



**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 26 APRIL 2022 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK**

<u>ACTION</u>			
	<b>Present:</b>		
	Mr J. Hillhouse	Vice Chairperson/ Treasurer	In person Elected Member
	Mr P. Shiach	Secretary	In person Elected Member
	Mr J. O'Donnell		In person Elected Member
	Ms T. Hislop		In person Elected Member
	Mrs L. Breeze		Online Elected Member
	Mrs K. Tennant		Online Casual Vacancy
	<b>In Attendance:</b>		
	Mrs L. Lees	In person	Chief Executive 
	Mrs S. Farrell	In person	Customer & Corporate Services Manager
	<span style="background-color: black; color: black;">██████████</span>	Online	Wylie Bisset
<b>1.</b>	<b>Apologies</b>		
	Apologies were received from Mrs C. Boyle, Ms D. Smith, Cllr J. Mooney and Cllr D. Docherty. It was noted that a quorum was present to enable the meeting to go ahead.		
<b>2.</b>	<b>Chairperson's Remarks</b>		
	The Vice Chairperson welcomed everyone to the meeting in the Chairperson's absence.		
<b>3.</b>	<b>Declaration of Interest</b>		
	There were no declarations of interest.		
<b>4.</b>	<b>Business Carried Over from Last Meeting</b>		
	There was no business carried over.		
<b>5.</b>	<b>Management Committee External Training/Conference Feedback (if applicable)</b>		
	The Chief Executive intimated that the Chairperson was now unable to attend a pre-booked event at the Seamill Hydro on 9/10 May. The Management Committee noted that although this was a Chairperson's event there was also a wide range of relevant committee matters being discussed throughout the event. The Chief Executive confirmed that transport was included and indicated that she would circulate the programme to all members for their consideration.		
<b>6.</b>	<b>Internal Audit Reports – Contract Management and Procurement (Wylie Bisset in attendance)*</b> 		
	The Vice Chairperson welcomed <span style="background-color: black; color: black;">██████████</span> to the meeting. The Chief Executive and Customer & Corporate Services Manager left the meeting at this point.		
	<b>Contract Management</b>		
	The Management Committee noted the report circulated prior to the meeting and it was highlighted that Strong, the highest level of assurance was determined during the audit on Contract Management carried out in April 2022. The Management Committee noted the scope of review on		

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page 2, background information on pages 3-5 and work undertaken on pages 5-6.


It was noted that a total of 2 low risk areas for improvement were noted within recommendations made within the Conclusion on page 7 and that 6 areas of good practice were noted on page 8.

■■■■■ welcomed questions. There were none and the report was unanimously agreed by the Management Committee.

**Procurement**

The Management Committee noted the report circulated prior to the meeting and it was highlighted that Strong, the highest level of assurance was determined during the audit on Procurement carried out in April 2022. The Management Committee noted the scope of review on page 2, background information on pages 3-7 and work undertaken on pages 8.

It was noted that a total of 1 low risk area for improvement was noted within recommendations made within the Conclusion on page 9 and that 9 areas of good practice were noted on page 10-11.

■■■■■ welcomed questions. There were none and the report was unanimously agreed by the Management Committee. 

The Chief Executive and Customer & Corporate Services Manager returned to the meeting at this point.

**7. Secretary's Report (For information)**

The Secretary provided the following report:

**a) Correspondence**

A letter was received from the Centre81 Steering Group thanking the Association for funding a day away for the children during the Easter holidays to Mugdock Park.

**b) Share Membership Applications**

No Share Membership applications were received.

**c) MC Membership Applications** 

■■■■■  
■■■■■  
■■■■■ Management Committee noted Mr Mooney's intention to stand for full membership at the Association's Annual General Meeting in June. The Management Committee welcomed this option.

**d) Annual Declarations including H&S o/s**

The Chief Executive stated annual declarations from Mrs Tennant and Mrs Daly were still outstanding.

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**e) A Sloan Annual Audit Planning Letter – CHA\***

The Secretary referred the Management Committee to the above letter, circulated prior to the meeting, along with the associated Audit Plan. The Management Committee confirmed that [REDACTED] of Alexander Sloan had been in touch to ensure the members had sight of the documents before approval.

The Management Committee was satisfied with the information presented, including audit costs, and unanimously approved the use of the Secretary's electronic signature in countersigning the letter.

**f) A Sloan Annual Audit Planning Letter – CHA Power Limited\***

The Secretary referred the Management Committee to the above letter, circulated prior to the meeting, along with the associated Audit Plan. The Management Committee confirmed that [REDACTED] of Alexander Sloan had been in touch to ensure the members had sight of the documents before approval.

The Management Committee was satisfied with the information presented, including audit costs, and unanimously approved the use of the Vice Chairperson's electronic signature in countersigning the letter.

**8. Approval of Minutes & Actions Notes (Decision/Approval Required)**

**a) Management Committee – 29 Mar-22\***

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

**b) Actions from March MC meeting**

The Chief Executive referred to the report circulated prior to the meeting which showed actions identified and whether they were completed/ongoing.

**9. Business Arising From Minutes (Decision/Approval Required)**

There was no business arising from the minutes.

