

MINUTES of the Management Committee Meeting held on 25th October 2022
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	<p>Committee Present John Kane (Chair) Karen Fee (Vice-chair) Maureen McDonald (Secretary) Lindsay Roches Ann McEachan Kirsty Wilson Duncan Smith Douglas Muir Janice Shields</p>	<p>In Attendance Gary Dalziel (CEO) Kerry Clayton (GCM) James McGeough (DFCS) David Adam (DMS) [REDACTED – PERSONAL DATA], Scottish Housing Network (part meeting)</p>	<p>Apologies Kirsty Stoddart</p>	<p>Special Leave</p>
2.0	Declaration of Interest			
There were no Declaration of Interests.				

3.0	Minutes for Approval	
3.1	Minutes of Previous Management Committee Meeting held on 30th August 2022	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Ann McEachan</p> <p>Seconded: Duncan Smith</p> <p>Signed by Chairperson: [REDACTED – PERSONAL DATA]</p> <p>Signed By CEO: [REDACTED – PERSONAL DATA]</p>
3.2	Matters Arising	<p>The CEO advised that [REDACTED – PERSONAL DATA] from Scottish Housing Network (SHN) was in attendance to present the annual performance analysis presentation to the Management Committee with the intention being to move this agenda item to the start of the meeting. In keeping with the agenda this is minuted under item 4.1 but took place before the formal business commenced.</p> <p>Updates were provided on the following actions from the previous minutes that are not otherwise on the agenda:</p> <ul style="list-style-type: none"> • Communications Strategy, this will now be brought back from approval in November • Stock tour still to be arranged and further discussion to be had on when this might be scheduled. <p>Picking up from Agenda Item 6.1 in the previous minutes Committee sought assurance the risks in relation to contractor failing to deliver on major contract was under continuous review from senior staff. The CEO advised this was the case and the situation being monitored closely and highlighted there was a report from the DMS that will be discussed on the agenda.</p>
4.	Governance	
4.1	Scottish Housing Network (SHN) Performance Analysis Presentation 2021/22	<p>The CEO introduced [REDACTED – PERSONAL DATA] to the Management Committee and invited RM to start the presentation.</p> <p>[REDACTED – PERSONAL DATA] provided a brief overview of what SHN do as an organisation in supporting the association with benchmarking and data analysis before moving on to talk</p>

		<p>through the key findings from the most recently submitted data for the Annual Return on the Charter (ARC).</p> <p>[REDACTED – PERSONAL DATA] advised that in terms of satisfaction indicators this is down across the sector for those who have recently surveys data, therefore SHN looked at RSL’s who have up to date surveys and used this as the comparison on previous years to provide a more accurate picture of the associations current performance in this area. Highlighting some key areas as Quality of Home and Value for Money which can be linked to tenants spending more time at home and the general cost of living crisis.</p> <p>Moving on to discuss SHQS and EESSH which [REDACTED – PERSONAL DATA] advised has reduced compliance for the sector due to the introduction of standards in EESSH and EICR. A detailed discussion took place on stock type and exemptions and how this has impacted upon the association.</p> <p>[REDACTED – PERSONAL DATA] highlighted the performance on Emergency Repairs and Right First Time as being positive but conversely Repairs Satisfaction did not directly correlate with satisfaction being below the Scottish average and peer group.</p> <p>It was noted that turnover has returned to a normal level following a reduction during the previous year as a result of COVID-19. [REDACTED – PERSONAL DATA] commented refusals remained high compared to the peer group with a brief discussion taking place on procedures implemented to reduce the refusal rate which has been steadily reducing since 2019 as a result. [REDACTED – PERSONAL DATA] also advised re-let times were lower than the Scottish average.</p> <p>Performance relating to Section 5 referrals and tenancy sustainment was highlighted as positive and this lead to discussion on the process between the association and CCG having changed to better match Section 5 referrals to properties and the positive work from the association in relation to supporting tenant remain in their homes.</p>
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		<p>Bringing the presentation to a close [REDACTED – PERSONAL DATA] observed the associations average rent is 10.90% below the Scottish average, rent collection had increased and was above the Scottish average and arrears performance was improving albeit still higher than the Scottish average.</p> <p>The Chair thanked [REDACTED – PERSONAL DATA] for the presentation on what is a positive performance across the board for the association and invited questions from Committee.</p> <p>Committee queried the benchmarking group that had been used as it was not the same as previous years. The CGM advised this was due to Housing Management taking a lead on the presentation without input from her or the CEO but with time constraints there had not been adequate time to change ahead of the presentation. A discussion took place on reviewing the benchmarking group and providing [REDACTED – PERSONAL DATA] with the update and an updated presentation could be provided to circulate to Committee. It was agreed the GCM will liaise with [REDACTED – PERSONAL DATA] on this.</p> <p>Committee noted the associations performance throughout the reporting year.</p> <p>[REDACTED – PERSONAL DATA] left the meeting at 6.35pm.</p>
4.2	Governance Report	<p>The CEO advised before any formal business could be conducted the Officer Bearers must be re-elected following the AGM.</p> <p>It was advised John Kane had expressed interest in continuing as the Chair, Karen Fee continuing as Vice-chair and Maureen McDonald continuing as Secretary.</p> <p>John Kane elected as Chair.</p> <p>Proposed by: Maureen McDonald Seconded by: Kirsty Wilson</p>

	<p>Karen Fee elected as Vice-chair</p> <p>Proposed by: Duncan Smith Seconded by: Douglas Muir Maureen McDonald elected as Secretary</p> <p>Proposed by: Ann McEachan Seconded by: John Kane</p> <p><i>Following election of the Office Bearers the Chair moved to take agenda items 3.1 and 3.2 which are minuted above in keeping with the agenda numbering.</i></p> <p>The CEO advised since writing the report 3 members have tendered resignations. Stephen Williamson for [REDACTED – PERSONAL DATA] reasons, Maureen McKinnon for personal reasons and Karen Fee who has a new job which may prevent attendance at meetings. Karen Fee expressed a desire to remain on the Committee if able and would be in a better position to fully know this over the coming weeks.</p> <p>The CEO advised this reduces the Committee to 9 members and although this is a reasonably strong position the intention is to seek North Star to produce the Succession Plan based on the Review findings more urgently to allow a recruitment strategy to take place. The CEO confirmed together with the GCM discussions on how best to proceed with this would take place over the coming weeks and the CEO would bring back further thoughts on this to the November meeting but indicated a starting point would be for the GCM to contact those who attended the AGM as some expressed interest in becoming more involved with the association.</p> <p>Committee noted the current position.</p> <p>The CEO gave a brief overview of the report which in addition to the above covered: Members of the Sub-committees, AGM Debrief, Annual Committee Reviews, SHR Equalities Requirements and Scottish Housing Regulator.</p>
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		<p>The CEO communicated the requirement for the membership of the Sub-committees to be reformed following the AGM and asked Committee to consider if they wished to join any of the Sub-committees and to do this contact the Corporate Team to confirm advising that ideally there will be a minimum of four members on each sub-committee in line with our Standing Orders.</p> <p>Committee noted the action required in contacting the Corporate Team.</p> <p>The CEO asked Committee to provide feedback on their thoughts around how the AGM had went and how the duration of the meeting could be condensed. Committee felt the introduction could more strongly reiterate that only questions relevant to the AGM business be brought up and also felt the content could be reduced to bring it down to an hour. A discussion took place on the requirements to ensure enough information was provided to the membership without the evening being too long, stressing a balance must be struck.</p> <p>Committee noted this section of the report.</p> <p>The CEO highlighted that the Committee Review surveys were due to be completed and ‘slots’ for the 1-2-1’s in the process of being agreed.</p> <p>Committee noted the action required in the Review process.</p> <p>The CEO summarised the requirements in relation to Equalities data collection as part of compliance with SHR Regulatory Framework citing the guidance that was published in April 2022. Going on to advise the strategy agreed is to collect the data anonymously for tenants and applicants in the first instance using a managed survey process via CX Feedback. Further highlighting data collection for staff and Committee will be collected in house and the data attached to individuals making it personal. A discussion took place on the possibilities for using the data once collected.</p>
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		<p>Committee noted progress in working towards compliance on Equality data collection.</p> <p>The CEO gave an update on recent communication from SHR who are looking to form a senior forum from the sector to discuss important issues in social housing in Scotland. The CEO advised interest has been noted and if selected for the forum a further update will be provided.</p> <p>Committee noted the CEO's note of interest to SHR for the senior forum.</p> <p>Not contained within the report, the CEO advised Committee a budget setting workshop has been arranged for the Senior Managers and Managers to start discussions around driving efficiencies and the possible implications of a rent freeze or lower than required cap.</p> <p>Committee queried if this will impact upon the rent increase consultation process this year with options being provided. A detailed discussion took place on the providing options and putting out the lowest the association can afford as well as other options. It was discussed that more detail could be provided to really demonstrate to tenants what the various options will mean for planned maintenance and services. Committee expressed a want to ensure views are considered for those who are in work and those on benefits and suggested scrutiny groups were beneficial for this.</p> <p>Committee noted the start of budgeting discussions and the rent consultation.</p>
4.3	Business Plan Review	<p>The CEO highlighted the attached report from Allanpark Consulting who had facilitated the Business Planning Review day and asked Committee if they felt the report was reflective of the day. The CEO also sought the views of Committee on extending the plan by one year due to the impact the global pandemic had had on implementation for the initial year.</p>

		<p>A discussion took place with Committee agreeing upon the accuracy of the report and extending the length of the plan to run from 2021 – 2025 was logical. It was concluded that the CEO would draft the revised plan and bring back to Committee in November for approval. Committee remarked on the low attendance at the away day from the members and asked if anything could be done to increase this for the next session due to the importance of ensuring all Committee views are considered and involved in discussion that set the strategic direction on the association. It was agreed this would be considered for future away days.</p> <p>Committee approved the Business Planning Review report.</p> <p>Proposed by: Lindsay Roches Seconded by: Maureen McDonald</p>
4.4	Assurance Report Q2	<p>The GCM sought approval for the Assurance Action Plan progress update for Q2. The GCM informed Committee that rather than extending some of the target dates in this instance due to how far progressed the actions were anticipated these would be completed within a month or so it seemed logical to provide detailed updates against these within the plan but leave the target dates as they were.</p> <p>The GCM briefly highlighted the positive outcome of the recent Corporate Governance and Risk Management audit which will be presented to the next Finance, Audit and Risk Subcommittee in November had provided '<i>substantial assurance</i>.' The audit had involved testing the evidence bank and feedback on this was very encouraging stating the evidence bank is comprehensive, detailed and demonstrates compliance across the Standards of Governance and Financial Management.</p> <p>Committee recommended the schedule of review that is attached to the report be updated as the review dates are from 2020/21. The GCM explained the rationale for this is those were the dates when the initial full, in-depth review was carried out and Committee had sight of the evidence bank on the reports provided throughout that year but would look to update this in</p>

		<p>line with the observation but adding other review dates to it demonstrating the continuous review process more clearly.</p> <p>Committee approved the quarterly updates to the Assurance Action Plan.</p> <p>Proposed by: Douglas Muir Seconded by: Ann McEachan</p>
4.5	Calendar of Submissions	<p>The GCM advised the Calendar of Submissions was an administrative tool used to ensure regulatory submissions are made on time and presented to Committee at 6 monthly intervals to provide assurance that these submissions have been made as required.</p> <p>Committee noted the submissions made to date.</p>
4.6	Annual Assurance Statement 2022	<p>The CEO sought approval for the Annual Assurance Statement (AAS) to be signed by the Chair on behalf of the Management Committee and submitted to SHR by the 31st October 2022. The CEO provided a detailed overview of the reports contents and highlighted key areas that should provide Management Committee with the assurance required to confirm compliance with the Regulatory Framework.</p> <p>Key areas of work undertaken throughout the year or within the current cycle to demonstrate assurance were highlighted as; the regular quarterly reports provided by the GCM, the production of a new Business Plan and annual review of the plan in July 2022, the Collaborative Governance Review which provided high levels of compliance, the internal audit on Corporate Governance and Risk Management which reported substantial assurance, a full scale tenants satisfaction survey, the conclusion of the external health and safety audit which provided adequate assurance across the 6 areas, external consultant reviewing of 30 year cash projections to ensure financial viability, review of the Risk Register, policy reviews and benchmarking via SHN to the Committee.</p>

		<p>The CEO concluded by advising Committee that all areas of work being undertaken are to drive continuous improvement and there are no material issues, with positive progress being made throughout the year to embed any identified improvements. Also highlighting the AAS is almost 2 pages long but given this is a public document felt this appropriate.</p> <p>Committee queried which consultant was carrying out the review of the 30 year financial projections and it was confirmed this is [REDACTED – PERSONAL DATA] and the work was almost concluded. Committee sought assurance that robust scenarios planning had taken place. The DFCS advised this has taken place and a detailed report will be provided to the Finance, Audit and Risk Sub-committee in November.</p> <p>Committee requested that the paragraph referring to the Collaborative Governance Review be taken out as this was concluded in 2021 and while it is relevant to overall assurance, Committee felt better to focus on the current year only within the AAS.</p> <p>The CEO agreed to remove this before the Chair signs the final draft.</p> <p>Committee collectively approved the submission of the AAS subject to the above amendment.</p> <p><i>Post meeting note: AAS amended, signed and submitted to SHR.</i></p>
5.0	Health & Safety	
5.1	Health & Safety Report October 2022	<p>The DMS informed Committee the report was to provide adequate information on health and safety issues to ensure Committee are advised on relevant issues between meetings. The key focus this month is RIDDOR- Recording of any accidents, incidents or near misses and Fire Risk Assessments.</p> <p>The DMS highlighted 4 incidents which have been recorded in relation to electrical safety. The first being a tenant moving in with a faulty meter, the tenant is satisfied with the action taken by the association and will be assisted for her lose via funding which has been secured for energy assistance. The second was an error on a contractors part which potentially left a</p>

		<p>distribution board unsafe and at risk of fire. An emergency contractor attended following a report from the tenant that the boiler was not working and made safe. The contractor at fault will not be given further work as a result of the incident. The 3 was in a property let to MEARS where the service user attempted to start a fire in the gas cupboard, this was quickly contained but could have had a serious outcome and discussions with MEARS are ongoing. The fourth relates to a bin store fire and appropriate action taken to encourage tenants to report incidents of anti-social behaviour.</p> <p>Committee queried the severity of the fire at the gas meter and if this should have been a Notifiable Event. The CEO confirmed this was considered but given the damage was very limited felt it was not a requirement.</p> <p>The DMS moved on to talk Committee through the Fire Risk Assessment action plans which cover the main office, community centre and the old offices at Garmouth Street and Langlands Road. The DMS advised Garmouth Street would need to be a priority [REDACTED – CONFIDENTIAL INFORMATION]. Committee inquired what the likely cost of this would be and if it has been budgeted for. The DFCS advised around £10k and this has been budgeted for. The DMS went out to highlighted that as the Community Centre was due for demolition there was a reluctance to invest. However something would likely be unavoidable due to the legal requirements to meet fire safety standards on association assets.</p> <p>Committee sought assurance these costs would be monitored closely and the CEO advised this would be the case and if not financially viable ongoing usage of the buildings would need to be considered.</p> <p>Committee noted the contents of the report.</p>
5.2	Health and Safety Responsibility Statements	The DMS talked through Committee’s responsibility in relation to H&S and advised the annual signing of the H&S Policy Statement was due together with the collective and individual signing of responsibility statements. These would be circulated following the meeting for those in

		attendance and issued to anyone else before moving on to having staff sign their responsibility statements. Post meeting note: H&S Policy statement signed by Chair and CEO, collective and individual responsibility statements signed by all present.
6.0	Reports for Decision	
6.1	Changes to Elderly Helpline	<p>The CEO talked through the report provided by the DHCS who is seeking approval to move from the current service provided to Glasgow Care and repair Service provided via Southside Housing Association. It was highlighted no additional costs would be incurred by adopting this service as the £5k would provide unlimited access to the service.</p> <p>Committee highlighted the inappropriate use of the term ‘Handyman’ and asked that this not be used. Committee expressed concerns around the lack of information provided within the report to enable a decision to be made. Committee emphasised the need to carry out tenant consultation when proposing any change to services and [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>The CEO confirmed the above would be feed back to the DHCS to consider the proposal further and bring more information back to Committee.</p> <p>Committee were not in favour of approving adopting the service at this time.</p>
7.0	Reports Information	
7.1	Reactive Repairs / Void Contractor Report	<p>The DMS advised the purpose of the report was to provide Committee with information relating to two of the main contractors following periods of change with the aim to bring stability to the services provided under these contracts.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>Providing an update on the procurement position, the DMS highlighted challenges due to contractors not wanting SoR which are now considered dated meaning different pricing</p>

		<p>models are having to be explored. The DMS further advised the usage of a joint procurement framework would be beneficial in appointing contractors. A brief discussion took place of the various frameworks available and the benefits these can bring in terms of easing the process and cost savings.</p> <p>Moving on to the gas contact the DMC confirmed that GasSure continue to provide this service and will do so until the contract can be procured in April 2023 and briefing Committee on the ongoing engagement with them around what the contract will include going forward.</p> <p>Committee noted the contents of the report and current position on contracts.</p>
8.0	Chief Executives Report	
		<p>The CEO provided a detailed overview of the report which sets out to keep Committee informed on keys activities between meetings. The CEO advised the report focuses on the Scottish Governments rent cap, CIH Scotland Awards, SPSO complaint, development project at Nimmo Drive and employee engagement activities.</p> <p>A detailed discussion took place of the possible implications of any decisions by SG on rent setting within the sector. Observations were the impact upon investment and meeting EESSH and investment standards, complexities around carrying out tenant consultation when it is unknown what will happen before the consultation process starts. It was concluded it is too early to discuss fully due to the unknowns at this time.</p> <p>The CEO provided a very brief update on attendance at the CIH Awards due to take place on 27th October 2022.</p> <p>The CEO communicated the recent engagement with SPSO following the escalation of a complaint. Confirming SPOS are satisfied with the response given on the basis an apology was given to the tenant and the CEO reported this has been provided.</p> <p>[REDACTED – CONFIDENTIAL INFORMATION]</p>

		<p>The CEO informed Committee on the intended work around employee engagement now the HR and Corporate Service Officer is in post which is to include staff satisfaction surveys, well-being and culture improvement activities. Committee queried if there was any intention to look at Investors in People Award (IIP). The CEO advised he felt there were more beneficial options and a detailed discussion took place on the pros and cons of the various options however the CEO confirmed that any accreditations that the organisation wishes to seek would be the decision of the Management Committee despite his reservations about the benefits.</p> <p>Committee noted the contents of the report.</p>
10.0	AOCB	
		Nothing raised.
11.0	Date of Next Meeting	
11.1	Management Committee Meeting: Tuesday 29 th November 2022 at 6pm	

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
4.2	Election of Officer Bearers Chair Vice-chair Secretary	Maureen McDonald and Kirsty Wilson Duncan Smith and Douglas Muir Ann McEachan and John Kane	CEO
3.1	Minutes of the meeting held on 30 th August 2022	Ann McEachan and Duncan Smith	CEO
4.3	Business Plan 2022-25 Review Report	Lindsay Roches and Maureen McDonald	CEO
4.4	Assurance Quarter 2 Progress Report	Douglas Muir and Ann McEachan	GCM
4.6	Annual Assurance Statement (AAS) – subject to minor amendment	Collectively Approved	CEO

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of 30 th August 2022	Redact and publish on website	CGM
4.3	Business Plan 2022-25	Update Business Plan based on outcome of away day	CEO – 29/11/2022
4.6	Annual Assurance Statement	Paragraph to be removed, updated version signed by Chair and submitted to SHR	CEO – 31/10/2022
5.2	H&S responsibility statements	To be circulated to those not in attendance for signing	GCM – 29/11/2022
6.1	Changes to Elderly Person Service	Questions / Comments to be provided to DHCS to provide information requested by Committee	GCM – 30/11/2022