

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 OCTOBER 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
	Ms D. Smith	Vice Chairperson	In person	Elected Member
	Mr P. Shiach	Secretary	In person	Elected Member
	Mr A. Blake		In person	Elected Member
	Mr J. O'Donnell		In person	Elected Member
	Mr C. Johnson		In person	Elected Member
	Ms L. Dickie		In person	Elected Member
	Mr D. Adeoye		Online	Elected Member
	Ms M. Richford		Online	Elected 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 McGoldrick, Mrs L. Ramsay, Councillor Johal and Councillor Traynor. It was noted Mrs Tennant had a special leave of absence.			
	2. Chairperson's Remarks			
	The Chairperson welcomed everyone to the meeting. It was noted that a quorum was present to enable the meeting to go ahead. The Chairperson stated that Item 25 b) would be brought to the November meeting.			
	3. Declaration of Interest			
	There were no declarations of interest.			
	4. Business Carried Over from Last Meeting (Decision/Approval Required)			
	There was no business carried over.			
	5. Management Committee Attendance update (if applicable)			
	It was noted that no members had missed 2 consecutive meetings. The Chief Executive thanked members for their continuing attendance.			
	6. Management Committee External Training/Conference Feedback (if applicable)			
	There was no training or conferences attended in the month.			
	7. Secretary's Report (For information)			
	a) Correspondence			
	There was no correspondence received.			
	b) Share Membership Applications (Decision/Approval Required)			
	There were no share membership applications received.			
	c) MC Membership Applications (Decision/Approval Required)			
	There were no MC Membership applications received.			

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[REDACTED]

[REDACTED]

It remains that there is no further update on the handover of the commercial units to tenants. The report was noted by the Management Committee.

b) West Dunbartonshire Council (WDC) Housing Emergency

The Chief Executive referred to the update on the above for information. The Management Committee noted that the Association has confirmed its commitment to work alongside the Council as a key partner and attend the Housing Providers Forum meetings monthly, rather than quarterly, with immediate effect.

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

Mr Adeoye joined the meeting at this point.

13. CAF Bank Green Loan – verbal update and signing of documents (Decision/Approval Required)

The Chief Executive provided a brief update on the above, following previous agreement to progress with a [REDACTED] Green Loan from the above provider. The Management Committee noted that she had met with CAF Bank representative that day and had expected to have paperwork ready for signing at the meeting, however, CAF Bank wished to clarify the solicitor’s fees involved and payable by the Association, as they seemed higher than expected for the work completed at [REDACTED]. The Management Committee noted that the loan documents should therefore be available at the next meeting.

14. Policy Review – Notifiable Events* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was reviewed in November 2023 but that new guidance had recently been issued by the Scottish Housing Regulator and this had now been reviewed and reflected in the draft Policy. The Management Committee noted that whilst there were significant proposed changes highlighted in red, there was nothing material except where the Regulator states the Chair must now tell them



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about any changes throughout the year relating to the Annual Assurance Statement.

It was noted the new guidance is also be reflected in the monthly Notifiable Event Register report (Item 25d).

The Chief Executive invited questions. The Management Committee expressed concern at the softened wording under 2. What are notifiable events? at point 2.2, where events which 'seriously' affect the interests of tenants has been updated to those which 'adversely' affect. The Chief Executive reassured the members that the Association can still go to the Regulation Manager at any point for guidance or clarification.

There were no further questions and the Management Committee unanimously approved the Policy as presented.

15. NEW – Sexual Harassment Policy* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was a new Policy which was required following legislation which came into force on 26 October 2024.

The Chief Executive explained there was now a great emphasis on what employers are doing to prevent sexual harassment and therefore wished to act in a timeous manner. It was noted that Senior Staff have already received training, full staff training is planned for 06 November and the procedures, risk assessments and an action plan have been drafted. The Chief Executive confirmed Committee training which will take place at the February meeting and this was unanimously agreed and welcomed by the Management Committee. The Chief Executive confirmed that correspondence would be circulated to all customers and third parties and an acknowledgement will be sought that it has been received and understood.

The Management Committee noted that the draft Policy has clear links to the Code of Conduct, Dignity at Work Policy etc.

General discussion ensued around the topic and it was noted it is about how the staff member feels in the situation regardless of intent, that "banter" cannot be used in defence, that the Association will take a zero tolerance approach and safeguard and protect the staff team by taking reports seriously.

The Chief Executive invited questions. There were none and the Management Committee unanimously approved the Policy as presented. It was noted as a new Policy that it would be returned to the Management Committee in one year.

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The Chief Executive referred the Management Committee to the above new Strategy which was presented on screen and highlighted that it was to bring together all the Association is doing to ensure that legal obligations are met and to highlight any areas of action required.

It was noted that whilst the Association has been collecting various equalities data on an ongoing basis, it was included as part of the Annual Assurance Statement Improvement Plan to collect further specific data and to use it to shape services around our tenants and customers' needs.

The Chief Executive confirmed that the main way this data will be collected will be the large-scale tenant and owner satisfaction surveys due in 2025/2026 respectively.

The Chief Executive read over each section in turn and referred to the graphs and charts as appropriate on topics such as:

- The Clydebank community
- Clydebank Housing Association Staff
- Clydebank Housing Association Management Committee
- Assessment of CHA's current approach to Equality, Diversity, and Inclusion

The Management Committee noted that action plan tasks had been assigned that timescales would be set and the Strategy would be reported on regularly.

The Committee queried the population statistics for Clydebank and believed that the c. 26k was for Central Clydebank. The Chief Executive confirmed that this would be clarified.

The Chief Executive invited any further questions. There were none and the Management Committee unanimously approved the Policy as presented. It was noted that although a new Strategy, it would be returned to the Management Committee in two years and be reviewed in line with the Equality and Diversity Policies.

17. Tenant Participation Strategy* (Decision/Approval Required)

The Customer & Corporate Services Manager referred to the covering report circulated prior to the meeting along with the Strategy, due its 3-yearly review, and highlighted that it recapped on the major review of the Strategy which took place in 2021 and detailed the more minor changes proposed in this review.

The Customer & Corporate Services Manager recommended that the Strategy be adopted by the Management Committee as presented.

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The Customer & Corporate Services Manager invited questions. There were none and the Management Committee unanimously accepted the Strategy as presented.

The Customer & Corporate Services Manager confirmed the colourful/designed version will be available at the earliest opportunity as it is hoped this style attracts residents to become involved.

18. Information in Different Formats Procedure* (For information)

The Customer & Corporate Services Manager referred to the draft procedure circulated prior to the meeting which had been recently reviewed. The Management Committee noted that the aim of the procedure is to make sure that the Association is able to deal immediately with tenants, sharing owners, owner occupiers and other customers who have information requirements; in a way that allows them access to information.

The Customer & Corporate Services Manager confirmed that whilst Management Committee approval is not required for procedures, it is a good opportunity to show that the Association wishes to meet with legal requirements but also to make it easy for the customer to access information in the way that best suits them.

The Management Committee noted that on sourcing a new audio provider recently, it was evident from discussions with other organisations that providing information on audio was not commonplace, whereas the Association have had this good practice in place for over 15 years.

The Customer & Corporate Services Manager invited questions. There were none and the Management Committee noted the procedure review.

19. Annual Submission Timetable 2023/24 – 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, presented to or known by the Management Committee in the year and their progress. The Chief Executive stated it served as a great reminder of what was due and that the key was green – submitted on time, orange – progressing or still to be submitted and red – delayed, in one case due to the summer recess and that prior approval had been sought in this instance.

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

20. FOI Quarter 2 Return to 30 Sept 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 no FOI requests about the Association or CHA Power Ltd were received in the quarter to 30 September 2024. It was noted that this

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outcome still requires reporting to the Scottish Information Commission and a screenshot of submission was included.

The Management Committee enquired as to those who submit FOI requests. The Chief Executive confirmed that it is generally sales companies, journalists or students submitting requests on a large scale across the sector. The Customer & Corporate Services Manager confirmed that all information that is not commercially sensitive is available on the Association's website, accessed via the bottom right hand side, Freedom of Information, for transparency.

The report was noted by the Management Committee.

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 particularly tasks relating to Human Resources would always be ongoing as month to month, clear outs are required.

The Management Committee noted that most actions are complete and other items were progressing well on an ongoing basis.

The report was noted by the Management Committee.

**22. Quarterly 2 Reports to 30 September 2024* (For information)
a) Complaints**

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

The Customer & Corporate Services Manager confirmed that all 5 complaints received from 01 July – 30 September 2024 had been responded to in full. The Management Committee noted the service improvements put in place following 3 (60%) upheld complaints and that all were resolved at Stage 1 in an average of 2.40 days.

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, where one was noted. The Management Committee noted that the quarter numbers seemed low at 5 and that it would be highlighted to staff and reiterated that the Association very much welcome complaints, although it could be no cause for complaint occurred. The Customer & Corporate Services Manager will host a lunch and learn on complaints at the next available opportunity.

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.

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The Customer & Corporate Services Manager invited questions. Discussion ensued over complaint 13, identified by staff, where it was felt that due to circumstances, the customer care fell short. The Management Committee noted this was related to the monitoring of one of the Association's group email boxes and asked whether an automated response was in use. The Customer & Corporate Services Manager stated she would look into this and add one if there is not. The report was noted by the Management Committee.

b) Quarter 2 Compliments*

The Customer & Corporate Services Manager referred to the above report which was circulated prior to the meeting, detailing 7 compliments received in August and September. The Management Committee noted that all compliments are passed on to the relevant staff/contractor.

The report was noted by the Management Committee.

