


MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 25 OCTOBER 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>	<p>Present:</p> <table border="0"> <tr> <td>Mrs C. Boyle</td> <td>Chairperson</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Ms D. Smith</td> <td>Vice-Chairperson</td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. O'Donnell</td> <td></td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mr G. Lang</td> <td></td> <td>In person</td> <td>Elected Member</td> </tr> <tr> <td>Mrs G. Daly</td> <td></td> <td>Online</td> <td>Elected Member</td> </tr> <tr> <td>Cllr G. Singh Johal</td> <td></td> <td>Online</td> <td>Co-opted Member</td> </tr> <tr> <td>Cllr S. Traynor</td> <td></td> <td>In person</td> <td>Co-opted Member</td> </tr> </table> <p>In Attendance:</p> <table border="0"> <tr> <td>Mrs L. Lees</td> <td>In person</td> <td>Chief Executive</td> </tr> <tr> <td>Mrs S. Farrell</td> <td>In person</td> <td>Customer & CS Manager</td> </tr> <tr> <td>Mrs L. McGeachan</td> <td>In person</td> <td>Housing Officer</td> </tr> </table>			Mrs C. Boyle	Chairperson	In person	Elected Member	Ms D. Smith	Vice-Chairperson	In person	Elected Member	Mr J. O'Donnell		In person	Elected Member	Mr G. Lang		In person	Elected Member	Mrs G. Daly		Online	Elected Member	Cllr G. Singh Johal		Online	Co-opted Member	Cllr S. Traynor		In person	Co-opted Member	Mrs L. Lees	In person	Chief Executive	Mrs S. Farrell	In person	Customer & CS Manager	Mrs L. McGeachan	In person	Housing Officer
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1.	<p>Apologies Apologies were received from Mr J. Hillhouse, Mr P. Shaich, Mrs K. Tennant, Ms T. Hislop and Mr J. Mooney. It was noted that a quorum was present to enable the meeting to go ahead.</p>																																							
2.	<p>Chairperson's Remarks The Chairperson welcomed everyone to the meeting, particularly new WDC co-opted member, Councillor Singh Johal.</p>																																							
3.	<p>Declaration of Interest There were no declarations of interest.</p>																																							
4.	<p>Business Carried Over from Last Meeting There was no business carried over from the last meeting.</p>																																							
5.	<p>Management Committee External Training/Conference Feedback (if applicable) There was no Management Committee external training/conferences to report on.</p>																																							
6.	<p>Secretary's Report (For information) The Chief Executive provided the following report in the Secretary's absence:</p> <p>a) Correspondence No correspondence had been received.</p> <p style="text-align: right;"></p> <p>b) Share Membership Applications (Decision/Approval Required) A share membership application was received from [REDACTED] of [REDACTED]. The Management Committee unanimously accepted the application.</p> <p>Mr Lang entered the meeting at this point.</p> <p>c) MC Applications (Decision/Approval Required) No Management Committee applications had been received.</p>																																							

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The Chief Executive will bring the current arrangements to the next meeting for the officer bearers to decide if they wish to change or continue being representatives.

e) Annual Declarations including H&S

The Chief Executive asked the Management Committee members present to sign the latest update of the Health and Safety Manual, to be discussed later, available in the board room and reminded other members to sign the next time they were in the office.

7. Approval of Minutes & Actions Notes (Decision/Approval Required)**a) Management Committee – 30 Aug 2022***

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

b) Finance & Corporate Services SC – 13 Sep 2022*

It was noted there were not enough members in attendance who were present at the above meeting, so the Minute will be brought back to a future meeting for approval.

c) Housing Services SC – 20 Sept 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.

8. Business Arising From Minutes (Decision/Approval Required)

There was no business arising from the minutes.

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

Ratification of all Minutes was proposed by Ms Smith, seconded by Mr O'Donnell and unanimously approved by the Management Committee.

10. Emergency decisions since last meeting*

The Chief Executive referred to the above report circulated prior to the meeting and highlighted that 1 emergency decision was required since the last Management Committee meeting. The Management Committee noted it was a decision required by a Housing Officer dated 29 September 2022 in relation to an allocation to a staff member's relative and it was noted 4 elected members approved the decision by email, namely, Catherine Boyle, Paul Shiach, John Mooney and John Hillhouse.

The Customer & Corporate Services Manager and Housing Officer left the meeting at this point.

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11. **a) Staffing Report* (Decision/Approval required)**

The Chief Executive referred to the above report circulated prior to the meeting and it was noted that the following was agreed:

- Head of Finance and Corporate Services post remains vacant. CEO continuing to fill the role and will be looking at alternative recruitment agencies and consultancy services which may be used to supplement the finance section's requirements
- Update on Office Cleaner and recommendation approved
- Confirmation of retirement date for Caretaker and post to be advertised
- Confirmation of post filled for new role of part-time Corporate Services Assistant following an internal recruitment process
- Housing Services updates noted
- Update on temporary Accounts Assistant noted

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

b) EVH Monthly Report (September)*

The Management Committee noted this report is for information only, detailing what EVH has been working on. The Chief Executive confirmed that EVH was currently working on the pay increase negotiations and it was hoped information would be available for January, to include accurately in the budget setting process. The Management Committee noted the report.

c) EVH Monthly Report (October)*

As per the item above.

d) GWSF Monthly Report*

The Management Committee noted this report would now be presented monthly for information only, detailing what the Glasgow and West of Scotland Forum (of housing associations) had been working on such as lobbying the Scottish Government on our behalf regarding national policy issues, the cost of living crisis etc. The Management Committee noted the report.

12. **The Cost of Living Act – Summary Report***

The Chief Executive referred to the above report circulated prior to the meeting and intimated it was a summary/overview which had been prepared by the Head of Housing Services.

The Chief Executive summarised each of the following sections and then opened the floor for discussion and questions:

- Overview
- Scottish Government Position
- CHA Rent Increase for 2023/24

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- Consultation with tenants on rent setting for 2023/2024
- Financial impact of a rent freeze on CHA budgets and services
- GWSF/SFHA Forum Views
- Future reports and information

Discussion points/questions:

- The recent Scottish Government decision to put into law the freezing of rents until 31 March 2023 for social and private landlords was a shock to the Association given there was no consultation with the sector and particularly with the social housing sector having typically low rents
- The Association will be told the position for 2023/2024 onwards in mid-January 2023 so the tenant consultation process will be affected by uncertainty
- Financial planning and sensitivity analysis has been undertaken to predict scenarios and understand the impact on the bottom-line next year and beyond
- It's predicted the compounded impact of a freeze in 2023/2024 would be a significant c. £4m over the 30-year cyclical and major repairs period
- Any freeze would require a 'cutting back of the cloth' to core services which could impact tenancy sustainment, development, EESSH2 and Net Zero provisions. The Management Committee noted this could greatly impact tenants who need to access a tenancy sustainment service and assisting the Government with meeting many of their various targets
- The Management Committee noted the Government having any control on rents impacts the requirement to assure the Regulator the Association is in control of and secure in its own finances
- Lobbying is being carried out on behalf of the Scottish social landlord movement by both the SFHA and GWSF

The Chief Executive confirmed the Association continues to do all it can in the interim whilst dealing with so many external pressures.

13. Development Report* (For information)

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. The following updates/additions were highlighted:

Queens's Quay Development (37 units)

The Management Committee noted the official opening will take place on Monday 14 November at 10am when Shona Robinson, Cabinet Secretary for Communities, Social Security and Equalities of Scotland, will perform a ribbon cutting ceremony. The Management Committee noted an official invite will follow.

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The Chief Executive confirmed that as all properties had been allocated and tenants had now moved in, this development will come off the report now. The Management Committee noted that the majority of private finance has been drawn down. It was noted the builders had been showing around other Housing Associations who liked the model of the development.

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 expected off site earlier than the February 2023 projected completion date, potentially as early as December but that it would only be accepted by the Association until mid-December to give tenants time to settle in and sort out initial issues before the office festive closure. The Chief Executive intimated that the flats are nice sized properties and have a lovely finish and that a visit can be arranged with the builder for the Management Committee in due course.

It was confirmed that the development had been named Pavillion Court by the Council which was unfortunately not one of the suggestions sent over by the Association.

Other sites

The Chief Executive provided a brief update on the 3 other developments in contention which are in the WDC SHIP and it was noted this would allow things to move quickly if required.

The Chief Executive confirmed she continues have good working relationships and meets regularly with West Dunbartonshire Council, the Scottish Government and the Association's development officer to ensure they are aware of the potential future developments the Association would wish to be involved in, depending on the rent freeze situation, as discussed earlier in the meeting.

The Management Committee noted a further approach was made by a developer regarding Queens Quay but it seems the Council are keen to progress with this site first.

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. CHA Power Ltd – monthly update and cashflows (verbal update) (For information)

The Chief Executive provided a brief background to the Association's CHA Power Ltd subsidiary for the benefit of members. The Management Committee noted that a more detailed update would be provided at a

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separately agreed meeting but, in the interim, the following was highlighted:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

The verbal update was noted by the Management Committee.

15. Annual Submission Timetable – Regulatory and Governance Compliance* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed the timetable details all legal and regulatory returns required to be approved by the Management Committee in the year and their progress.

The Management Committee noted the key was green – submitted on time, orange – progressing or still to be submitted and red – delayed, usually due to the summer recess.

The Chief Executive invited questions. There were none and the Management Committee noted the timetable.

16. Health & Safety/Compliance Reporting including compliance report – October 2022* (Decision/Approval Required)

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. It was noted this report provides part of the evidence to show compliance with Policies and Procedures in these areas.

The following points were noted:

- At 1.2 Updates, the Health & Safety Control Manual had been updated with changes made in December 2021 and this requires all members to sign to confirm they understand and accept the

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responsibilities detailed within. The Chief Executive asked if Management Committee members could stay behind to sign the document

- At 1.3 Landlord Safety Manual, the Manual had been updated from September 2022 and this requires all members to sign to confirm they understand and accept the responsibilities detailed within. The Chief Executive asked if Management Committee members could stay behind to sign the document

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

17. GDPR Action Plan Update* (For information)

The Chief Executive referred to the above update report from the ICT & Compliance Officer, circulated prior to the meeting, and confirmed there are still a few matters outstanding but that the Finance & Corporate Services Manager (factoring files), Housing Services Manager (contractor compliance) and Chief Executive (human resource files) continue to work to address the issues. The Chief Executive stated that whilst overall it continues to be a huge exercise, nothing is causing any concerns.

The Management Committee enquired whether it affected paper and computer files. The Chief Executive confirmed it was both but that the majority of Association files are computer files as paper files in the office are discouraged for GDPR reasons. The Management Committee noted the update.

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

The Customer & Corporate Services Manager referred to the above report circulated prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 2.1 Radnor Park Multis Tenants and Residents Association (RPMTRA), the first summer event was successfully held on 11 August and that the grant for 2022/23 has also now been provided. The Association has since agreed to support the group by organising another Christmas Card for residents and helping with the promotion and organisation of a Christmas Lunch for residents
- At 4. Events, in addition to the many events listed and already held, since the time of the report many more had been held successfully including Scottish Housing Day, Garden Competition, Centre81's Autumn Fest and Aico's Volunteer Day
- At 5. Publications, it was confirmed the Charter Report – Performance Report to Customers had been prepared and printed and will be delivered/mailed to tenants prior to the 31 October deadline. Other publications which have no required deadline, ChitChat and Annual Report, will follow shortly

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The Management Committee noted that since the report was issued, one press enquiry had been requested by a local paper regarding the waiting list priority of an owner occupier. The Customer & Corporate Services Manager confirmed a full response had been provided by the Head of Housing Services on the matter and it remains to be seen if this will be included/published in full or part.

The Customer & Corporate Services Manager invited questions. There were none and the report was noted by the Management Committee.

19. Quarter 2 Reports to 30 September 2022* (For information)
a) Complaints*

The Customer & Corporate Services Manager referred to the report which was circulated prior to the meeting and confirmed that 12 complaints had been received from 01 July – 30 September 2022, 10 had been responded to at Stage 1 and 2 had been responded to at Stage 2. The service improvements put in place following the 6 (50%) upheld complaints were highlighted and the average number of days to resolve were noted as 3 at Stage 1 and 6.5 at Stage 2. The Customer & Corporate Services Manager wished to add that the reason for both complaints being escalated to Investigation was so that the most appropriate staff member was available for response.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where it was noted on this occasion, none could be identified.

The Management Committee noted clarification had been received from the Scottish Public Services Ombudsman regarding the reporting of Indicator 2, and subsequent indicators, and this was correct in the previous and current report and will be used going forward.

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 was noted.

b) Compliments*

The Customer & Corporate Services Manager referred to the above report which was circulated at the meeting detailing 25 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. The Chief Executive felt the compliments acknowledge the good work is Association is doing and mentioned that often compliments are sent around on a Friday as 'Feel Good Friday' motivation.

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The Chief Executive referred to the Centre81 Co-ordinator's report circulated prior to the meeting. The Chief Executive firstly wished to mention the recent and sudden passing of John White, the Centre81 Steering Group Chairperson, a very important support to the Centre. The Management Committee noted that condolences and flowers had been sent to the family on behalf of the staff and Management Committee and that several members of staff will attend the funeral on 28 October.

The Chief Executive then highlighted that the Community Pot had funded a successful 'Autumn Fest' programme of free October school holiday week activities including youth activities, chair yoga and herbal workshops, ending with a children's party.

The Management Committee further noted a recent visit from the Vale of Leven Trust had been accommodated, where the workings and funding of the Centre were discussed to assist in the Trust exploring their own community centre venture.

The report was noted by the Management Committee.

21. Staff Expenses – September 2022* (Decision/Approval Required)

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

22. Focus on Governance/Risk**a) Draft Annual Assurance Statement – Compliant (to follow)* (Decision/Approval Required)**

The Chief Executive provided a brief overview of the Annual Assurance Statement process as a recap for all members. The Chief Executive noted that this is 4th year the Association has been required to submit a Statement and can confirm that the process concluded the Association was Compliant. The Management Committee noted decision had been reached through a very detailed exercise to review a bank of evidence relating to Compliance, which included Management Committee papers.

The Chief Executive shared the draft Statement on screen and read it aloud, highlighting that it followed a similar style to previous years but additional pressures and mention of the recent external Governance review had been added. The Chief Executive stated a conversation on equal opportunities and the collection of data would require to be had shortly. The Chief Executive invited questions. There were none and the draft Annual Assurance Statement was unanimously approved by the Management Committee. It was noted this required to be submitted to

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the Regulator by 31 October 2022 and the Chief Executive would organise this.

b) Notifiable Events Register* (Decision/Approval Required)



The Chief Executive referred to the above report circulated prior to the meeting and it was noted that whilst there are no open cases, 1 new event will be raised after the meeting [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

c) MC & Staff Appraisals – update (For information)

The Chief Executive reiterated that the format of the staff appraisals was being revisited to refresh the style to a more modern approach. The Management Committee noted that the Chief Executive was still sourcing quotes for external assistance with the Management Committee appraisals.

23. 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. The Chief Executive confirmed that an iPad would be arranged shortly for new member, Councillor Singh Johal.

24. Signing of Minutes

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

25. Date and Time of Next Meeting/Training Session

Per the schedule.

Meeting closed.

Checked by: _____

Date: _____

APPROVED

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PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda