

MINUTES of the Management Committee Meeting held on 28th February 2023
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	<p>Committee present</p> <p>Maureen McDonald Ann McEachan Douglas Muir Lindsay Roches Janice Shields</p>	<p>In Attendance</p> <p>Gary Dalziel (CEO) James McGeough (DFCS) Kerry Clayton (GCM) David Adam (DMS) Vicky Ross (minutes)</p>	<p>Apologies</p> <p>Kirsty Wilson Duncan Smith Kirsty Stoddart Maureen McKinnon</p>	<p>Special Leave</p> <p>John Kane</p>
2.0	Declaration of Interest			
<p>There were no Declaration of Interests.</p> <p>Apologies were noted, due to the Chair not being in attendance Maureen McDonald kindly offered to stand in for the Chair for tonight's meeting.</p>				

3.0	Minutes for Approval		
3.1	Minutes of Previous Management Committee Meeting held on 31 January 2023.	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Ann McEachan</p> <p>Seconded: Lindsay Roches</p>	<p>Signed by Chairperson:</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Signed By CEO:</p> <p>[REDACTED – PERSONAL DATA]</p>
	Matters Arising	<p>The CEO reported on the following actions from the previous minutes that are not otherwise on the agenda:</p> <ul style="list-style-type: none"> • Equalities data survey completed, 25% of tenants responded and a full report on the data captured will be provided in the future. The CEO gave a brief summary of some of the key highlights and outlined that while the survey provides some information on our tenants in relation to equalities the ability to utilise this data in a meaningful way to influence service delivery is unclear. • [REDACTED- PERSONAL DATA] • Rent increase letters have gone out to all tenants via Royal Mail. • Staffing Updates – Danny Leabody has been appointed as permanent Customer Services Advisor and Rachel Cooper as Housing Manager, with Rachel having a start date of the 3rd April 2023. 	
4.	Governance		
4.2	Governance Report	<p>The CEO updated the Committee on the current circumstances around the ongoing absence of the Chair and [REDACTED – PERSONAL DATA] requested that the Committee approve an extended leave of absence.</p> <p>The Committee approved a leave of absence.</p>	

		<p>The CEO provided information on what is required whilst the current Chair is on leave of absence in terms of the Committee roles that are required to be filled including a temporary Chair.</p> <p>The CEO advised that while a Vice Chair is not required under the rules however there would be a benefit to this in terms of deputising for the Chairperson. The Committee had a discussion around the requirements of each role and it was agreed that our Secretary, Maureen would take up the position of Chair on a temporary basis, Janice would be the temporary Vice Chair and Ann will be the Secretary on a temporary basis.</p> <p>The Committee approved the temporary Office Bearer appointments of Maureen McDonald as Chairperson, Janice Shields and Vice-Chair and Ann McEachan as Secretary.</p> <p>The CEO discussed the Annual Committee review findings which were produced by North Star Consulting in a final report.</p> <p>It was explained that there were fourteen recommendations and ‘management responses’ have been provided against each and an action plan developed. The CEO invited comments and questions from the Committee around the recommendations. There was a discussion around the recommendation of ‘increase customer feedback’ which is shared with the Committee and what is currently provided. There was also discussion around the categorising of committee papers. Committee suggested that items for decision are placed first, for discussion second followed by information items to ensure the best use of time at meetings. The Committee agreed this was a good way to structure items.</p> <p>The CEO advised that one of the recommendations is that members should review the 9-year rule section of the report and decide whether AM she should continue to serve on the Committee. The Committee agreed that AM still provides independent and objective scrutiny and should remain as a Committee member in line with the nine year rule.</p>
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		<p>The Management Committee discussed the recommendations and approved the action plan and AM continuing to service on the board in line with the 9 year rule.</p> <p>Proposed by: Maureen McDonald Seconded by: Douglas Muir</p> <p>The CEO provided an overview of the requirements of the Management Committee to undertake appropriate training and development to allow for the effective fulfilment of the role and that this is a key requirement. The CEO advised the GCM has drafted a training plan to be circulated and that a draft calendar is included within the report. It was advised that the Committee should be aware that there are mandatory training courses included such as Legal and Regulatory Frameworks and Health and Safety.</p> <p>The Management Committee discussed and approved the proposed training and development programme.</p> <p>Proposed by: Ann McEachan Seconded by: Janice Shields</p> <p>The CEO provided an overview of the structure of the Sub-Committee and explained that unfortunately the last Housing and Maintenance Sub-Committee did not achieve a quorum and could not go ahead. The CEO explained the time involved in the administration and of preparing reports for the meeting and opened up a discussion about the options for this going forward and the rationale for introducing this sub-committee in 2021. The Committee had a discussion on the options contained within the report and agreed that this should be held six monthly in the meantime and kept under review to perhaps look at re-instating quarterly should there be an increasing number of sub-committee members in the future.</p> <p>It was also highlighted that the recently postponed Finance and Audit sub-committee would be held in April dates pending.</p>
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4.3	Assurance Report Q3	This was a verbal report presented by the GCM to inform the Committee of the intention to bring a Q3-Q4 report to the March meeting as this will be the end of the 3 year cycle. There was discussion around this before it was agreed this would be presented at the April meeting.
4.4	Service Level Complaints Q3 2022-23	The GCM summarised the report advising the Committee the purpose is to provide information on the KPI's required by the Scottish Housing Regulator and Scottish Public Services Ombudsman in terms of the complaints performance and analysis.

		<p>The GCM summarised the graphs within the report providing a narrative on the results of total complaints received, the breakdown of Stage 1 and Stage 2 and the number and percentage closed within timescale. The GCM explained we are working on staff training to improve the system for the logging, categorising and closing of complaints along with developing a Rubixx step by step guide. The GCM also advised that there will be all staff and manager/director training arranged for April/May which is delivered via the SPSO to improve on investigating and handling complaints. The GCM opened up the report for questions from the Committee.</p> <p>The Management Committee noted the current complaints handling performance and the steps being taken to drive improvements.</p>
4.5	KPI Report Q3 2022-23	<p>The CEO presented this report to open up discussion around the quarter three performance against targets. There was discussion around the various elements of performance observations including average time to complete repairs which has improved and it was highlighted by the DMS that this was largely due to the Maintenance Officer and his positive relationship building with the repairs contractor. Also discussed was the repairs right first time, average time to re-let homes, rent arrears and void loss.</p> <p>The CEO advised that he would be investigating results for indicator 12 - Q1 and Q2 as these appeared to be incorrect.</p> <p>The Management Committee reviewed and discussed the performance report for the third quarter.</p>
4.6	Budget 2023-24	<p>The DFCS presented the report which provides information on the annual budgeted income, expenditure and cash-flow for the financial year 1 April 2023 to 31 March 2024.</p> <p>The DFCS advised the Committee that the Association is budgeting a surplus of £939,328 and that the general assumptions made are that inflation is 10%. The DFCS discussed the various elements of the annual budget including summarising property revenue, estate costs and the various elements included within this.</p>

		<p>The DFCS opened up this report for questions and discussions from the Committee. Committee asked a question around staff subscriptions and was provided clarity on what this relates to.</p> <p>The Management Committee approved the annual budgeted income, expenditure and cash-flow for financial year 1 April 2023 to 31 March 2024.</p> <p>Proposed by: Douglas Muir Seconded by: Ann McEachan</p>
4.7	Management Accounts	<p>The DHCS discussed the contents of the Management Accounts to December 2022 providing a summary on the key points. The DHCS asked the Committee if they had any questions and opened up a discussion on the accounts. Committee suggested seeing the cash-flow would be helpful. The DHCS advised this information will be available in the Finance and Audit Sub-Committee Papers.</p> <p>Proposed by: Douglas Muir Seconded by: Ann McEachan</p>
5.0	Health and Safety	
5.1	Health & Safety Report February 2023	<p>The DMS presented the report to provide Committee with information on performance and monitoring of staff, contractors, compliance etc. and any legislative duties relating to health & safety since previous report was presented.</p> <p>The DMS provided information on an incident on 2 February 2023 relating to gas in a void property. The incident itself and Management Action was discussed.</p> <p>The DMS also advised that HSE had attended the site at Langlands Road where the stonework repairs are being undertaken. HSE requested that the contractor suspend work as they did not have appropriate dust suppression systems installed. As far as we understand HSE are engaging with the contractor to ensure appropriate working practices are in place however we</p>

		<p>have had no direct contact with them. The CEO advised that based upon our current understanding of the issue this would not constitute a notifiable event however should circumstances change we would submit one. The Management Committee were in agreement with this approach.</p> <p>The DMS advised the Management Committee that Health & Safety Refresher training with training provider Housing Health and Safety Compliance, will be arranged with a view to further enhancing their skills and knowledge in the Committee's role as service provider and employer. It was explained that with the Committees agreement, the Corporate Team will arrange this training as part of a rolling programme.</p> <p>The DMS explained to the Committee that the Housing Sector have been focused on the approach taken by RSL's in the management of Dampness and Mould following a fatal incident in England. The DMS explained to the Committee what we are currently doing to investigate complaints of mould and dampness, how this is recorded and monitored and what further actions are required. It was communicated that a policy is currently under development and that awareness training for all staff attending home visits will be arranged.</p>
6.0	Reports for Information/Approval	
6.1	Procurement Update February 2023	<p>The DMS presented the report to the Committee to provide them with an update on the two procurement activities currently underway for the responsive repairs and gas maintenance/service contracts.</p> <p>It was explained that we recently ran two Expressions of Interest which included 'providing a 24/7 repairs service' and 'providing an out of hours repairs service' only. Seven contractors expressed interest in the 24/7 repairs service and four contractors were interested in the Out of Hours repairs service. The anticipated start date is 1 May 2023 and we are currently drafting the contract documents to send out the invitations to tender.</p>

		It was explained to the Committee that received seven submissions for our gas maintenance and servicing tender with City Technical being awarded the contract. It was explained that the full evaluation report can be found within Appendix 1 and they should commence work with us later in March or early April 2023.
6.4	Quarterly Return to Scottish Information Commissioner Q1-Q3 (2022/23)	<p>The GCM presented the report to provide information on the requests received from 1 April 2022 – 31st December 2022 covering quarters 1 – 3 in terms of Freedom of Information, Environmental Information and Data Protection.</p> <p>The GCM explained that a letter had been received from the ICO regarding a request received into the GDPR inbox which had been missed. The SAR has now been responded to and the ICO are satisfied that this was a genuine error with swift action taken to resolve the matter.</p> <p>The GCM explained that all submissions relating to the requests made have been submitted on time.</p>
10.0	Date of Next Meeting	
10.1	Management Committee Meeting: Tuesday 28 March 2023 at 6pm The CEO thanked Maureen McDonald for chairing the meeting.	

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of 31 st January 2023	Ann McEachan and Lindsey Roches	CGM
4.2	Action plan and AM continuing to service on the board in line with the 9 year rule	Douglas Muir and Janice Shields	CEO
4.2	Management Committee Training and Development Programme	Ann McEachan and Janice Shields	CEO
4.2	SHQS compliance including how this has been presented to the Scottish Housing Regulator	Ann McEachan and Douglas Muir	CEO
4.6	Annual budgeted income, expenditure and cash-flow for financial year 1 April 2023 to 31 March 2024.	Douglas Muir and Ann McEachan	DFCS
4.7	Management Accounts to December 2022	Douglas Muir and Ann McEachan	DFCS

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of 31 st January 2023	Redact and publish on website	CGM
4.4	Service Level Complaints	Rubixx Step by Step Guide to be developed for staff	CGM
4.4	Service Level Complaints	All Staff and Manager Training SPSO	CGM
4.5	KPI Report	Further investigation of figures in relation to report	CEO
5.0	Health & Safety	Damp and Mould Policy and Procedure development and training	DMS
5.0	Health & Safety	Management Committee Training	GCM