

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 27
FEBRUARY 2024 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL
AND VIA A VIDEO CONFERENCING LINK

ACTION

5. **Management Committee External Training/Conference Feedback (if applicable)**

[REDACTED]
[REDACTED]

The Customer & Corporate Services Manager confirmed that the joint training session on 'Questions you should be asking – Maintenance', was held on 13 February 2024. The Chief Executive reminded the committee that this programme of training had been arranged to work together with other Housing Associations to increase networking opportunities and achieve value for money and it had been held mainly online. The Management Committee noted that a fresh idea beginning in March is to do 'lunch and learn' sessions, both for staff and Management Committee. and noted the Chief Executive would keep them up to date with details of the first session.

6. **Secretary's Report**

The Secretary provided the following report:

a) Correspondence (For information)

There was no correspondence.

b) Share Membership Applications (Decision/Approval Required)

The Chief Executive read aloud an application from Mr Johnston [REDACTED]. The Management Committee unanimously approved the share membership.

c) MC Membership Applications (Decision/Approval Required)

The Management Committee noted that while there is none at present, the above approved shareholder was keen to become a Management Committee member and had received an application pack. The Chief Executive confirmed she had several other meetings with prospective members that week regarding interest in Management Committee membership.

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

a) Management Committee – 30 Jan-24*

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

b) Finance, Audit & Risk S-C – 06 Feb-24*

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

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

There was no business arising from the minutes.

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9. **Ratification of all Minutes (Decision/Approval Required)**
Ratification of all Minutes was proposed by Mr J. Hillhouse, seconded by Mr J. O'Donnell and unanimously approved by the Management Committee.
10. **Emergency decisions since last meeting**
There had been no emergency decisions required since the last meeting.
11. **SHR Assurance on Committee Attendance and Appointment of Committee Members (Decision/Approval Required)**
The Chief Executive provided a verbal report and the following was noted:
- The Scottish Housing Regulator Regulation Manager had been in touch on Friday 23 February following their annual risk assessment of reviewing Minutes, AGM processes, attendance, membership etc.
- The Management Committee noted they have highlighted some discrepancies and concerns, particularly the following:
- Issues with achieving a quorum / low attendance
 - Same core members attending (their preference is for a full, representative table)
 - One member, Mrs Breeze, who missed 3 meetings was absent after the May dated AGM report was provided (June Management Committee) and then was re-elected at the AGM based on the AGM report when they should not have been. It was noted they had not attended since and are now off the Management Committee so had not participated in any decision making
 - One member, Mr Mooney, had missed 4 meetings in misinterpretation of attendance being for committee year and not consequent meetings. The member should have been off from October meeting and therefor the October MC meeting (incl. Assurance Statement approval) and November Finance, Audit & Risk Sub-Committee were inquorate. Minutes of these meetings were ratified by MC in November, however, a subsequent MC meeting will to be arranged to approve all items at these 2 meetings. An additional meeting for the 5th March 2024 was agreed and the MC agreed to elect Mr Mooney back onto the Committee with immediate effect, as a casual vacancy, and noted that he would require to stand for election at the 2024 AGM.
- Mr Mooney joined the meeting at this point.
- The Chief Executive stated it was a difficult conversation to have given all that is being achieved by the Association is terms of good practice and going 'above and beyond' for tenants, but the Association has an absolute willingness to strengthen the MC with new members, encourage full attendance of meetings, look at processes and continue to compile a wealth of evidence of compliance for ongoing review. The Management

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Committee noted that the Regulator currently does not have assurance that the Association is meeting with its constitution and wished for an independent consultant to review those processes.

The Chief Executive wished to highlight relevant actions in progress or undertaken at present:

Governance Expert

The Chief Executive had requested and received 2 quotations from experts in the field of Governance for a review.

The Management Committee unanimously approved the appointment of [REDACTED] for this project and understood a concise and detailed report will be compiled for the Management Committee including an Action and Improvement Plan and a copy will be provided to the Regulator. The Management Committee was very open to this and committed to taking any actions identified within a 12 week period.

It was hoped that this, along with progress/actions on the below, would be enough to satisfy the Regulator as to the Association's compliance with the constitution/Governance of the Association and that the Association would remain Complaint in the annual assessments issued in March.

Appointment of Casual Vacancy

Confirmation that John Mooney was appointed back onto the Management Committee as a Casual Vacancy until the next 2024 AGM where he will have to be nominated for place.

Management Committee Recruitment Drive

The Chief Executive stated that a Management Committee membership drive had already been underway from January and the Customer & Corporate Services Manager had completed a great number of actions already which had begun to generate interest.

Attendance at Meetings

All agreed this had provided a great opportunity to review attendance. It was noted that over the past number of some Sub-Committee meetings have been inquorate and this means paperwork needs to be presented to the next Management Committee, taking time from the full MC meetings. Discussion ensued over ways to maximise attendance such as Sub-Committee meetings during the day but the consensus was the 6pm start times are working overall. The frequency of Management Committee meetings was also discussed and it was noted many other Association's having approx. 8 no. per year but the Association holds 3 in June alone. It was unanimously agreed that the Chairperson would review the meeting frequency with the Chief Executive.

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Committee Support

The Chief Executive confirmed that SHARE had been instructed to come in and support the Chairperson and the Vice-Chairperson with appraisal reviews in March 2024 and then for the next 24 months going forward. It was noted that SHARE will also gather any training requirements and assist with succession planning from the outcome of the reviews. It was noted this was particularly important as an Officer Bearer had noted their intention to stand down at the 2024 AGM.

Approval of October MC and November FARSC Papers

The Chief Executive asked the Management Committee to attend an additional Management Committee meeting on Tuesday 5 March 2024 at 6pm to address the outstanding paperwork as detailed above.

12. Staffing Report (verbal update) (For information)

a) EVH Update – Feb 2024*

The Chief Executive referred to the above report which was circulated prior to the meeting and confirmed it was for information only.

The Chief Executive updated the Management Committee, following their previous decision to return a ballot paper favouring 5.5% staff pay increase, stating that unfortunately a Union ballot rejected the agreed Union/EVH proposal. It was noted that EVH has confirmed further negotiations are now ongoing.

b) Ongoing Staffing Matter

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

13. Draft CHA Power Budget and Price Review 2024/25* (Decision/Approval required)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that an increase in the weekly cost to CHA Power residential customers was proposed of from £13.07 to £15.75 per week, an increase of £2.68 per week. The Chief Executive explained that the increase was purely to fund what the subsidiary is buying in in terms of gas and for the operation of the subsidiary as it has to stand alone from the Association and operate independently. The Management Committee noted a proposed increase to the Church charges also.

The Chief Executive stated it is upheld that CHP customers are still benefiting from affordable running costs for unlimited heat and hot water and it is important to support the tenants through the current fuel crisis and cost of living increases.

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The Management Committee noted that with the increase a projected planned income of c. £441k is expected with a planned welcome surplus of c. £3k being achieved preferable to a likely deficit recorded in the current year. It was acknowledged that whilst rent had been increased by 4.6%, service charges had been frozen for 2024/2025 and staff continue to give out food and fuel vouchers to assist.

The Management Committee noted that with the budget proposal presented, a c. £110k project to enhance the system would be undertaken in April which would increase efficiency to maximise income on electricity income and reduce running costs.

The Chief Executive stated that this is the last year of gas prices under the Scottish Government Framework and whilst information is awaited on new costs, the budget is based on costs as at January.

The Chief Executive concluded by confirming a healthy cash balance and good reserves. The Draft CHA Power Budget 2023/2024 was unanimously agreed by the Management Committee, noting support for both tenants and the local community church in offering good, fairly priced heating and hot water. The Management Committee noted that letters will be sent out to all customers notifying them of the increase, providing 28 days' notice.

14. Void & Lettings Report* (For information)

The Housing Services Manager referred to the report circulated prior to the meeting and the following points were highlighted:

- Overall numbers are comparable with 2022/23
- Year to date void loss from 18 relets of £2,344.51
- It took 427 days to let the void properties
- Quarter 3 void repair costs were £40,781.83

The Chief Executive expressed no concerns and stated that the Head of Housing Services had good processes in place.

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

15. Allocations Report* (Decision/Approval Required)

The Housing Services Manager referred to the report circulated prior to the meeting and to the various tables including those which detailed void and new build allocations, end of tenancy reasons and letting information.

It was noted that 95.97% of tenants had sustained their tenancy for more than 1 year. The Chief Executive reiterated a discussion at the previous meeting where the Association had successfully secured funding for a new 3-year post from the National Lottery to assist with tenancy sustainment.

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The Management Committee noted that there are a total of 1,611 applicants on the waiting list, with approx. 150 coming off on a rolling basis after housing list reviews.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee. It was noted that no Decision/Approval was required.

16. Anti-social Behaviour & Estate Management Report* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting and the following points were noted:

- 0 Category A complaints had been received (extreme complaints)
- 1 Category B complaint had been received (serious complaints)
- 7 Category C complaints had been received (minor complaints)
- 3 warnings had been issued for proven complaints in Category B

The Housing Services Manager noted no concerns and invited questions. There were none and the report was noted by the Management Committee.

17. Arrears Management Report* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and it was noted that gross arrears had risen slightly to 3.32% in December from 3.26% in November but the team have been working hard on the figures. The Chief Executive reiterated that the team was split earlier in the year into 'patches' and this approach has definitely been helping with each patch c. 1/3rd of the stock, increased opportunities for getting out and about and relationship building, dedicated arrears days etc. and that it is expected at the year end that this figure will be within target (3.9%)

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

18. Universal Credit Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the following points were highlighted:

- There was a decrease of £6,660 (<11%) in total UC arrears owed took place between September and December 2023
- Bad debt provision (currently 5%), was more than enough to ensure that UC arrears will not negatively impact the Association (currently 3.54% projected)

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

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19. Tenancy Sustainment Report* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and the following was highlighted:

- It was noted that c. 96% of tenants have now sustained their tenancy for more than a year
- Each area of support was noted including digital, fuel and food assistance with tenants helped on 620 occasions with support totalling c. £23k in the year to date

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

**20. Housing Management Policies (Decision/Approval Required)
20a) Abandoned Homes Policy 2024***

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was nearly due for its 3-yearly review and there were minor changes tracked in yellow.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

20b) Arrears Management Policy 2024*

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was slightly overdue for its 3-yearly review and there were minor changes tracked in yellow and that information relating to Covid-19 had been removed.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

20c) High Risk Offenders Policy 2024*

The Housing Services Manager referred to the above Information Sharing Protocol regarding circulated prior to the meeting and which is presented to the Management Committee periodically for information. The Management Committee noted that some information was out of date and the Chief Executive confirmed this would be passed on to West Dunbartonshire Council who have ownership of the document.

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

20d) Emergency Decant Policy 2024*

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was slightly overdue for its 3-yearly review and there was one minor change tracked in yellow.

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The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

20e) Equal Opportunities Housing Services 2023*

The Housing Services Manager referred to the above draft Policy circulated prior to the meeting and wished to highlight it was last reviewed in January 2022 and there were no changes proposed.

The Chief Executive invited questions. There were none and the Policy review was unanimously agreed as presented by the Management Committee.

21. Social Housing & Veterans – discussion* (Decision/Approval Required)

Per Item 2. Chairperson's remarks, this item was agreed to be removed from the agenda.

22. Common Housing Register – discussion* (Decision/Approval Required)

Per Item 2. Chairperson's remarks, this item was agreed to be removed from the agenda.

23. General Maintenance Report* (Decision/Approval Required)

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted that it was for information only as the item, Open Space Maintenance Contract, had already been approved by the Finance & Corporate Service Sub-Committee in February 2024.

23a) Maintenance Report

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted that decisions were required as follows:

Kitchen Refurbishment Contract – Phase 3

As the previous the kitchen refurbishment programme had been procured in phases, the contractor, Everwarm, who completed phases 1 and 2 successfully, had submitted a cost for Phase 3 which covers 73 properties and 36 outstanding from Phase 2, commencing in May 2024. The Management Committee noted works include the renewal of the kitchens, upgrade of mechanical ventilation and a rewire of the kitchen circuits within these properties where applicable. The Chief Executive confirmed that the proposed cost of [REDACTED] (inclusive of VAT) sits within agreed January budget parameters and particularly as it includes additional work such as ventilation upgrades.

The Management Committee unanimously agreed to the request to accept the above contract.

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Window Refurbishment Contract – Phase 2

Following the stock condition survey, 146 properties within Forth Street, Bon Accord Square and tenemental stock have been identified for the next phase of window refurbishment, likely to be in the region [REDACTED]. The Management Committee noted that a quote has been received from Ewing Somerville Partnership (Scotland) Ltd, to carry out pre-contract, Quantity Surveying and Principal Designer Services totalling [REDACTED] (inclusive of VAT).

The Management Committee unanimously agreed to the request to accept the above quotation.

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

24. ARC Statistical Reports* (For information)

The Housing Services Manager referred to the following reports circulated prior to the meeting:

a) Maintenance

The Management Committee noted that repairs were up 12% and that non-emergency repairs were up 17% and this is reflected within budget spend. The Housing Services Manager stated that this was typical across the sector, perhaps outstanding repairs from Covid-19 were being reported, and that 4 new contractors had come on board to assist with demand. It was, however, noted that a data cleanse was currently being undertaken so some figures may change slightly. The report was noted.

b) Scottish Housing Quality Standard (SHQS)

The Management Committee noted that figures will change slightly as the stock condition survey has been received and it was likely that stock meeting the SHQS would rise to 85%/86%. The report was noted.

c) Energy Efficiency Standard Scottish Housing (ESSH & SHNZS)

The Management Committee noted that the guidelines had not yet been received ESSH2 which has now become the Social Housing Net Zero Standard (SHNZS). It was noted that the significant works at Dumbarton Road (heating and windows) would greatly improve the report information by the year end. The report was noted.

d) Benchmarking Report

The Management Committee noted that green was highlighted where our performance was favourable and red where our performance was not. The Management Committee noted the main area for concern was Right First Time. The Housing Manager discussed the difficulties with this element including the age of the buildings and in particular Radnor Park Multi Storey buildings job recall levels. The Chief Executive asked if any education would assist. The Housing Services Manager agreed that it would in terms of what is put in the bin chutes, however, it is also the

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condition of the chutes themselves (c. 60 years old). The report was noted.

25. Repairs Reports* (For information)

The Housing Services Manager referred to the following reports circulated prior to the meeting and highlighted the following:

a) Cyclical Repairs

There is currently no maintenance in contract in place at the moment for Laundry Equipment Maintenance as the equipment is performing well and the costs of this do not currently make financial sense.

At 4. Gas servicing/maintenance/audits, an error was noted where the spend to 31/12/23 should be [REDACTED] and not [REDACTED] and this will be updated. A spend of £572k was noted and was confirmed as in line with budget.

At 12. Electrical testing / inspection (5 yearly), the Management Committee enquired regarding failure to allow access for works to be carried out. The Housing Services Manager stated that 2 tests are outstanding and explained the process of engaging with tenants and, where necessary, forcing entry. The Management Committee noted that the contractor carries out 2 visits and on the 3rd attempt forced entry is carried out on a case by case basis. The Management Committee noted the worries over tenants by-passing meters but the Housing Services Manager did reassure the Management Committee that there are enhanced communications now through the new housing system to help gain access where possible.

The Housing Services Manager invited questions. There were none and the report was noted.

b) Major Repairs

At 7. District Heating Installation, confirmation had been received VAT can be reclaimed by the sub-contractor on the works meaning that a saving of over [REDACTED] can be realised on this contract.

It was noted that no owners had taken up the system.

The Housing Services Manager was pleased to confirm that a community benefit was being received from City Technical Service of [REDACTED] and it had been agreed internally that this will support the tenants undertaking the district heating installation to support them with [REDACTED] each.

