed on.

d) Proposed Clydebank Bowling Green development – Design and Build

The Chief Executive confirmed that a site meeting will take place the following day and an update will be provided at the next meeting.

e) Other Development Opportunities

The Chief Executive confirmed a meeting will be held the following day at 9.30am regarding the proposed housing mix at [REDACTED] and an update will be provided at the next meeting.

f) Development Risk – the Chief Executive confirmed there were no concerns with the contracts register, no overspends to propose and no changes to the risk register.

The Chief Executive invited questions. There were none and the report was noted.



- 13. [REDACTED]

14. WDC Request for Assistance – Afghan Resettlement* (Decision/Approval Required)

The Chief Executive referred to the Head of Housing Services report circulated prior to the meeting and the Management Committee noted the report outlined the relevant factors in considering whether the Association was in a position to support West Dunbartonshire Council re-house Afghan refugees in the Association’s larger family accommodation.

Discussed ensued on the points presented and the Management Committee carefully considered the 2 possible responses. On reflection of the pros and cons of the proposal presented, the Management Committee unanimously agreed to Option 1, particularly in light of the low number and low turnover of larger family homes and impact on the Association’s own waiting list. The Management Committee noted this response will be passed to West Dunbartonshire Council.

15. Quarter 2 Reports to 30 September 2021* (For information) a) Complaints Report*

The Communications Officer’s referred to the above report circulated prior to the meeting and confirmed that 18 complaints had been received

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from 01 July – 30 September 2021 and all had been responded to at first stage. It was noted that again, none required to be dealt with at stage 2. The Management Committee noted that service improvements had been put in place following 9 (50%) upheld complaints and 1 not upheld complaint. The Management Committee noted 2.67 was the average number of days to resolve complaints in the quarter.

The Communications Officer highlighted the breakdown of relevant service areas detailed and then referred to the trends and themes section where it was noted a contractor had received 3 upheld complaints but that it was not the contractor that received numerous upheld complaints in Q1. It was noted the Acting Housing Services Manager was satisfied with the service improvements/monitoring thus far but the contractor will be submitting a statement of intent for performance improvement and this will be discussed alongside all contractor performance at the Housing Services Sub-Committee on 16 November.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to make sure service improvements noted are put in place. The Communications Officer invited questions. The Management Committee enquired as to the contractor involved at no. 45. The Communications Officer stated that complaints have generally been anonymously reported and that performance related to contractors is discussed at Housing Services Sub-Committee meetings.

The Management Committee noted the report.

b) Compliments Report*

The Chief Executive referred to the Communications Officer's report which was circulated prior to the meeting detailing 19 compliments received in the quarter. The Chief Executive confirmed that all compliments are passed on to the relevant staff/contractor.

The Chief Executive invited questions. There were none and the report was noted.

16. Freedom of Information Return – Quarter 2* (For information)

The Chief Executive referred the Management Committee to the Data Protection and Compliance Officer's report circulated prior to the meeting and it was noted that 2 FOI requests were received in the quarter to 30.09.21. The Management Committee noted the Return was provided on schedule to the Information Commissioner's Office on 11.10.21. It was noted that 3 requests had been received YTD.

17. GDPR Action Plan Update* (For information)

The Chief Executive referred to the Data Protection and Compliance Officer's report circulated prior to the meeting for information and highlighted that actions in white were ongoing and that the action plan was a working document.

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The report was noted by the Management Committee.

18. Customer Consultation/Communications Report* (For information)

The Communications Officer referred to the above report circulated prior to the meeting and highlighted the following, adding updates, where relevant, since the report had been prepared:

- At 1. Current/Future Consultation & Feedback the healthy level of consultation activity was noted including 156 consultation responses received to date
- At 2. Radnor Park Multis Tenants & Residents Association (RPMTRA), the refreshed committee membership, with 6 new members joining alongside 2 existing members, and their plans for future tenant engagement activity. The Communications Officer added that a catch up meeting was held with the Chair of the RPMTRA that day and that a community celebration in Radnor Park is likely on 02 December – invitation to follow
- At 5. Events, the planned World Kindness Day activity with contractors, consultants and suppliers being invited to participate in a fund to show kindness in our community, with half of the fund going to the West Dunbartonshire Community Foodshare Christmas Toy Appeal 2021. The Communications Officer added that currently £1,380 had been received with more committed and also that a supplier has committed to volunteering with us, providing 2 staff for a day and will assist with estate management issues
- At 6. Publications/Design it was noted that the Tenants Report on the Charter was underway at the time of the report was prepared but had since been issued on schedule by the end of October, as required by the Scottish Housing Regulator. The Communications Officer confirmed the Dalton Avenue newsletter (edition 2) had also been prepared and issued by email and social media, and is to be posted in the coming days and the Graham Avenue free standing site sign covering had also been approved for installation

The Communications Officer invited questions. There were none and the report was noted by the Management Committee.

19. Wider Role and Centre81 Report* (For information)

The Chief Executive referred to the Centre81 Co-ordinator's report on the above circulated prior to the meeting and highlighted the following:

- The 4 new hires/bookings secured in the last number of weeks
- The twice weekly free lunch club from those over 60 and a guest
- The bike hire scheme which launched at the end of September
- The popularity of the fitness classes priced at £2 and that additional classes are being looked at. A member present had attended several classes and provided positive feedback

The Chief Executive seconded the Centre Co-ordinator's comments that the Centre has a real buzz about it due to the significantly increased activity and that it was looking great.

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The Chief Executive intimated she was working closely with Community Links and Clydebank Can project and hopes the Association will be involved should the potential Sport Hub at the shopping centre bridge come to fruition, the aim of which will be to encourage and promote positive use of the canal.

The Management Committee also noted that the Community Sports Hub in Whitecrook has a new manager and the Chief Executive will be in touch to continue to the good working relationship with the Hub which ensures no overlapping of service provision in the area.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

20. SHR – Quarterly Covid Returns – to 30 September 2021* (For information)

The Chief Executive referred to the above report circulated prior to the meeting which was now submitted to the Regulator quarterly. The Management Committee noted that this information was put into the Association's own template and compared to performance at the end of March, with areas highlighted in red performing less favourably.

The Chief Executive highlighted several key points within the report as follows:

- Total number of staff (FTE) had decreased between Q1 (35.5) and Q2 (33.1)
- Total number of staff absent had decreased between Q1 (3.5/9.9%) to Q2 (2/6%)
- Gross rent arrears (%) increased between Q1 (3.91/£174,697) and Q2 (4.31/£189,485). The Chief Executive confirmed that she had met with West Dunbartonshire Council's Strategy Housing Team that day and Association tenants will shortly be able to access a fund for arrears and that guidance for RSLs is also awaited from the Regulator
- Rent lost from empty properties decreased between Q1 (0.62%/£6,966) and Q2 (0.36%/£3,915)
- Total lets in quarter decreased between Q1 (30) and Q2 (24)
- Average time to re-let properties (days) had decreased significantly between Q1 (29.63) and Q2 (14.25) due to a huge undertaking from the voids team
- Cash balances had decreased between Q1 (£10.69m) and Q2 (£10.3m)

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

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21. Health and Safety Compliance Report* (For information)

The Chief Executive referred to the Acting Housing Service Manager's report circulated prior to the meeting, which confirmed that the Association is compliant in all 6 key areas of Landlord Health and Safety. It was noted that evidence for all areas was reviewed by the self-assurance working group prior to the submission of the Annual Assurance Statement. The Chief Executive highlighted the following:

- At 1.2 Updates, that an updated Health & Safety Control Manual has been received and arrangements are in progress for Management Committee training on its responsibilities
- At 4.4 Electrical, that 98 electrical testing certificates are due for properties by April 2022 and the Acting Housing Services Manager and Head of Housing Services are working on an action plan to achieve this. It was noted guidance was currently being updated by the Regulator and it could be that forced entry could be utilised for this, similar to gas safety procedures

The Chief Executive invited questions. There were none. The Chief Executive reminded the Management Committee that questions are welcome at any time and Health and Safety features on both the Housing Services and Finance & Corporate Services sub-committee agendas. The report was noted by the Management Committee.

23. Focus on Governance/Risk

a) Self-Assurance process 2021 (Decision/Approval Required)

The Chief Executive highlighted that the Annual Assurance Statement had been prepared by the working group, agreed by members and submitted by the 31 October deadline.

The Management Committee noted the statement confirmed that the Management Committee will review any equalities guidance provided by the Regulator in full. It was noted that this guidance is still awaited from March 2021 and once reviewed the Management Committee will make a decision at that time on any collection of equalities data.

The Chief Executive will review the action plan for 2020 and address any outstanding actions.

b) Notifiable Events Register* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the Management Committee noted that since the report was issued, no. 6 (office closure) had been closed off by the Regulator. The Management Committee enquired as to the requirement to notify the Regulator of no. 13 (disposal of land and assets). The Chief Executive stated that the renewal of leases to another party would be deemed as a Notifiable Event but that it was a straightforward matter to have closed off.

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<u>ACTION</u>	<p>The Register was noted by the Management Committee.</p> <p>24. Intranet The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers, updated Policies and Procedures and particularly a health and wellbeing tab.</p> <p>25. Signing of Minutes The Chief Executive will find out if the signing of minutes could take place retrospectively using electronic signatures before the next meeting or will bring paper copies to the meeting for signing.</p> <p>26. Date and Time of Next Meeting/Training Session Per the schedule.</p> <p><u>Meeting closed.</u></p> <p>Checked by: <u> LL </u></p> <p>Date: <u> 26.11.2021 </u></p> <p>APPROVED</p> <p>PROPOSED</p> <p>SECONDED</p> <p>LL/SF</p> <p>* Indicates report issued with agenda</p>
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