

**DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING
HELD ON WEDNESDAY 30 OCTOBER 2024 at 6.30p.m.
MEETING HELD IN THE COMMITTEE ROOM OF THE ASSOCIATION'S OFFICES**

1. Sederunt

PRESENT:

P. Waddell – Chairperson
D. Barnes – Vice-Chairperson & Chairperson of Staffing Sub-Committee
A. Cushingam – Chairperson of Audit, Finance & Performance Sub-Committee
F. Lavery – Committee Member
C. Harvey – Committee Member
R. Hartness – Committee Member
J. Stevenson – Committee Member

IN ATTENDANCE:

K. Mollins – Director
G. Kerr – F&CS Manager / Depute Director
A. Nugent – Housing Manager
A. Chelton – Temporary Corporate Services Officer
A. Cameron – Quinn Internal Audit Services

Apologies: D. McNulty, C. Cooper

Leave of absence: None

2. Meeting of the Management Committee

a) 25 September 2024

i) Minute

The minutes of the Management Committee meeting on 25 September 2024 were approved by D. Barnes and seconded by B. Hartness.

ii) Matters Arising:

a) Page 2, section 2aii Management of the Estate

The Housing Manager advised the Committee that he has had a walkabout the area with the Chargehand Estate Caretaker, and they have attended to overdue

areas. He further stated the importance of the winter programme and additional resources to improve the service.

b) Page 6, section 7 Estate Caretaking Tipper Van

The Housing Manager advised the Committee that there had been attempts to start the broken-down van using breakdown cover, however, after half a day this hadn't worked. He advised that he would now pursue the purchase of a new tipper van.

There were no other matters arising.

b) Master Tracker

The Director presented the progress report on the Master Tracker from the meeting in July 2024 and advised there had been good progress with achievement of many tasks on the Master Tracker. He highlighted to the Management Committee progress with key tasks:

- Masts in Glenburnie Park
The Director confirmed the Masts are scheduled for removal on week beginning 28 October 2024 and should be completed by the end of the week.

The Committee raised no queries or questions in relation to the Master Tracker.

The Committee noted the content of the report.

3. Declaration of Interests and Notifiable Events

There were no Committee or staff with a declaration of interest in relation to the business at the meeting.

Notifiable Events - The Director gave an update and confirmed there were no live on the notifiable events.

10. Annual Assurance Statement 2024

a) Annual Assurance Statement (AAS) Audit Report

Alex Cameron presented his report on the audit of the AAS and outlined the following:

- An overview of what was required for the audit and the number of documents provided by EHP.
- He advises that the Association is compliant with the requirements for the Annual Assurance Statement, but that it is only advice, and the compliance should come from the Management Committee.
- He provided the following recommendations:
 - For the variances in the reactive maintenance and underspend in the planned maintenance for the June 2024 Management Accounts to be closely monitored and for the Management Committee to ensure they monitor any large variances in budget.
 - Ensure the recent stock condition survey is used to create an updated Asset Management Strategy as the current one is outdated.
 - Senior Officer appraisal should be carried out as soon as possible.
 - The Association should consult with tenants on the format of the Annual Report.
 - The Association should provide training to Staff and Committee members on whistleblowing.
 - The Association should be carrying out staff appraisals, when the new staff members reach one year.
 - The Association should collect equalities data on Staff and Committee members.
- He provided the following areas of compliance / good practice:
 - The Association produces good quality and informative Committee Minutes.
 - The Association's finances are in a healthy position.
 - Staff and Committee Members have updated and signed code of conducts.
 - The AGM was compliant.
 - Committee appraisals are completed and utilised.
 - The Association has a strong business plan and a well-monitored and updated operations plan.
 - The Association has good tenant satisfaction figures and have taken steps to address any issues raised.
 - Notifiable events are reported to the SHR in a timely manner.
 - SPSO complaints are handled correctly.

The Management Committee noted the content of the report

The Committee thanked Alex Cameron for his report.

b) Annual Assurance Statement 2024

The Director presented his report of the AAS 2024, which covered the following;

- An overview of the guidance on AAS.
- The AAS 2023 and progress against the AAS Action Plan 2023-24.
- The findings of the AAS and Tenant Safety Audits by Quinn IAS.
- The evidence bank based on the matrix and the work programme.

The Director referred to the draft Assurance Statement, which confirms the Association is compliant with the Regulatory Framework, Regulatory Standards, Social Housing Charter and Legal obligations. The Director referred to areas of focus in 2024, which included re-establishing the Residents Panel, delivering the planned major repairs programme and assessing opportunities to develop the in-house trade team

The Committee raised the following comments and queries in relation to the Annual Assurance Statement 2024.

- The Committee commented that the Annual Assurance Statement, evidence bank and audit were good quality and that they were happy with them.

The Committee approved the Annual Assurance Statement 2024 and delegated the Chairperson to sign this off on their behalf, thereafter this would be issued to the Scottish Housing Regulator and published on the Association's website and the winter edition of the Glenburn News.

A. Cameron left the meeting.

4. Health & Safety

The Corporate Services officer presented his report on progress against the H&S Action Plan to 30 September 2024 and highlighted the following:

- Provided a background into the action plan, it being agreed in May 2024 by the Committee
- Provided the following areas of completion on the action plan:
 - Management of Health and Safety (H&S Working Group met)
 - H&S Records maintained
 - Fire Safety (fire drills and housekeeping inspections)
 - Electrical and Gas Safety Inspections carried out
 - Lift Inspections carried out
 - First Aiders appointed
 - Accidents at Work recorded
 - PPE bought and needs monitored
- Provided the following areas that are still ongoing or partially completed:
 - H&S manual responsibility form for the Committee partially signed
 - H&S Audit for the Caretaker flat being arranged to be carried out.
 - Fire Safety (Fire Wardens to be appointed) and CSO to undergo training
 - COSHH Assessment currently still being updated.
 - DSE Assessments currently being reviewed.
 - Vehicle Safety Records being updated
 - New procedure for new contractor/supplier form being created
- Provided the following areas that are areas of slippage:
 - Kitchen safety still to be reviewed. However, all equipment has been PAT tested.
 - Legionella and Asbestos testing for office delayed.
 - H&S training still to be reviewed. A training matrix will be developed which will inform training needs.
 - Risk assessments for the office still to be reviewed.
 - License and insurance checks for staff still to be carried out.
- Provided an overview of the Fire Safety and H&S Compliance audits and that and more in-depth review would be provided to the Audit, Finance and Performance Sub-Committee.

The Committee raised the following queries or questions in relation to the H&S report.

- . A Committee Member asked if Fire Wardens had been appointed yet. The CSO responded that he was acting as one, and that once he had attended Fire Marshall training, appropriate Fire Wardens would be appointed. He said that

Managers were currently acting as them in the event of a fire and that the fire drill had shown there was no immediate risk.

- A Committee Member asked if cleaning supplies had been included in the COSHH register. The CSO responded that they had, and that they had been the first to be updated in his recent review.

The Committee noted the content of the report.

5. Data Governance

The Corporate Services Officer presented his report on Data Governance to 30 September 2024 and highlighted the following:

- Provided a background into what SPSO complaints are.
- The Association received 11 Stage 1 complaints in Q1 with an average time taken to respond of 3.73 days with 1 not in timescale. The Association received 7 Stage 1 complaints in Q2, with a slippage in average time taken to respond to 5.86 days with 3 not being in timescale.
- Highlighted Stage 1 complaint subjects and resolutions.
- The Association received 3 Stage 2 complaints in Q1 with an average time taken to respond of 7.33 days and 0 not in timescale. The Association received 1 Stage 2 complaint in Q2 which took 19 days to respond to and was in timescale.
- Highlighted Stage 2 complaint subjects and resolutions.
- Provided a background into FOI/EIR/SAR requests and stated the required response time for the requests is 20 working days.
- The Association received 2 Freedom of Information requests in Q1 that were both responded to in time. The Association received 0 Environmental Information requests and Subject Access requests in Q1.
- The Association received 1 EIR in Q2 which was responded to in timescale. The Association received 0 FOIs and SARs in Q2.

The Committee noted the content of the report.

6. Annual Statutory Returns (FCA & OSCR).

The F&CS Manager presented the Annual Statutory Returns to the FCA & OSCR and highlighted the following;

- Both of these are statutory returns and EHPHA must submit these.

