


MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 27 AUGUST 2024 AT 6.00 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 P. Shiach	Secretary	In person	Elected Member
	Mr J. O'Donnell		In person	Elected Member
	Mr A. Blake		In person	Elected Member
	Mr W. McGoldrick		In person	Elected Member
	Mr D. Adeoye		In person	Elected Member
	Ms L. Dickie		Online	Elected Member
	Ms M. Richford		Online	Elected Member
	Cllr G. Johal		Online	Co-opted Member
	Cllr S. Traynor		Online	Co-opted Member
	In Attendance:			
	Mrs L. Lees		In person	Chief Executive
	Mrs S. Farrell		In person	Customer & CS Manager
	1. Apologies			
	Apologies were received from Mr Johnson, Ms Smith, Mrs Tennant and Mrs Ramsay.			
	2. Chairperson's Remarks			
	The Chairperson welcomed everyone to the first meeting of the year. It was noted that a quorum was present to enable the meeting to go ahead.			
	3. Declaration of Interest			
	The Chief Executive and Customer & Corporate Services Manager declared an interest in Item 20. Policy Review – Settlement Agreements.			
	4. Business Carried Over from Last Meeting (Decision/Approval Required)			
	4.1 It was noted that the Committee member nominated at the AGM to fill the Treasurer position, following succession planning, was unable to fill it at present. The Chief Executive asked if any other member would wish to fill the position. Discussion ensued and it was agreed that Mrs Ramsay be approached at the next meeting due to her finance experience, and she was then nominated for the treasurer post by Mr O'Donnell and seconded by Mrs Boyle.			
	4.2 It was noted that not every member had chosen their sub-committee selection. The Chief Executive recapped on the various duties of each and highlighted that 3 members are required for quorate meetings. The Chief Executive extended an invite to all members to both forthcoming sub-committee meetings on 10 and 17 September to help them decide.			
				
	5. Management Committee Attendance update (if applicable)			
	The Chief Executive provided an overview of the attendance rules and that if 4 Management Committee meetings missed, the member is off the Committee. It was noted that [REDACTED] had missed 2 meetings, the one prior to the AGM and the one directly after and will be unable to			

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attend meetings in the short-term [REDACTED]. The Chief Executive requested the Management Committee agree a special leave of absence for 3 months and then membership will either lapse or continue if circumstances change. This was unanimously approved by the Management Committee.

The Management Committee noted that Mr Mooney had met with the Chief Executive recently following his standing down at the AGM. The Management Committee noted a card and small gift from them had been presented to Mr Mooney as a token of thanks.

The Chief Executive conducted a presentation to the Secretary on the occasion of his 17 years' service, as he had been unable to attend the AGM presentation. All present applauded and thanked Mr Shiach for his service.

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

It was noted that one member was unable to attend a forthcoming conference event due to it being fully booked. The Chief Executive encouraged the Management Committee to let herself or the Customer & Corporate Services Manager know if they wished to attend any training or conferences and confirmed that all hotel and out of pocket expenses would be covered per Association Policies.

7. Secretary's Report (For information)

a) Correspondence

There was no correspondence received.

b) Share Membership Applications (Decision/Approval Required)

The Secretary read aloud 3 applications [REDACTED]. The Management Committee unanimously agreed to the share membership applications.

The Chief Executive asked that the Secretary and 2 members stay behind after the close of business in order to sign the share certificates.

c) MC Membership Applications

There were no MC Membership applications received.

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

a) Management Committee – 25 June 2024*

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

b) Annual General Meeting – 27 June 2024* (For information)

The above document was reviewed and it was unanimously agreed by the Management Committee members who had been present as a true

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record of the meeting, to be approved by shareholders at the following AGM.

c) Management Committee – 27 June 2024 (after AGM)*

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 other than what had been discussed at 4. Business Carried Over from Last Meeting.

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

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

The Chief Executive, as the main business of the meeting approached, encourage all members to ask questions or request clarification of any point at any time.

10. Emergency decisions since last meeting* (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting regarding two emergency decisions which were required over the summer break.

The Management Committee noted that 6 members responded regarding a void/allocations request from the Head of Housing Services. It was noted all 6 members agreed to the request, namely Ms D. Smith, Mr D. Adeoye, Mrs C. Boyle, Mr C. Johnson, Mr P. Shiach and Cllr G. Johal.

The Management Committee noted that 4 members responded regarding the award of discretionary housing points request not covered by the Allocations Policy from the Head of Housing Services. It was noted all 4 members agreed to the request, namely Mr J. O'Donnell, Mr C. Johnson, Mr P. Shiach and Ms D. Smith.

The report was noted by the Management Committee.

18. Staffing Report

a) Staffing Report* (Decision/Approval Required)

The Management Committee noted the following updates:

- The temporary Housing Assistant, covering maternity leave, has secured another position and the Chief Executive proposed that this would be a great opportunity for the Grade 3 Clerical Officer in the section to be considered for 11 weeks of cover required until the staff member on maternity leave returned. The Management Committee unanimously agreed to the proposal.