The Housing Services Manager invited questions. There were none and the report was noted.

26. Carbon Management Report (verbal only) (For information)

The Housing Services Manager provided a brief update on movement with the Carbon Management Plan. The Management Committee noted

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that the new electric van had been received and will provide great benefits to tenants via usage by the Estate Management team. The Chief Executive confirmed she is looking at funding for additional electric charging points throughout the stock and has expressed an interest in Energy Saving Trust funding which reopens from April. The Management Committee noted that a small charging tariff will be introduced for the charging points in the stock from 1 April 2024, currently free to the public since 2019, to assist with costs towards maintenance costs and the Committee will be kept up to date on this.

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

27. Contractors Performance Report* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted that where performance had fallen below an acceptable standard (90%) these had been highlighted in blue.

Particularly, one contractor at 78% performance was discussed [REDACTED]

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

The Housing Services Manager was pleased to report an increase in contractor meetings over the quarter. The Management Committee noted that 2 contractors are no longer used because of their poor performance despite previous Statements of Intent to Improve being provided.

The Management Committee noted that [REDACTED] was not highlighted but was performing under 90% (86%). The Housing Services Manager apologised for the error and will have this updated/actioned.

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

28. Contracts Register* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting and highlighted it for information only.

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

29. Health & Safety Report* (For information)

The Housing Services Manager referred to the above report circulated prior to the meeting and confirmed that all Landlord Health & Safety obligations were being met across the 6 key safety areas.

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At 2.1 Accident & Near Miss Register, it was noted that 4 incidents had been recorded in the reporting period. The Housing Services Manager read over each incident in turn, associated actions taken following each incident and where procedures could be tightened up or improved or where follow up action was taken. The Management Committee enquired whether incidents 2 and 3 were related to previous similar incidents. The Housing Services Manager confirmed that they were not. It was noted that there are no Public Liability Claims ongoing.

The Housing Services Manager invited questions. The Management Committee enquired as to the progress of the Reinforced Autoclaved Aerated Concrete (RAAC) investigations. The Chief Executive confirmed that visual surveys had been undertaken with no positive reports of RAAC but that desktop surveys are being undertaken at the Banner Place (not 15-27) and Attlee Place estates given their construction and age and that samples may be taken. The Housing Services Manager confirmed that visual surveys had also been done during the stock condition survey in November and no positive reports had been returned.

The report was noted by the Management Committee.

30. Maintenance Policy Updates* (Decision/Approval Required) Repairs & Maintenance Policy 2024

The Housing Services Manager referred to the above Policy which was last approved in November 2022 but that changes tracked in blue and red were proposed. It was noted they were minor in nature and included additions regarding Tenant Alterations and Bulk Uplifts. The Management Committee noted that the additions clarify what the Association is looking for from tenants in both these circumstances. It was confirmed that the additions do not have a significant impact on the tenants and that no further consultation was required. The Management Committee unanimously approved the draft Policy as presented.

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 highlighted that there were no open cases, with nothing ongoing or outstanding. However, the Management Committee was aware that a declaration may be required depending on what outcome comes from any disciplinary action undertaken.

b) Declaration of Interest forms

The Chief Executive confirmed that these are an annual requirement and will be available for signing at the end of the meeting.

32. MC Annual Training Information (For information)

a) MC Training Evaluation Forms and Joint RSL Training Plan - update

The Chief Executive reiterated she had now instructed SHARE to come in and support the Chairperson and Management Committee to gather any

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<u>ACTION</u>	<p>training requirements alongside any further joint training sessions with the local RSLs.</p> <p>33. Intranet The Chief Executive reminded the Management Committee to regularly visit the Intranet, which should be easily accessible from the iPads, particularly the health and wellbeing section which is regularly updated.</p> <p>34. Signing of Minutes The Chief Executive had noted that the use of electronic signatures is ongoing.</p> <p>35. Date and Time of Next Meeting/Training Session As agreed at the meeting, the next meeting will be Tuesday 5 March 2024 at 6pm.</p> <p><u>Meeting closed.</u></p> <p>Checked by: _____</p> <p>Date: _____</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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