- Both returns can be signed/approved by the Director, however, it is good practice to ask MC for delegated authority to submit these returns.
- The figures and information contained in both of these reports are consistent with the information showing in the Annual Statutory Accounts
- Provided an outline of both returns stating that the FCA return was due the day after the meeting and that the OSCR return was due in December.
- That he was seeking delegated authority to submit both returns onto their portals.

The Committee raised the following queries or questions in relation to the annual statutory returns.

- A Committee Member asked the F&CS Manager if he was aware of changes made to the FCA portal. The F&CS Manager responded that he was and that the return was ready to be submitted on the portal.

The Committee approved the annual statutory returns for submission to the FCA & OSCR.

7. Report on Estate Caretaking

The Housing Manager presented a report on the Estate Caretaking staff structure and for the Committee to consider the employment of an additional estate caretaker. The Housing Manager highlighted the following:

- Provided the background to the Caretakers since he became Housing Manager and when the new Estate Chargehand started, there was an immediate improvement.
- Stated how the Estates team faced issues such as one of their vans breaking down and restrictions placed by the Recycling Centres and how this resulted in the Estates team falling behind again.
- Stated that it is important for the Estates team to use the winter period to put themselves in a better position and that a new Caretaker would help this.
- Stated that they had originally looked at recruiting an apprentice however due to the small difference in wage between the full Caretaker and apprentice, it makes more sense to recruit a full Caretaker.

The Management Committee raised the following queries or questions in relation to the report for additional resources in the estate caretaking team.

- The Committee asked the Housing Manager what the key outcomes are and how it would be cost-effective. The Housing Manager responded that an extra Caretaker would allow more attention to detail on jobs and allow for the Caretakers to attend to be more efficient. They had also evaluated if it would be more cost effective to purchase machinery, such as a Scag mower. The extra Caretaker could also assist the Trades team as a labourer when not needed.

- The Committee asked if this would affect the ability to recruit more staff for the Trades team. The Housing Manager and Director responded that the development of the Trades team should be cost-effective on its own and this would be subject to a separate report to the Committee.

- A Committee Member asked why the service has seen to have deteriorated over time. The Housing Manager responded that it has not been helped by significant reductions in services proved by Glasgow City Council and this has resulted in the Estates team filling the gaps. He also responded that the workload has remained high without any additional manpower, and this hasn't been helped by the increased challenges. He stated that the Caretakers want the standard of their work to be higher and are working towards that.

- The Committee stated that the Estate Caretaker's post should be advertised as a 2-year contract to see improvement in the service. The Housing Manager agreed it was a reasonable way forward but stated that they would struggle to recruit if the time period was any lower.

The Committee approved recruiting an extra Caretaker on a two-year contract.

8. Membership

The Corporate Services Officer presented his report and sought Committee approval for the following memberships applications.

NAME	ADDRESS
Aso Hassan	Redacted

The Committee approved the membership applications in the report.

9. Governance & service Policies

i) Allocations

The Housing Manager presented the Draft Allocations Policy and advised on the following:

- The review of the policy was necessary following the CHR being disbanded in June 2024.
- It was a comprehensive review, and he held a number of staff sessions to assess key considerations and aspects of the policy i.e. meeting the applicants' needs, maximising housing options, making best use of the housing stock, providing excellent customer service, maximising rental income, meeting our legal obligations, and compliance with the Housing Charter.
- He gave an overview of key areas of the draft policy, specifically the groups and points for assessing housing needs.
- Stated that a review of existing applicants' points would take place immediately after approval of the policy.
- A summary of the consultation of the draft policy.

The Management Committee raised the following queries or questions in relation to the draft Allocation Policy.

- A Committee Member asked if Applicants would still be able to amend their applications. The Housing Manager responded that this would still be the case.
- A Committee Member asked if there was any consideration for owners. The Housing Manager responded that generally owners would be given priority points if there was housing need, such as a relationship breakdown.
- A Committee Member asked if it is just Section 5 referrals that are considered for homeless allocations. The Housing Manager responded that the Homelessness group would include S5 and homelessness decision letters. The Housing Manager also outlined the approach to attending to S5 referrals from Glasgow City Council and stated that the low turnover results in low numbers of homelessness allocations.

The Committee approved the Allocations policy.

ii) Abandonment

The Housing Manager presented the draft Abandonment Policy and outlined the following:

- The importance of an Abandonment Policy to identify, investigate and recover possession of abandoned properties
- The draft policy has been updated to ensure:
 - To identify abandoned properties as early as possible
 - To minimise the time a property is unoccupied
 - To minimise the costs incurred to the Association (lost rent, repairs and storing of tenant belongings)

The Committee approved the Abandonment policy.

iii) Committee Training & Development

The Director presented the draft Committee Training & Development Policy and highlighted the following:

- The importance of the Committee Training & Development Policy to enhance the skills and knowledge of the Committee to lead the Association.
- The annual Committee Performance Review will inform Committee members' training and development needs, which will include the development of individual and collective training plans.
- It encourages members to take responsibility for their learning and development through reading and research, attendance at in-house and sector training and conferences.
- The Association will set a budget for Committee training to align with training plans.
- He referred to the Equality Impact Assessment, where the Association will support members with disabilities or care responsibilities to attend training and conferences.

The Committee approved the Committee Training & Development Policy.

11. Committee Performance Reviews

The Director informed the Committee that the performance review form will be issued to them in November 2024 for completion by mid-January 2025. Thereafter meetings would be held by the Chairperson / governance consultant, Stuart Eglinton in January / February 2025.

The Committee noted the content of the report

12. Equal Opportunities.

The Director presented his report on progress against the Equality & Diversity Action Plan to 30 September 2024.

The Director highlighted the Action Plan was developed following the development of the Equality & Diversity Policy in August 2023. The Association's aim is to continuously improve in equality, diversity and human rights to achieve the principles set out in the policy and the relevant provisions of the Regulatory Framework.

The Director gave a summary of the achievements and areas of slippage in the plan.

The Committee noted the content of the report

13. Committee Mini- Conference

The Corporate Services Officer confirmed he had met with working group and presented his report on the arrangements for the Committee mini-conference:

- Provided an outline of progress in securing a venue for the Mini-Conference in Ayr.
- Stated that after the previous meeting, he further evaluated additional venues that were of better quality than the Premier Inn but were still in budget. He sent enquiries to a number of other venues.
- The CSO held a meeting of the Mini-Conference Working Group to discuss the venues. The Working Group recommended the Savoy Park due to the quality of the venue and past experiences.
- Stated that the cost of the Savoy Park was approximately £3769, which is well within the budget of £7000 and would allow for more of the budget to be spent on trainers. He also highlighted the venue was cheaper than the 2023 venue, even with more people attending.
- Provided a draft of the Work Programme, outlining that the Association had secured David Bookbinder, Director of the GWSF to speak on the Friday afternoon. The CSO asked the Committee for recommendations of other speakers and topics for the Friday.

The Committee approved the report and arrangements for the Committee mini-conference between 31 January - 2 February 2025.

14. Co-options to the Management Committee

The Director presented his report on a proposed co-option to the Management Committee. He outlined the proposed co-optee's skills, demographic profile, which would attend to gaps on the Committee.

He asked Committee to consider for approval the co-option to the Committee, which if approved would be to the AGM 2025.

The Committee approved the co-option to the Committee.

A. Chelton, A. Nugent left the meeting

15. Correspondence

There was no correspondence

16. Confidential Reports

The Committee discussed confidential business.

17. Any Other Business

a) Training and Work Experience Placements

The Director informed the Committee he has a meeting scheduled with the Headmistress of Lochend Secondary School on to discuss training and work experience placements for S4 – S6 pupils.

The Director outlined the opportunities for training and work experience placements in the Association's work and activities. There is potential of having placements in Estates, Trades, Housing Management, Maintenance and Finance/Corporate. Placements are for longer terms which is more beneficial for the Association and the students.

The Committee raised the following comments and queries in relation to work and training placements.

- Committee is in general agreement and feels that the longer placements are much more likely to produce positive results.

The Committee agreed to the Association providing training and work experience placements.



18. Date of Next Meeting

Management Committee:

Wednesday 27 November 2024 at 6.30pm to be held in the Committee room in the Association's office

Sub-Committee:

Audit, Finance & Performance

Monday 4 November 2024 at 6.30p.m. to be held in the Committee room in the Association's office

Staffing Sub-Committee

Monday 18 November 2024 at 6.30p.m. to be held in the Committee room in the Association's office

Chairpersons Signature: _____

Date: _____