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- The Management Committee noted that staff member Miss Odiamehi had been successful in securing the permanent Maintenance Assistant post and the Clerical Officer vacancy this had created was successfully secured by Miss Jones, Estate Caretaker. [REDACTED]
[REDACTED] The Management Committee agreed this could be a 2-year modern apprenticeship with the option for funding to be obtained.
 - The Chief Executive gave an update on the vacant Head of Finance & Corporate Services role and confirmed that the external services for Human Resources and Development were still being received which was a great support. The Chief Executive confirmed she would review the role and explore the approach for buying in additional financial support where required and feedback to the Management Committee
 - The Management Committee noted that the Performance Management Policy had been revamped in consultation with staff and the new appraisal form will be circulated to all employees in September.
 - The Chief Executive confirmed that SHARE, who will be assisting with Management Committee appraisals, will be coming along to the next Management Committee meeting. The Chief Executive distributed the Committee Training Needs forms and noted the Management Committee appraisals are moving online for ease of completion then a 1-2-1 would follow, with SHARE's support.
- b) EVH monthly update – July 2024* (For information)**
The Chief Executive referred to the above report which was circulated prior to the meeting and confirmed it was for information only and for Members to contact her should they see any training or events they would like to attend. The Chief Executive confirmed that EVH support the Association in terms of its role as an employer and have assisted greatly in challenges experienced this year.
- c) EVH monthly update – August 2024* (For information)**
The Chief Executive referred to the above report which was circulated prior to the meeting and confirmed it was for information only and for Members to contact her should they see any training or events they would like to attend.
- d) GWSF monthly update – July 2024* (For information)**
The Chief Executive referred to the above report which were circulated prior to the meeting and confirmed it was for information only. The Management Committee noted the background of the organisation including currently lobbying the Scottish Government in regards to cuts to the affordable housing supply programme.

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The Chief Executive invited questions at any time regarding any clarification or information required in the reports.

12. **Development/Housing Strategy Updates* (For information)**
a) General

The Chief Executive referred to the above report circulated prior to the meeting and explained the background for the benefit of newer members, where the Association informs West Dunbartonshire Council (WDC) of sites they are interested in and if funding is available, it will come through WDC from the Scottish Government. The Management Committee noted the Association's response to the recent "call for sites" [REDACTED] is still on as a possibility for 2028/29. The Chief Executive explained that [REDACTED] has been removed as the finances cannot stack up [REDACTED] but the Association would look at it again if anything changes.

Discussion ensued on general funding cuts by the Scottish Government and the Chief Executive highlighted the possibility of having to front fund developments, albeit with written confirmation of the Government's support to minimise risk, or to explore other funding models such as bonds where the full amount is drawn down at the beginning of the development.

b) Housing Strategy Updates

The Chief Executive referred to the report and that West Dunbartonshire Council had formally declared a housing emergency in the area.

The Management Committee noted that WDC had moved swiftly to prepare a very detailed and positive action plan with 4 main themes and that consultation on it was already underway with key stakeholders. The Chief Executive intimated that partnership working with local RSLs was referred to so it would have been good to have caught sight of the document prior to consultation. The Chief Executive confirmed the Association already assist WDC, with 51% of void properties used for WDC homeless applicants, however, the Association would be willing to do whatever we can to assist and can share the plan and consultation with Association stakeholders, as required.

Councillor Johal confirmed that the action plan was not set in stone and was a working document, with weekly meetings being undertaken to see how WDC can emerge from the emergency/housing crisis.

The Management Committee enquired as to whether there was any mid-market homes in WDC as it could be good to help bridge the gap between the social and private sectors. Councillor Johal was unsure of this.

The report was noted by the Management Committee.

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a) Quarter 1 Complaints***

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

Quarter 1 to 30 June 2024

The Customer & Corporate Services Manager confirmed that all 13 complaints received from 01 April – 30 June 2024 had been responded to in full, with 2 having been carried over from the last quarter as they were not concluded at the year end. The Management Committee noted the service improvements put in place following 7 (54%) upheld complaints and that 4.27 was the average number of days to resolve at Stage 1 and 8 at Stage 2.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the analysis of any trends or themes of which none were noted.

However, it was highlighted to the Management Committee that no. 8 affected 19 tenants but that due to the level of resources that would be required to administer 19 different complaints, it was agreed it could be logged as one complaint as it had already been incredibly resource intensive contacting all tenants and apologising for the contractor in question's miscommunication.

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and make sure service improvements noted are put in place.

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

b) Quarter 1 Compliments*

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting, detailing 21 compliments received in the quarter and to the end of July. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

The report was noted by the Management Committee.

**14. Audited Financial Statements (AFS) Return to SHR - 2023/24*
(Decision/Approval Required)**

The Chief Executive explained, for the benefit of newer members, how strictly regulated the social housing sector is and that this was the first item related to the statutory annual returns within the August agenda.

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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 2024 and it is presented in the way requested by the SHR to complete their due diligence and compare and analyse information and trends between Registered Social Landlords.

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. It was noted that Mrs C. Boyle's electronic signature will be used as approval and recorded in the signature register.

15. OSCR Annual Return to 31 March 2024* (Decision/Approval Required)

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.

The Chief Executive invited questions. There were none and the Management Committee noted the Return had been submitted to OSCR prior to the deadline of the end of October.

16. Radnor Park Homes Dormant Accounts – 2023/24* (Decision/Approval Required)

The Chief Executive referred to the above accounts circulated prior to the meeting, for newer members, explained they might recall from their inductions, that this company is an active registered company, but is dormant therefore dormant accounts are required to be submitted to Companies House. The Chief Executive clarified that this company sits out with the charitable umbrella and although originally set up for mid-market homes in Radnor Park, could be used for any purpose going forward.

The Chief Executive invited questions. There were none and Management Committee approved the Accounts for submission to Companies House.

The Chief Executive did highlight that former member Mr Hillhouse will be resigned from his role as a Director on Companies House and the Management Committee proposed that the incoming Treasurer fills this role. The Chief Executive stated an update will be provided on this at the next meeting.

17. Financial Conduct Authority (FCA) Annual Return 2023/24* (Decision/Approval Required)

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

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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.

18. SHAPS TPT Financial Assessment 2023-24* (Decision/Approval Required)

The Chief Executive discussed the background to the pension scheme for the benefit of new members, that it was a scheme used by most Associations across Scotland and the Association had come out of a final salary pension in 2014 and into a defined contribution pension.

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 report was noted by the Management Committee.

19. Maintenance Update* (Decision/Approval Required)

The Chief Executive referred to the Housing Services Manager’s report circulated prior to the meeting and the following was discussed:

a) Office Premises and Centre81 Fire Procedures

The Management Committee noted the update in regards to the Scottish Fire & Rescue service no longer attending to alarms in a non-domestic property until an incident has been confirmed, such as smoke or visible fire, and that voluntary staff fire teams staff could be utilised to assist in this regard as well as an updated fire alarm system which shows fire alarms going off in multiple areas which was currently not the case in the office premises, the Social Economy Centre or at Centre81.

It was noted that the risk of a fire event is low.

The Chief Executive read aloud the recommendations of the Housing Services Manager as follows:

- Fire alarm system upgrades at CHA office and Social Economy Centre at a cost of [REDACTED] (inclusive of VAT) per premises
- Replacement of the current fire alarm system including fire panel, smoke alarms and call points at Centre81 at a maximum cost of [REDACTED] (inclusive of VAT). The Association has been unable to receive a second comparative quote due to special licenses being required to work on the current system so will seek quotes for a further



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2-week period before accepting the above quote for health and safety purposes

The Management Committee unanimously agreed to both recommendations above as presented.

b) Queens Quay Update



[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

20. Policy Review – Settlement Agreements* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above draft Model Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was overdue for 3-yearly review and proposed changes were highlighted in red, mainly relating to an increase in the fee the Association provides to cover an adviser charging an employee for advice and a new Equality and Human Rights section.

The Chief Executive invited questions. There was discussion around the increase in the above fee from £250 to £500 but the Chief Executive

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wished for staff to be able to get a proper level of advice, especially in complex matters.

The Management Committee unanimously approved the Policy as presented.

Councillor Traynor left the meeting at this point due to another commitment.

21. GDPR Action Plan update* (For information)

The Chief Executive referred to the above report from the ICT & Compliance Officer circulated prior to the meeting and highlighted it was a working document. It was noted items in white are ongoing actions. The Chief Executive stated that she has responsibility for some ongoing actions such as the clearing of former and current staff files so the process is constantly ongoing. The Management Committee noted that most actions are complete and other items were progressing well on a rolling basis.

The report was noted by the Management Committee.

22. Freedom of Information Return - Quarter 1 of 2024/25 (Apr to June 2024)* (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 2 FOI requests about the Association were received in the quarter to 30 June 2024 and both had been responded to promptly. It was noted that no requests were received for CHA Power Ltd.

The report was noted by the Management Committee.

23. Focus on Governance/Risk* (For information)

a) Notifiable Events Register*



The Chief Executive referred to the above report circulated prior to the meeting and confirmed there was one new Notifiable Event which had since been closed off. [REDACTED]

[REDACTED]

b) CHA Governance Improvement Plan*

The Chief Executive reiterated that prior to the summer break, the Regulator had changed the status of the Association back to Compliant. The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and highlighted the outstanding items. The Management Committee noted that 2 quotes have been requested to undertake a full review of Governance and provide any suggestions for improvement.

The Improvement Plan was noted by the Management Committee.

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c) Staff & MC Training (verbal update)

The Chief Executive confirmed that the recent Committee and Staff Lunch and Learn format was successful and will be adopted as one of the Association’s training methods going forward. The Management Committee noted that the Chief Executive and Customer & Corporate Services Manager will plan appropriate sessions after all training needs assessment forms are received.

24. 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.

25. Signing of Minutes

The Chief Executive had noted that the use of electronic signatures is ongoing.

26. Date and Time of Next Meeting/Training Session

Per the schedule. Paper copies of the new schedule were circulated to members and would also be emailed.

Meeting closed.

Checked by: LL 20.09.2024

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda