

MINUTES of the Management Committee Meeting held on 25th April 2023
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	<p>Committee present</p> <p>Maureen McDonald (Acting Chair) Ann McEachan Douglas Muir Kirsty Wilson Kirsty Stoddart Maureen McKinnon Eileen McCallum (Observer)</p>	<p>In Attendance</p> <p>Gary Dalziel (CEO) Kerry Clayton (GCM) James McGeough (DFCS) David Adam (DMS) Aidan McGuinness (DHCS) Donna Gentles (minutes)</p>	<p>Apologies</p> <p>Janice Shields Lindsey Roches Duncan Smith</p>	<p>Special Leave</p>
2.0	Declaration of Interest			
<p>There are no declaration of Interests.</p> <p>The Chair welcomed Eileen who was at the meeting as an observer having indicated an interest in joining the committee. The Committee all introduced themselves to Eileen and she subsequently gave a brief overview of her background and her interest in Elderpark.</p>				

3.0 Minutes for Approval	
3.1	<p>Minutes of Previous Management Committee Meeting held on 25th April 2023.</p>
	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Douglas Muir</p> <p>Seconded: Ann McEachan</p>
	<p>Signed by Chairperson: [REDACTED – PERSONAL DATA]</p> <p>Signed By CEO: [REDACTED – PERSONAL DATA]</p>
3.2	Matters Arising
	<p>The DMS advised that he was on A/L and had not produced any reports for this meeting but would flag up any areas where they arise within the minutes.</p> <p>The DMS reported that there were no Accidents, Incidents or Riddors to report since the previous meeting..</p> <p>An update on the reactive repairs procurement process was provided by the DMS. Four submissions were received during the tender p[rocess with the successful bidder being a North Lanarkshire based company Timetra. We are currently awaiting the end of the standstill period before we engage with the successful bidder and it is intended that the contract will commence with them on the 1st June 2023.</p> <p>The CEO reviewed the actions from the previous meeting noting that the training for the evacuation chair will take place in June.</p> <p>The DHCS provided an update on the risk regarding the usage of the community centre for existing users. It was discussed that Elderpark will amend the lettings form and ask users to provide Health & Safety Risk Assessments.</p>
3.3	Draft Minutes of Audit, Finance & Risk sub Committee meeting 21 st March 2023
	The Minutes were provide for information only and there were no queries raised.

4.0	Governance	
4.0		<p>The CEO has informed the Management Committee that the funeral of our late Chair John Kane had taken place a few weeks previous. This is a very sad loss to the association and condolences were sent to John’s family.</p> <p>The CEO discussed that following the John’s death we required to formally appoint new Office Bearers. A temporary solution was put in place in February 2023 with Maureen McDonald assuming the role of Chairperson, Janice Shields as Vice-chairperson and Ann McEachan as Secretary and the Committee agreed to formally appoint them into these positions for the period until the AGM takes place.</p> <p>Proposed: Douglas Muir Seconded: Kirsty Wilson</p> <p>The CEO talked through the updated engagement plan the regulator was due to publish. It was noted that the Scottish Housing Regulator would not require any further assurance other than the annual regulatory returns required for all RSL’s.</p> <p>The CEO discussed that the SHR has selected Elderpark HA as one of 10 Associations they will be visiting to discuss our approach to the Annual Assurance process. This visit will be taking place on Tuesday 23rd May. The CEO, GCM and the Chair will all be in attendance and the CEO will also invite one other Committee member who can provide assistance to the Chair on the day.</p> <p>The CEO discussed that at the last Committee meeting it was noted that we had another two potential candidates wishing to explore joining the management committee. Unfortunately due to personal reasons they were unable to attend tonight’s meeting but if Committee remained content for the two observers to come along to the next Management Committee meeting we would invite them to the May meeting.</p> <p>Committee collectively approved 2 observers attending the May meeting.</p>

		A Committee member advised that due to the last two Sub-committee's not being quorate they wished to note that in the event the association has issues around a quorum at future meetings to contact as resides close by and could attend if needed.
4.1	Notifiable Events	Nothing to report
4.2	Assurance Report – Progress Update 22/23 Q3 & Q4	<p>The GCM discussed the report for Q3 and Q4 of the previous financial year which concludes the three year cycle to review compliance against all areas of the Regulatory Framework including the standards of Governance and Financial Management.</p> <p>The GCM highlighted the following activities that have been undertaken during Q3 and Q4:</p> <ul style="list-style-type: none"> • Committee reviews have been conducted supported by an external consultant • The development of the committee training plan based on the Gaps Analysis • Scenario Planning and Stress Testing on the 30 year Financial Projections • Budget setting and approval process • Rent consultation activities undertaken • New KPI framework developed which will operate across all aspects of the organisation • Audit on Governance and Risk Management providing substantial assurance • Internal Audit on Treasury Management providing substantial assurance • Allocations Audit which provided adequate assurance • Fire Safety notifiable event closed after works completed • Reviewed Policies for example Governing Body Role Descriptions, Risk Management, Gas Servicing • Procurement Exercises undertaken for reactive repairs, gas maintenance and more. • Increasing tenant engagement using CX Feedback <p>The GCM discussed that moving forward the association will be conducting a fully comprehensive review which will begin the new three year cycle of assurance. It was noted that there was a publication from the regulator regarding lessons learned from self-assessment</p>

		<p>and this combined with the annual assurance visit and audits undertaken will form the basis of any minor revisions to our approach.</p> <p>The GCM is looking for approval for the remaining actions to be included within the new cycle as part of the review exercise.</p> <p>Committee approved the current progress with the action plan and noted the report.</p> <p>Proposed: Douglas Muir Seconded: Ann McEachan</p>
4.3	Risk Register Report	<p>The GCM talked through the Risk Register Report. This report is provided to inform the Management Committee on progress updates within the Risk Register that have been previously discussed and approved by the Finance, Audit and Risk Sub-Committee.</p> <p>The report also contained a recommendation which arose from the Governance and Risk Audit which suggested that a 'Risk Appetite' be defined for the different risk categories – the Finance and Audit sub-committee felt this was something which should be approved by the full Management Committee.</p> <p>The GCM highlighted the initial risk appetite provided to each of the risk categories and the Management Committee were content with the suggested levels of risk for these areas.</p> <p>The GCM further outlined to the Committee risks that have been revised which were:</p> <ul style="list-style-type: none"> • Failure to ensure IT systems are of high quality: this risk was increased to reflect the ongoing learning and implementation of a new IT system (Rubixx) • Contract fails to deliver was reduced from catastrophic to significant given that the gas contractor has now been appointed and the tender exercise for the reactive repairs has almost reached a conclusion.

		<ul style="list-style-type: none"> • Economic Environment resulting in an increase cost of living. This risk has been reduced to significant given that the peak of the economic uncertainty has now apparently passed and the challenges being experienced have stabilised across the country. <p>Committee asked if we have a suite of operational risks.</p> <p>The GCM advised that we are in the process of developing an operational risk register which flows from the strategic risk register and will be more specific to each departments own individual risks.</p> <p>Committee approved the Risk Register Report.</p> <p>Proposed: Kirsty Wilson Seconded: Ann McEachan</p>
4.4	Policy Register Report	<p>The GCM discussed that the purpose of the Policy Register report to provide the Management Committee assurance that there is a robust suite of policies across the organisation to demonstrate good governance, regulatory and legislative compliance across all aspects of our business.</p> <p>The GCM highlighted the main elements of the report advising that the association currently has approximately 90 policies across all areas of the business with 29 of these currently overdue for review.</p> <p>Policies are generally scheduled on a 3 year review cycle but given the limited number of meetings in a year the significant number of policies it can be challenging to achieve these</p> <p>The GCM is seeking committee approval to carry out a full review of the current policy suite, considering where we may be able to merge some policies together or make obsolete as not currently required. In addition we will seek to amend the review cycle to every four or five year (earlier if subject to any legislative change).</p>

		<p>Committee approved the Review of Policy Register.</p> <p>Proposed: Douglas Muir Seconded: Ann McEachan</p>
4.7	Membership Application	<p>The GCM sought approval for a membership application that has been received since the last meeting. Confirming that all due processes have been followed in line with Rules.</p> <p>Committee approved the membership application</p> <p>Proposed: Ann McEachan Seconded: Douglas Muir</p>
5.0	Chief Executive's Report	
		<p>The CEO provided a summary of the ongoing activities within the organisation, seeking approval for various elements.</p> <p>The CEO discussed that for last 9 months ongoing meeting have been taking place with Govan HA, Linthouse HA and Glasgow City Council to work jointly around commissioning a significant research proposal to fully understand the current and future needs of the Govan Housing Market.</p> <p>We have been meeting recently with a renowned housing expert, Professor Ken Gibb who is preparing a proposal based on identified needs with the work being undertaken over a six month period and concluded by early 20-24.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]</p> <p>Committee sought clarification on the benefits this would bring to the association. The CEO advised that the opportunity to undertake this robust piece of evidenced based research it should allow the association (and our partners) to understand the needs of our communities both in the short and medium term. In addition having a research focused document which demonstrates the housing needs for Govan it may provide opportunities to access additional funding streams.</p>

	<p>Committee asked if there were any similar projects which had been carried out previously. The CEO advised that to his knowledge there hasn't been a piece of research similar to this undertaken within the Glasgow area at least for a number of years and would be the only area in Glasgow with its own research driven local housing strategy. It is anticipated that if successful this is an approach that would be rolled out to other areas within Glasgow to deliver similar housing market studies.</p> <p>Committee queried who would own the report and the CEO advised that the four participating organisations would own the report jointly. Committee commented they fully support this project as it is very meaningful and provides value for money. She highlighted that Professor Ken Gibb is highly regarded and feel he will get really positive results.</p> <p>Committee approved the strategy.</p> <p>Proposed: Kirsty Wilson Seconded: Ann McEachan</p> <p>The CEO gave a detailed discussion regarding the Maintenance Department Resources and the potential that these are less than is currently required to fulfil the tasks contained within the function. He highlighted some of the challenges over the last few years with the pandemic, the significant changes in construction and maintenance sector in general, the difficulty with changing staff and the introduction of a new software system and while these issues were not an excuse they were perhaps mitigating factors in some of the challenges experienced within the function.</p> <p>The CEO recognised that the existing issues need support to resolve and to allow the Maintenance Manager and Director of Maintenance to focus fully on their roles the addition of an temporary administrative resource would provide a degree of 'breathing space' to allow for a fuller review of the maintenance structure during the course of 2023/24.</p> <p>The CEO is looking for approval to recruit a temporary full time Maintenance Administrator for the next 10 months until 31st March 2023.</p>
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	<p>Committee queried the impact upon the budget in relation to the increase in resources and whether the budget would be adjusted to reflect this or would the budget show an overspend. The CEO replied that as an organisation we do not seek to adjust budgets and any additional staffing costs incurred would show as an overspend on the budget as this provides a more accurate position. As this is a temporary post it currently wouldn't factor longer term financial projections.</p> <p>The DMS commented that he is responsible for the delivery of an effective reactive maintenance service however the day to day operations are delivered through the customer service team which falls under another directors remit. This can be challenging and the DMS and DHCS will be working together over coming months to determine the best approach for this to ensure maximum efficiency and greater tenant satisfaction.</p> <p>Committee asked if there was a timeframe for this additional resource being appointed. The CEO advised that we would be looking to appoint someone in June although dependent on having the job description developed and any recruitment exercise undertaken.</p> <p>A Committee member commented that maybe the discussion should have been at a future staffing sub-committee as would have allowed for greater discussion. The CEO agreed that ideally it would have been discussed at a Staffing Sub-committee however there was a recognition that there isn't a meeting scheduled and the timeframe for appointing an additional resource had become more pressing.</p> <p>Committee asked if the new contractor will have any direct impacts on the finance department. The DFCS replied that he would be supportive of this temporary post as the appointment of a new single contractor should reduce the admin burden being experienced for both departments in the medium term however while this is being implemented this additional resource will provide invaluable support.</p> <p>Committee approved the recruitment of a temporary Maintenance Administrator</p> <p>Proposed: Kirsty Wilson Seconded: Douglas Muir</p>
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		<p>The CEO gave an extensive discussion around the GEL Energy Advice Project which is scheduled to end on the 30th June 2023 following the association being unable to secure additional funding to extend it beyond this period.</p> <p>The original funding has ceased on 28th February 2023 however the three participating associations agreed to extend the project until the end of June 2023 while we awaited the outcome of three funding applications – unfortunately each of these were rejected and no further funding is likely in the short term.</p> <p>The CEO advised that this item was to allow for a discussion to ascertain the management committee views on whether they would be keen to extend the project further using the association’s own rental income to fund it or whether in light of no further funding being available the project should end as anticipated on the 30th June with the three employees filling the posts potentially being made redundant.</p> <p>A long discussion took place with the Management Committee recognising the merits of the project over the last two years and the benefit they have provided tenants through the distribution of fuel vouchers and energy advice.</p> <p>The DHCS commented that £600K of debt has been written off over the last 2 years, £200K of fuel vouchers received and a further £250k of financial gains over the 3 associations. Other services that the advisors provided were switching energy, providing draught excluders, reinstatement of meters that have been disconnected as well as assisting with the usage of thermostat boilers.</p> <p>The Management Committee noted that additional content on the financial gains could have been provided within the body of the report however recognised that this monetary gain was based on a lot of different factors and available funding streams and not necessarily reflective of a normal financial gain.</p>
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6.0	Training	
6.1	Training Schedules – Staff/Committee	SHARE Brochure circulated to Staff / Committee

6.2	Forthcoming Training Courses / Events	Nothing to report.
6.3	Feedback on Training / Events	SHARE training slides circulated to Management Committee via Decision Time.
7.0	AOCB	
8.0	Date of Next Meeting	
		Tuesday 30 th May 2023 at 6pm

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of 28th March 2023	Ann McEachan Douglas Muir	CEO
4.0	Appointment of Office Bearers	Douglas Muir Kirsty Wilson	CEO
4.0	Invite observers to next Management Committee meeting	Collectively Approved	CEO
4.2	Approve Assurance action plan Q3 and Q4	Douglas Muir Ann McEachan	GCM
4.3	Approve Register Report	Kirsty Wilson Ann McEachan	GCM
4.4	Approve Policy Register Report	Douglas Muir Ann McEachan	GCM
4.7	Approve Membership Application	Ann McEachan Douglas Muir	GCM
5.0	Govan Housing Market Analysis	Kirsty Wilson Ann McEachan	CEO
5.0	Approval to recruit Maintenance Administrator	Kirsty Wilson Douglas Muir	CEO
5.0	CEO to attend SFHA Board meeting as an observer	Ann McEachan Maureen McKinnon	CEO

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of 28th March 2023	Redact and publish on website	GCM
4.0	Governance	Invite observers to next Management Committee Meeting	CEO