**10. Ratification of all Minutes (Decision/Approval Required)**

Ratification of all Minutes was proposed by Mr Shiach, seconded by Ms Hislop and unanimously approved by the Management Committee.

**11. Emergency decisions since last meeting (For information)**

It was noted that this is a standing item and no emergency decisions had been required since the last meeting.

**12. Staffing Report – EVH monthly report (April 2022) inc. pay negotiations for 2022/23\* (For information)**

The Chief Executive referred to the above report circulated prior to the meeting and noted that a one-year salary deal had been agreed at 4.1%

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and came into force on 01 April 2022. The Management Committee noted the report.

**13. Development Report\* (Decision/Approval required)**

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted the detailed updates and progress photos, where applicable, provided in relation to current and proposed developments. Additions/updates were provided within the following items:

**b) Queens’s Quay Development (37 units)**

The Management Committee noted the potential change in handover date for the Association’s units moving from July to May 2022 and understood that it will require an ‘all hands on deck’ approach from Housing Services staff in order to allocated the properties and reduce void loss. The Chief Executive stated that the change in date was still subject to the Council’s planning department signing off on all related paperwork.

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

**Draft Programme** – The Chief Executive intimated the completion date may be brought forward to 6 weeks’ time and again, Housing Services are preparing for this busy time and a visit to the properties is scheduled for 09 May to assist staff with providing information to applicants during the allocation process. An invite will be extended to the Management Committee to visit in due course.

**Community Consultation** – It was noted that the Council had left a large amount of waste at Attlee Avenue following work to renew pavements and roads in the area. Several enquiries had been received regarding whether it was the Association and the situation was clarified. The Management Committee noted Cruden continue to pay for twice weekly road sweeping.

**d) Clydebank Bowling Green development – Design and Build (Decision Required)**



[Redacted text block]

[Redacted text block]

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[REDACTED]

**e) Other Development Opportunities**

The Chief Executive was able to update on some progress since the report was issued. The Management Committee noted that the Chief Executive had met with the Scottish Government and West Dunbartonshire Council that day and confirmed they were satisfied with the progress of the 3 developments currently on site but were also supportive of progressing [REDACTED]

It was noted that funding was available for these developments and that the Association’s development consultant was working with [REDACTED] at present.

[REDACTED]

**Playdrome Site**

The Chief Executive confirmed that the Playdrome site is exclusively for private housing with no element of social housing included as hoped.

**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.

- 14. [REDACTED] – verbal update (For information)

- 15. **New Policy – Electric Safety Policy\* (Decision/Approval Required)**  
The Chief Executive referred to the above new Policy circulated prior to the meeting which had been discussed briefly at the March Management Committee meeting. The Management Committee noted the background

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to the new Policy being presented, which had previously been incorporated in one large maintenance Policy, but was now being separated out as a matter of good practice and made more comprehensive.

The new policy was unanimously agreed and, as with all new policies, will be returned to the Management Committee after 1 year and be a working document in the interim. The Chief Executive will have the front page updated to reflect this. It was noted the Policy will be passed to the Association's contractors for reference.

**16. New Policy - Fire Safety Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above new Policy circulated prior to the meeting which had been discussed briefly at the March Management Committee meeting. The Management Committee noted the background to the new Policy being presented, per Item 15.

The new policy was unanimously agreed and, as with all new policies, will be returned to the Management Committee after 1 year and be a working document in the interim. The Chief Executive will have the front page updated to reflect this. It was noted the Policy will be passed to the Association's contractors for reference.

**17. New Policy - Lift Safety Policy\* (Decision/Approval Required)**

The Chief Executive referred to the above new Policy circulated prior to the meeting which had been discussed briefly at the March Management Committee meeting. The Management Committee noted the background to the new Policy being presented, per Item 15.

The new policy was unanimously agreed and, as with all new policies, will be returned to the Management Committee after 1 year and be a working document in the interim. The Chief Executive will have the front page updated to reflect this. It was noted the Policy will be passed to the Association's contractors for reference.

**18. Health and Safety Report including compliance (March 2022)\* (For information)**

The Chief Executive referred to the Housing Services Manager's report circulated prior to the meeting, which confirmed that the Association is compliant with all legal and constitutional requirements in all 6 key areas of Employer and Landlord Health and Safety.

The Management Committee noted the Association had received a strong rating from the recent ACS audit. The Chief Executive highlighted a small number of recommendations within the report and reminded the Management Committee that the Control Manual is available in both hard copy and on the Intranet and will require updated signatures following the AGM.

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

**19. Complaints and Compliments**

**a) Complaints for quarter (including ARC statistics) to 31 March 2022\* (Decision/Approval Required)**

The Customer & Corporate Services Manager referred to the report which was issued prior to the meeting.

**Quarter 4 to 31 March 2022**

The Customer & Corporate Services Manager confirmed that all 19 complaints received from 01 January – 31 March 2022 had been responded to at first stage and highlighted the service improvements put in place following 13 (81%) upheld complaints and 3 not upheld complaint and that 2.37 was the average number of days to resolve.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where the following was noted:

- 2 distinct themes that have been identified in the quarter, one contractor's performance (3 complaints, numbers 72, 74 and 75) and also poor communication by maintenance staff in failing to respond to factoring enquires received by email/phone (4 complaints, numbers (part of) 73, 81, 84 and 85). The proposed improvements were noted and accepted
- No complaints in the year required to be dealt with at second stage (20 working days) reduced from 2019/20 at 8, 2020/21 at 3 and now 2021/22 at 0. This demonstrates the conscious eagerness of staff to have complaints resolved as quickly as possible for all involved
- Complaints and customer care training was undertaken with over 20 staff in the quarter
- New KPIs which will be reported to the Management Committee from Q1 of 2022/23

Given that this was a Quarter 4 report, it was noted that no stage 2 complaints had been referred to the Ombudsman in the year and that the categories of complaints in the year, as defined by Scotland's Housing Network for benchmarking, was included for annual reporting purposes.

**Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)**

The Chief Executive explained that figures are not just submitted to the Management Committee but also to the Scottish Housing Regulator, for the benefit of the new member.

The Customer & Corporate Services Manager referred to the above and the following was noted regarding the 87 complaints responded to in the year 2021/22:

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- 87 complaints were responded to in full in the year at first stage (2020/2021: 71). It was noted the increase was likely to do with the enhanced complaints awareness following new procedures in December 2020, regular refreshers, the impact of several contractor performance trends identified and staff continuing to be mindful of identifying and recording complaints
- 100% of complaints were responded to in full
- Time taken in working days to provide a full response at stage 1 was 216 days
- The average time in working days for a full response at stage 1 was 2.48 (2020/2021: 2.54)

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 Customer & Corporate Services Manager invited questions. There were none and the report, including ARC statistics to be submitted, was noted by the Management Committee.

**b) Compliments for quarter to 31 March 2022 (For information)**

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting detailing 24 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor. The Customer & Corporate Services Manager highlighted the high number of compliments received in the year 2021/22, on 111 occasions. The Management Committee commended the staff on this achievement.

**20. Centre81 and Wider Role Report (April 2022)\* (For information)**

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










- The funding provided by the Hugh Fraser Foundation to allow the continuation of the Climate Challenge Fund activities
- Centre tenant, Championship Cheer & Dance, had been successful in winning a World Championship in America, bringing the trophy back to Centre81, which is a great achievement for the young people involved
- Lots of momentum and activity at the Centre with new classes and new tenants will be brought together in a new 'What's On' document
- The success of the Easter/Spring Event on Thursday 14<sup>th</sup> April with over 200 children in attendance
- The continuation of bike repairs thanks to Scotland Cycle Repair Scheme

The Management Committee was pleased with all of the activity reported. The report was noted by the Management Committee.



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21. **GDPR Action Plan Update\* (For information)**  
 The Chief Executive referred to the above update from the ICT &  Compliance Officer, circulated prior to the meeting, and confirmed there are still a few matters outstanding   
  
. The Chief Executive stated that nothing is causing any concerns. The Management Committee noted the update.
22. **FOI Quarter 4 Return to 31.03.22\* (For information)**  
 The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that 1 FOI request was received in the quarter to 31 March 2022. The Management Committee noted the Return was provided on schedule to the Scottish Information Commissioner.
23. **Focus on Governance/Risk (For information)**  
**a) Notifiable Events Register\***   
 The Chief Executive referred to the above report circulated prior to the meeting and highlighted that there are now no open events   
  
  
 The Management Committee noted the report.
- b) Meeting Schedule 2021/22 v4\***  
 The Chief Executive referred to the above meeting schedule circulated prior to the meeting and noted an additional meeting on 21 June to review both the Business Plan and outstanding Action Plans.
24. **MC Annual Training Information (to be completed at meeting) (For information)**  
**a) Management Committee Appraisals – update**  
 The Chief Executive confirmed that 2 parties already known to the Association are interested in providing support to the Management Committee in this process. The Management Committee noted that quotations are awaited and would be presented to a future meeting.
- b) MC Training Evaluation 2021/22 and training programme for 2022/23**  
 The Chief Executive intimated that a smaller Director's group had been set up with Knowes and Dalmuir Park Housing Associations and that both have already prepared their training schedule for 2022/23. The Chief Executive suggested the Management Committee participate in this training, where applicable, given the other 2 organisations have joined in many of the Association's training sessions of late. The Management Committee was satisfied with this suggestion and will await the training programme.

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**25. Intranet**

The Chief Executive reminded the Management Committee to regularly visit the new internal Intranet, which includes news, updated Policies and Procedures and a health and wellbeing tab, and which should be easily accessible from the updated iPads. The Chief Executive confirmed the Association will work towards uploading Management Committee papers.

**26. Signing of Minutes**

The Chief Executive had noted in the Action Note from 30 November that the use of electronic signatures is being explored and is ongoing.

**27. Date and Time of Next Meeting/Training Session**

Per the schedule.

Meeting closed.

Checked by: \_\_\_\_\_

Date: \_\_\_\_\_

APPROVED .....

PROPOSED .....

SECONDED .....

**LL/SF**

\* Indicates report issued with agenda