23. 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 1. Current/Future Consultation & Feedback, the various consultations recently concluded including Performance Report to Customers and Tenant Participation Strategy
- At 2. Radnor Park Multis Tenants and Residents Association (RPMTRA), the ongoing productive working relationship with the group, including attendance at meetings, providing annual funding and support in kind and Christmas card design
- At 3. Large Scale Satisfaction Surveys, the Repairs & Maintenance Service satisfaction for Quarter 1 was noted at 99%
- At 4., the wide range of event activity, particularly the Scottish Housing Day afternoon tea with tenants, forthcoming 40th anniversary celebrations and complaints event
- At 5. Publications/Design, it was noted a large number of publications were published on schedule including the Autumn ChitChat, Annual Report, Performance Report to Customers and Annual Complaints Performance Report
- At 7. Unacceptable Actions, the 6 no. tenants being monitored since July and 2 customers who had since apologised for their conduct

The Customer & Corporate Services Manager invited questions. The Chairperson asked to see the RPMTRA agenda for November and if anything topical to the Association, would be happy to attend the meeting. There were no further remarks and the Management Committee noted the report.

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24. Wider Role and Centre81 Report* (For information)

The Customer & Corporate Services Manager referred to the above report from the Centre81 Co-ordinator which was circulated prior to the meeting detailing Centre81 events, new business, partnerships and project information, and the following was highlighted:

- C. £7,850 in the Community Pot
- Ongoing partnership with the Centre81 Steering Group to provide children's activities
- Partnership such as Scotrail recently donating 31 bikes (which had been abandoned at stations throughout the Glasgow wide area) and which will be upgraded and distributed to the community
- New classes and workshops planned for the coming months including baby massage/baby yoga, cooking classes and Friday football tournament for P4 to P7
- The wealth of new business to Centre81 including SAMH (Step Up programme) and SkillsMax Scotland (Employability)

The Customer & Corporate Services Manager highlighted that the Centre81 Co-ordinator and herself had been successful in securing £7k of NHS funding to run Healthy Eating & Cooking Classes and other activities. Also, they had been successful in securing an NHS funded place for the Centre81 Co-ordinator to undertake a course to be qualified in leading cooking classes, and she has both the capability and capacity, and she has recently achieved the qualification. It was noted that this had already been put to use with pizza making classes and batch cooking classes were planned for the new year.

The Management Committee enquired where to get the most up to date activity news and it was noted the main method was Facebook but that there is general promotion elsewhere ie. the Council's Your Community Newsletter. The Chief Executive encouraged members to attend any activities/events of interest.

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

25. Focus on Governance/Risk*

a) Revised Draft Annual Assurance Statement – Compliant * (Decision/Approval Required)

The Chief Executive referred to the Statement circulated prior to the meeting and explained it was based on the previously approved Statement from September's meeting but that the one exception detailed previously, where a property was without a valid EICR certificate, had now been removed.



The Management Committee noted that the challenges surrounding access to this property [REDACTED] and this work had been completed.

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The Annual Assurance Statement as presented was unanimously approved by the Management Committee and approval was given for the Chairperson’s electronic signature to be used and the signature register will be updated. The Statement will be uploaded to the SHR portal before the due date of 31st October.

b) Assurance Statement Improvement Plan (For information)

It was noted, per 2. Chairperson’s Remarks, that this item would be brought to the November meeting due to additional updates being required.

c) Notifiable Events Register* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed there were no new Notifiable Events recorded on the portal since the last meeting and that none remain outstanding. The Management Committee noted that the updated SHR guidance had been included at the beginning of the report, reflecting the changes made by the Regulator to the guidance for Notifiable Events this year, as discussed at Item 14.

d) CHA Governance Improvement Plan* (Decision/Approval Required)

The Chief Executive referred to the Improvement Plan which was circulated prior to the meeting and highlighted that, regarding the full review of CHA Governance Framework, North Star Consultancy had now been appointed and will review processes and identify any efficiencies or improvements. The Management Committee noted that the Regulator had recently sought an update and was satisfied with this progress and the remit provided and had no further questions at this time.

The rest of the Improvement Plan was noted by the Management Committee.

e) Staff & MC training and appraisals update (For information)

The Chief Executive thanked the members that have completed the appraisal survey form and noted just a few remain outstanding. The Corporate Services team will send out dates for available appointments for the 1-2-1 appraisal interviews being carried out by ██████████ from SHARE.

26. Intranet

The Chief Executive reminded the Management Committee to regularly visit the Intranet, which should be easily accessible from the iPads, particularly the Policy and Health and Wellbeing sections which are regularly updated.



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27. Signing of Minutes

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

28. Date and Time of Next Meeting/Training Session

The Management Committee discussed the proposed next meeting on 10 December and following several apologies, agreed to move this to 03 December in order to maximise attendance.

Meeting closed.

Checked by: LL 22.11.2024

Date: _____

APPROVED

PROPOSED

SECONDED

LL/SF

* Indicates report issued with agenda