

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 NOVEMBER 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>				
	Present:			
	Mrs C. Boyle	Chairperson	In person	Elected Member
	Mr J. Hillhouse	Treasurer	In person	Elected Member
	Mr J. Mooney		In person	Elected Member
	Mrs L. Breeze		Online	Elected Member
	Mr G. Lang		In person	Elected Member
	Cllr G. Johal		Online	Co-opted Member
	In Attendance:			
	Mrs L. Lees		In person	Chief Executive
	Mr J. Farrell		In person	Head of Housing Services
	Mrs S. Farrell		In person	Customer & CS Manager
	Mrs L. McGeachan		In person	Housing Officer
	1. Apologies			
	Apologies were received from Mr P. Shiach, Mrs K. Tennant, Ms D. Smith, Mr J. O'Donnell, Ms T. Hislop and Cllr Traynor. 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.			
	The Chief Executive made a request to the Chairperson that a reminder of required attendance at both Management Committee and Sub-Committee level should be raised at the next meeting through Chairperson's Remarks.			
	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 was no Management Committee external training/conferences to report on. The Chief Executive intimated she had spoken with the Directors of Dalmuir Park and Knowes Housing Associations with a view to arranging joint training.			
	6. Secretary's Report (For information)			
	The Chief Executive provided the following report in the Secretary's absence:			
	a) Correspondence			
	No correspondence had been received except for items for signing by members not present.			
	b) Share Membership Applications (if applicable)			
	There were no share membership applications received.			

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c) MC Applications (if applicable)

No Management Committee applications had been received.

d) Sub-Committee Membership confirmation

The Management Committee noted the Chief Executive would be in touch to clarify with members which Sub-Committee membership at the earliest opportunity.

d) Annual Declarations including H&S o/s

The Chief Executive asked the Management Committee members not previously present to sign the latest update of the Health and Safety Manual available in the board room.

f) MC Reps for SFHA, EVH and SHARE

The Chief Executive stated it was normally the Chairperson and Vice Chairperson that held these roles so asked if members were happy that it would be Mrs Boyle and Ms Smith going forward. All members confirmed that they were. The Chairperson highlighted an EVH AGM and Christmas social event to be held on 05 December should any members be interested.

7. [Approval of Minutes & Actions Notes \(Decision/Approval Required\)](#)

a) Finance & Corporate Services SC – 13 Sep-22*

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) Management Committee – 25 Oct-22*

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

10. [Emergency decisions since last meeting* \(Decision/Approval Required\)](#)

The Chief Executive referred to the above report  dated 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 25 November in relation to an eviction which was approved by 3 members,   but as 4 members are required for emergency decisions, the members present were invited to approve the decision in order that the Housing Team can move forward with the

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eviction action. [REDACTED] approved the decision and the report was noted by the Management Committee.

11. **Development Report – verbal update (For information)**

The Chief Executive provided a brief verbal update on the following development issues as follows:

Queens’s Quay Development (37 units) – the Management Committee noted that all tenants have now moved in.

The Management Committee enquired as to any available update on the shop units. The Chief Executive confirmed the units are still vacant and

[REDACTED]
[REDACTED] Clydebank Housing Association has no responsibility for them.

It was noted the opening, scheduled for 14 November, was postponed and should take place in the better weather.

Former St. Cuthbert’s Church – Linnvale (24 units) – the Management Committee noted that all tenants have now moved in.

Pavillion Court – Clydebank Bowling Green development – Design and Build (18 units) – the Management Committee noted that the development remains ahead of schedule and handover is likely at the end of January and the Housing Team is gearing up to begin the allocations process.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dalmuir – the Management Committee noted that the Association had been approached by a builder to work in partnership on a Dalmuir site. The Chief Executive indicated that it may be that development needs to cease until the Association is in control of its own rents and this will be discussed at Item 12.

The verbal update was noted by the Management Committee.

12. **Rent Policy Review 2023/24* (Decision/Approval Required)**

The Head of Housing Services referred to the draft Policy that had been circulated prior to the meeting and highlighted that this would provide the basis for consultation with tenants, sharing owners and Registered Tenants Organisations. The Head of Housing Services felt it would be remiss not to mention the draft Rent Policy was written this year with a great deal of difficulty in trying to account for service provision and the cost of living crisis.

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The Head of Housing Services summarised the key points required by a Rent Policy on page 3 including:

- Affordability (to the tenant)
- Comparability (to other social landlords)
- Viability (of the RSL)

At 1. Affordability, page 5, the Management Committee noted that 11 family compositions had been input into the SFHA rent affordability tool and there were no fails even with the Association's highest rent (1 person in a 2 apartment at Queens Quay) which passed at under 30% (24.9%) and that was also including Band B Council Tax which was included to make all the scenarios more realistic. The Head of Housing Services confirmed that even with a 3% simulation rent increase, it still passed at 25.7%. The Management Committee enquired whether it was an average income that was used in the tool and the Head of Housing Services confirmed that it was and that adding the Band B Council makes it as good an indicator as possible. The Head of Housing Services stated this exercise demonstrates the rents can be considered affordable. General discussion ensued on the future affordability of rents within the social housing sector but that with low rents, the Association should be among the last to feel any potential future impact.

The Head of Housing Services highlighted that 99% (89%: 2019) of those recently surveyed in the large scale tenant satisfaction survey stated they felt their rent offered good value for money but that 44% (78%: 2019) were aware of how their rent money was spent.

At 2. Comparability, page 7, the Management Committee noted that only 2021/22 figures were available and that, based on that, the Association had the lowest average rent in the district at £323.53 and sat comfortably below the Scottish average of £392.90.

The Head of Housing Services stated this table demonstrates the rents can be considered comparable.

At 3. Viability, page 8, the Management Committee noted the uncertainty with the potential Scottish Government rent freeze or cap, however, that the rent setting process has to continue as normal until that is clarified in mid-January. The Head of Housing Services highlighted that the minimum rent increase required to make a surplus is 3% (£30,301). It was therefore noted that 3% would be Option 1, Option 2 would be 4% (£74,130) and Option 3 would be 5% (£117,959) with Options 2 and 3 offering over and above normal service delivery as per previous years' consultation and will be centred on tenant and customer wellbeing. The Chief Executive felt it prudent to mention that the options included no development, no property purchases and no additional staffing. The Management Committee understood that the Scottish Government, in potentially imposing a rent freeze or cap, could not then expect additional new builds and should there be a cap, tenancy sustainment services

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would cease from 31 March 2023. The Chief Executive reassured the Management Committee that the Association would continue to access any external funding available to support tenants.

The Chief Executive wished to make members aware that all activities/major repairs will have to be prioritised going forward in any event.

The Head of Housing Services stated this table demonstrates the rents can be considered viable.

The Management Committee noted that for context, the Chief Executive's Directors' Group average proposal was 6%, English Associations have been capped at 6% and Welsh Associations have been capped at 7%.

Given the information provided in the draft Policy, the Management Committee could be satisfied that the proposed rent increase consultation figures of between 3% and 5% demonstrated affordability, comparability and viability.

The Management Committee unanimously agreed the Policy and all options presented for consultation.

13. Service Charge Policy Review 2023/24* (Decision/Approval Required)

The Head of Housing Services referred to the draft Policy that had been circulated prior to the meeting. The Management Committee noted all figures presented were based on actual costs to 30 September and estimated costs to the year-end based on the previous financial year/schedule of rates as submitted by contractors plus any extra information available. The Head of Housing Services highlighted that the Association was able to keep services charges the same in the previous two years, however, costs have increased in the past year for electricity, labour and materials.

As such, the Management Committee noted the following 2 increases were proposed:

Common Grounds Maintenance provided to 1,721 tenants, sharing owners and owners – an increase of £0.84 per month is required to £6.01 per month.

Common/Landlord electricity supplies provided to 1037 tenants, sharing owners and owners – an increase of £3.17 per month is required to £11.01 per month.

Common Window Cleaning provided to 307 tenants, sharing owners and owners – was able to be held at the 2022/23 cost due to increased new build properties increasing numbers and providing economies of scale.

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The Head of Housing Services highlighted that there was no mitigation or subsidy by the Association on services charges and that all costs required to be covered by the customers receiving the services.

The Head of Housing Services welcomed questions. There were none and the Management Committee unanimously approved the draft Policy and proposed charges for 2023/2024. The Management Committee noted that the final Service Charge Policy would be brought to the January 2023 Management Committee meeting for approval.

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

14. Staffing Report*

a) Verbal Update (Decision/Approval required)

The following updates were noted and approved:

- A long-serving Housing Assistant has submitted her notice to retire at the end of January. This has been accepted and recruitment will commence shortly to fill the post.
- The part-time Housing Officer has left the organisation after a short spell. The Committee agree to convert this post to a full-time position to accommodate the additional housing stock units created by the development programme and the demands on the Housing Services section. It was decided that recruitment would commence to fill this post.
- The Committee agreed to close the office on Friday 9th December at 12.30pm for staff training and at 12.30pm on Friday 23rd December for the Christmas break.

b) EVH Wages Ballot 2023/24* (Decision/Approval required)

The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee agreed with the proposal outlined by EVH and the Unions. The Chief Executive noted that the Committee's response would be sent to EVH following the meeting.

c) EVH monthly report (Nov 22)* (For information)

The Management Committee noted this report is for information only, detailing what EVH has been working on. The Management Committee noted the report.

d) GWSF Monthly Report*

The Management Committee noted this report is for information only, detailing what GWSF has been working on. The Management Committee noted the report.

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

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15. Proposed Shared Ownership Buy Back – Glasgow Road* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting regarding a request from a sharing owner for the Association to buy back their 25% share [REDACTED]. The Management Committee noted that the value of the 25% share is £17,500 [REDACTED]. The Chief Executive highlighted the following:

- The property will begin to contribute to the income stream after year 13, well within the 30-year period
- The 1-bedroom property will come with a sitting tenant
- There are currently no arrears for rent, no adverse housing management issues envisaged, and factoring and maintenance issues have been considered
- The full capital purchases budget remains available (£100k)

The Management Committee unanimously agreed to offer [REDACTED] to purchase the 25% share of the property.

16. Policy Review – Data Protection Policy* (Decision/Approval Required)

The Chief Executive referred the above draft Policy circulated prior to the meeting and explained it was due for its 3-yearly review and that minimal changes, tracked in blue for reference, were required, including an update of Policy name and removing duplication. The Management Committee unanimously approved the Policy and it was confirmed a clean version would be uploaded to the Intranet.

17. Policy Review – Factoring Policy* (Decision/Approval Required)

The Chief Executive referred the above draft Policy circulated prior to the meeting and explained it was brought to the Management Committee earlier than its 3-yearly review as a change was proposed in relation to being able to carry out works without the majority of owners' approval in exceptional circumstances such as a serious health and safety or structural concern, as highlighted in green tracked changes. It was noted costs for these works, if not then secured from owners would be subject to a Notices of Potential Liability for Costs (NPLC) where the debt would be repaid at the point of the sale of the property. The Chief Executive explained the Association would do all it could to engage with owners prior to emergency work being instructed.

The Management Committee unanimously approved the Policy as presented and it was confirmed a clean version would be uploaded to the website.

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:

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- At 1. the Tenant Panel remits had been breached as they had not met 4 times in the year but assurance was provided that a Tenant Panel was not a requirement and that a promotional event had been arranged to reinvigorate membership
- At 2.1, the Association had been thanked via the Winter Newsletter article submitted by Radnor Park Multis Tenants and Residents Association for our support throughout the year
- At 4., the wide range and good amount of activity in terms of Association Events, particularly the Cosy Afternoons at Centre81, which our Tenancy Sustainment Officer attends, and World Kindness Day
- At 8., the small staff 'feel good' incentive of monthly Customer Care Champions was noted
- At 9., the introduction of a new Scottish Social Housing Charter for 2022 and that it would be reviewed in due course for changes

The Management Committee asked whether the new Charter was a large document and noted that it was fairly concise at c. 14 pages but that it was more the reporting and recording mechanisms to evidence working towards the Charter that were onerous and could change.

The Customer & Corporate Services Manager added that the Tenant Satisfaction of the Association was being audited by Wylie Bisset in the week and that the Association welcomes audit processes and would be delighted to receive any feedback that we can act upon to improve.

The Customer & Corporate Services Manager 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 circulated prior to the meeting and the following was highlighted:

- Autumn Fest was a great success and included a wide range of fun activities for all ages but with being mindful of the cost of living crisis, batch cooking classes were included
- Support will be provided to the Centre81 Steering Group to help secure long-term funding
- The Centre is hosting the Association's 'Cosy Afternoons' every Friday in November/December and providing a warm space and free tea/coffee and soup
- Bingo Christmas Lunch and Kids Christmas Party & Santa on Thursday 15th December

The Management Committee enquired whether there was a current relationship with a foodbank. The Chief Executive stated that there was not currently but there had been during the first Covid-19 lockdown where the Association provided the Centre for Northwest Foodshare to

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operate from but that going forward it was hoped that food harvested from the community garden could go straight to a food bank.

Mr Mooney commended all of the great work being done at Centre81. The report was noted by the Management Committee.

20. 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 highlighted that whilst there are still outstanding issues, there is nothing of concern and the staff are constantly striving to delete unnecessary paperwork. The Management Committee enquired as to the deletion of paper files and the Chief Executive confirmed the Association uses a confidential shredding service.

The Management Committee noted the update.

21. Health and Safety Compliance Report*

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 Chief Executive reiterated that the Health & Safety Control Manual had been updated with changes made in December 2021 and asked that Management Committee members who have not yet signed it could stay behind to do so
- At 1.3 Landlord Safety Manual, the Chief Executive reiterated that the Manual had been updated from September 2022 and asked that Management Committee members who have not yet signed it could stay behind to do so

The Chief Executive wished to highlight that due to human error, namely the accidental deletion of a field within the housing software which confirmed a property required a gas service, a gas service was missed. The Management Committee noted that this was carried out 2 days out with the timescale of 1 year since the last gas service. The Chief Executive and Head of Housing Services confirmed that this would be reported to the Regulator via the Annual Return on the Charter (ARC) submission.

The rest of the report was noted and approved by the Management Committee. The Chief Executive confirmed that this report would be provided to the Housing Services Sub Committee going forward and would only be brought to the Management Committee quarterly, unless

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there were any major concerns. This was noted by the Management Committee.

22. FOI Quarterly Return to September 2022* (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 year to date but none were received in the quarter to September 2022. The Management Committee noted the Return was provided on schedule to the Scottish Information Commissioner.

The Chief Executive intimated that items 23-29 had been presented to the Finance and Corporate Services Sub-Committee but the meeting had been inquorate. The Chief Executive confirmed Mr Hillhouse and Mr Shiach had both indicated they were satisfied with the reports. The Chief Executive confirmed she was always available and welcomed questions on any report.

23. CHA Management Accounts to 30 September 2022* (Decision/Approval Required)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November.

The Chief Executive wished to highlight that there was nothing of concern and she will continue to monitor spend against budget. The CHA Management Accounts to 30 September 2022 were noted by the Management Committee.

24. CHA Power Management Accounts to 30 September 2022* (Decision/Approval Required)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November.

[Redacted content]

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The CHA Power Management Accounts to 30 September 2022 were noted by the Management Committee.

25. Sales Ledger Balances - Outstanding Factoring balances to 30 September 2022* (For information)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November. The Sales Ledger Balances - Outstanding Factoring balances to 30 September 2022 was noted by the Management Committee.

26. Sales Ledger Balances – Outstanding Rechargeable Repair balances to 30 September 2022* (For information)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November. The Sales Ledger Balances – Outstanding Rechargeable Repair balances to 30 September 2022 was noted by the Management Committee.

27. Sales Ledger Balances – Outstanding CHA Power customer balances to 30 September 2022* (Decision/Approval Required)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

The Management Committee noted the Association continues to seek funding for fuel vouchers.

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The Sales Ledger Balances – Outstanding CHA Power customer balances to 30 September 2022 was noted by the Management Committee.

28. Attendance Management Report – July to September 2022* (For information)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November. The Attendance Management Report – July to September 2022 was noted by the Management Committee.

The Head of Housing Services left the meeting at this point.

29. Capital Purchases Report to 30 September 2022* (For information)

The Chief Executive referred to the above document circulated prior to the meeting and also circulated prior to the inquorate Finance & Corporate Services Sub-Committee meeting on 15 November. The Capital Purchases Report to 30 September 2022 was noted by the Management Committee.

30. Expenses Report

a) October 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 a call-out 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.

b) November 2022* (Decision/Approval Required)

The Chief Executive referred to the report which was issued prior to the meeting and highlighted that two overtime payments and one payment in lieu of excess TOIL/flexi 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.

31. Focus on Governance/Risk

a) Notifiable Events Register* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and it was noted at Event 15 that all required information had been provided to the Regulation Manager and the Notifiable Event had since been closed off.

The report was noted by the Management Committee.

32. Intranet

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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 is now available for Councillor Johal.

33. Signing of Minutes

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

34. 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