

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 30 AUGUST 2022 AT 7.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Mrs C. Boyle	Chairperson	In person	Elected Member
Ms D. Smith	Vice-Chairperson	In person	Elected Member
Mr J. Hillhouse	Treasurer	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Mr J. Mooney		In person	Elected Member
Mrs K. Tennant		In person	Elected Member
Mrs L. Breeze		Online	Elected Member
Cllr S. Traynor		In person	Co-opted Member
Cllr C. Edward		In person	Co-opted Member

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mr J. Farrell	In person	Head of Housing Services
Mr J. Devlin	In person	Housing Services Manager
Mrs S. Farrell	In person	Customer & CS Manager
Mrs L. McGeachan	In person	Housing Officer
Mr S. Graham	In person	ICT & Compliance Officer

1. Apologies

Apologies were received from Mr P. Shiach and Ms T. Hislop. 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 first meeting of the session and thanked new members for their attendance and hoped they would find the meeting discussions and topics of interest.

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 had been no external training undertaken. The Chief Executive, however, asked the Chairperson if a short training session could be accommodated with the ICT & Compliance Officer on the iPads and forthcoming additional security measures. This was agreeable to the Chairperson. The ICT & Compliance Officer distributed a paper handout and provided a brief on screen presentation and physical demonstration on the enhanced measures which it was stated will further benefit the integrity of the Association's data and had been an Internal Audit recommendation. It was noted Mrs Breeze was unable to participate online due to the screen set up so can approach the ICT & Compliance Officer for a separate session if required.

The ICT & Compliance Officer was thanked for his presentation and left the meeting at this point.

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The Chief Executive provided the following report in the Secretary's absence:

a) Correspondence

- A letter was received from TC Young regarding the Deed Plan Rights being transferred to the Association regarding transfer of ownership of land at the Clydebank Bowling Club site. The Management Committee noted that 2 signatures were required and unanimously agreed to the signing of the paperwork
- A programme was received for the EVH Annual Conference in November. The Chief Executive will circulate the programme to all members. Particularly for the benefit of the new members, the Chief Executive stated the members are encouraged to attend a range of training and conference events to expand knowledge and learn from good practice

**b) Share Membership Applications**

A share membership application was received from [REDACTED], a guest of a shareholder from the Annual General Meeting. The Management Committee unanimously approved the application. The Chief Executive confirmed there are now over 150 shareholders.

c) MC Applications

There were no applications received.

7. Approval of Minutes & Actions Notes (Decision/Approval Required)**a) Management Committee – 28 Jun 2022***

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

b) Actions from MC Meeting – 28 June 2022

The Chief Executive confirmed the above report would follow in due course.

c) Management Committee – 30 Jun 2022*

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

Business Arising From Minutes (Decision/Approval Required)

There was no business arising from the minutes.

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

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

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It was noted that this was a standing item and no emergency decisions were required since the last Management Committee meeting mainly due to the summer break.

However, at this juncture the Head of Housing Services asked to bring an emergency report to the meeting regarding an urgent allocations issue. The Chairperson was agreeable to this. At this point, the Housing Services Manager, Customer & Corporate Services Manager and Housing Officer were asked to leave the meeting.

Allocation of Housing

The Head of Housing Services referred to the above report circulated at the meeting.

Following discussion it was agreed that in line with the Allocations Policy, discretionary housing points be awarded to the Housing Applicant referred to in the report. It was also agreed that the original offer of housing made be offered again.

10. Staffing Report* (Decision/Approval required)

The Chief Executive referred to the above report circulated just prior to the meeting.

The Chief Executive gave an update on the staffing requirements currently outstanding in the Association and the Management Committee approved the posts of part-time Corporate Services Assistant and Asset Management Assistant.

The remainder of the report was noted.

The Housing Services Manager, Customer & Corporate Services Manager and Housing Officer returned to the meeting at this point.

11. Development Report (For information)

The Chief Executive provided a verbal update on the Association's developments as follows:

Queens's Quay Development (37 units)

The Chief Executive confirmed a formal opening would take place with MSP Shona Robison in attendance in October. The Management Committee noted that all members will be invited and also all development partners and their representatives. It was noted that no information was available as to the commercial units but that the development requires to be fully complete before the commercial units will be released. The Chief Executive confirmed that to date, 2/3rds of the properties have been allocated.

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

The Chief Executive confirmed that all properties had been allocated and tenants have now moved in.

Clydebank Bowling Green development – Design and Build (18 units)

The Chief Executive explained that there had been excellent progress on the development and it was perhaps to be expected off site earlier than the February 2023 projected completion date.

Other sites

The Chief Executive provided a brief update on the 3 other developments which are in contention at present.

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.

12. Quarterly Reports – 01 April to 30 June 2022

a) Quarter 1 Complaints* (For information)

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

The Customer & Corporate Services Manager confirmed that 29 complaints had been received from 01 January – 31 March 2022, 27 had been responded to at Stage 1 and 2 had been responded to at Stage 2. The service improvements put in place following the 14 (48%) upheld complaints and 3 not upheld complaint were highlighted and the average number of days to resolve were noted as 2.56 at Stage 1 and 11 at Stage 2.

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:

- 1 theme was noted where the same contractor received 2 upheld complaints as detailed and their performance regarding complaints received will now be monitored by the Housing Services Manager
- Detailed complaints training was undertaken with over 20 office staff in August which aimed to address the issues identified from the remaining, varied complaints

The Management Committee noted the long awaited new KPIs which require to be reported on as per our Complaints Procedures had recently been published by the Scottish Public Services Ombudsman and are now reported for Q1. It was noted some guidance had been sought from the

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SPSO regarding the reporting of complaints escalated to Stage 2 and any amendments required will be included in future reports.

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. The Management Committee enquired whether complaints from contractors tend to be the same contractor or spread across a variety of contractors. The Customer & Corporate Services Manager stated on this occasion it was one contractor but previously it has been both the same contractor and spread. The Head of Housing Services confirmed that complaints performance in relation to contractors is also monitored at the Housing Services Sub Committee and that a Statement of Intent for Improvement is required and reported to the Sub Committee should a trend of poor performance be noted. The report was noted.

b) Quarter 1 Compliments* (For information)

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting detailing 17 compliments received in the quarter.

The Customer & Corporate Services Manager confirmed that all compliments are passed on to the wide range of relevant staff and contractors noted within the report.

For the benefit of the new members, the Chief Executive confirmed that Items 13-17 were all required annual returns in different formats but that the information in each was derived from the audited, approved Annual Accounts.

13. Audited Financial Statements (AFS) Return to SHR - 2021/22* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all information is derived from the audited, approved Statutory Financial Statements to 31 March 2022 and it is presented in the way requested by the SHR to compare and analyse information between RSLs.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the SHR prior to the deadline of the end of September.

14. OSCR Annual Return to 31 March 2022*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed OSCR is the charity regulator and all registered charities are required to provide a summary of their accounts in an online annual return and include copies of their audited annual accounts.

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The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the OSCR prior to the deadline of the end of December.

15. Radnor Park Homes Dormant Accounts – 2021/22*

The Chief Executive referred to the above accounts circulated prior to the meeting and confirmed whilst the company is an active registered company, dormant accounts are required to be submitted to Companies House. The Chief Executive invited questions. There were none and the Management Committee approved the Accounts for submission to Companies House.

16. Financial Conduct Authority (FCA) Annual Return 2021/22*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed all mutual societies under the Co-operative and Community Benefit Societies Act 2014 are required to submit an annual return and copies of their audited annual accounts to the Financial Conduct Authority.

The Chief Executive confirmed that the figures were taken from the audited annual financial statements and highlighted that to be clear and transparent, the workings for the return were attached.

The Chief Executive invited questions. There were none and the Management Committee approved the Return for submission to the FCA prior to the deadline of the end of October.

17. SHAPS TPT Financial Assessment 2021/22*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that in the completed financial assessment the Association remains as “low” risk. The Chief Executive provided some welcome news, that the past service deficit payments will finally cease on 30 September, saving the Association c. £138k per annum.

18. Freedom of Information Return - Quarter 1 of 2022/23 (Apr to June 2022)*

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 30 June 2022. The Management Committee noted the Return was provided on schedule to the Scottish Information Commissioner.

19. Expense Claims

a) July 2022*

The Chief Executive referred to the report which was issued prior to the meeting and noted one overtime payment was included. Following review, the Management Committee unanimously approved the expenses as submitted and the Chairperson agreed for his electronic signature to be used. It was noted that the Chief Executive would add this to the Association’s signature register.






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The Chief Executive referred to the report which was issued prior to the meeting and noted . Following review, the Management Committee unanimously approved the expenses as submitted and the Chairperson agreed for his electronic signature to be used. It was noted that the Chief Executive would add this to the Association's signature register.

20. Health & Safety/Compliance Reporting including health and safety declarations – August 2022*

The Housing Services Manager referred to the above 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 following points were noted:

- Only 6 no. smoke alarm upgrades were now outstanding and this contract is 99.4% complete
- At 2.1 an additional Accident which took place  with working hours was detailed. 




At 3.7 the issue of Lift Safety was discussed and the Management Committee enquired as to the issues recently in Radnor Park being addressed. The Housing Services Manager confirmed that while the lifts have regular servicing and maintenance due to the limited availability of obscure parts, the risk of service failure has been moved from low to medium risk. The Housing Services Manager stated that there are regular talks with contractors about the issues and also regular updates to the procedures for notifying tenants.

The rest of the report was noted and approved by the Management Committee.

27. 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.

28. Signing of Minutes

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

29. Date and Time of Next Meeting/Training Session

Per the schedule.

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Meeting closed.

Checked by: LL

Date: 30.09.2022

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda