

**MINUTES** of the Management Committee Meeting held on 29<sup>th</sup> November 2022  
Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

<b>Item</b>	<b>Agenda Item</b>			
<b>1.0</b>	<b>Apologies</b>			
	<p><b>Committee Present</b></p> <p>John Kane (Chair) Karen Fee (Vice-chair) Maureen McDonald (Secretary) Lindsay Roches Ann McEachan Kirsty Stoddart Duncan Smith Douglas Muir Janice Shields Freya Lees</p>	<p><b>In Attendance</b></p> <p>Gary Dalziel (CEO) Kerry Clayton (GCM) James McGeough (DFCS) Aidan McGuinness (DHCS) Vicky Ross (HRC SO)</p>	<p><b>Apologies</b></p> <p>Kirsty Wilson</p>	<p><b>Special Leave</b></p>
<b>2.0</b>	<b>Declaration of Interest</b>			
There were no Declaration of Interests.				

<b>3.0</b>	<b>Minutes for Approval</b>	
3.1	Minutes of Previous Management Committee Meeting held on <b>25<sup>th</sup> October 2022.</b>	<p>The Minutes from 25 October 2022 documented the attendance of Ross Wilson from Scottish Housing Network which was incorrect. The attendee was Ross Morris.</p> <p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Janice Shields</p> <p>Seconded: Douglas Muir</p>
		<p>Signed by Chairperson:</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Signed By CEO:</p> <p>[REDACTED – PERSONAL DATA]</p>
3.2	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"> <li>• At the next meeting in January 2023, we will be seeking to appoint a new Vice Chair as Karen Fee has tendered her resignation. The Committee were advised to contact a member of the Corporate Services Team if they are interested in the role. Karen Fee was thanked by the CEO and the Committee for her commitment.</li> <li>• A staffing Sub Committee will be convened for early February 2023 to review revised HR policies.</li> <li>• An anonymous managed Equalities data survey has now been sent to the tenants via CX Feedback with a further anonymous data survey to be sent to applicants. Thereafter, we will collect staff and Committee data in- house.</li> </ul>
<b>4.</b>	<b>Governance</b>	
4.4	Business Plan 2021/25	The CEO advised the Committee that the Business Plan for 2021-25 had been revised but that there were no significant changes and predominantly contextual adjustment. Detail on the economic outlook has been included along with circumspect financial information. The CEO asked for comment, discussion and approval.

		<p>The Committee asked how progress from the delivery plan will be communicated to the Committee – would this be quarterly. The Committee also asked if the staff were familiar with the business plan and how this had been communicated. CEO explained that the Delivery Plan would form the basis of the staff away day where the twelve themes and objectives are highlighted and presented to staff. This then feeds into the staff appraisal. CEO advised that a strategy for communicating delivery plan outcomes will be communicated to the Committee in January 2023.</p> <p>The Committee <b>approved</b> the associations revised Business Plan for 2021 – 2025.</p> <p><b>Proposed by:</b> Ann McEachan                      <b>Seconded by:</b> Karen Fee</p>
4.5	Risk Register	<p>The GCM presented the Risk Register report to the Committee for the purpose of providing oversight on the revised Risk Register which has recently been approved by the Finance, Audit and Risk Sub-committee. GCM explained that risk numbers ‘17’ and ‘19’ had been upgraded to ‘Catastrophic’ but these remain under constant review by the Senior Management Team. GCM explained that further information on this is provided within Appendix 1.</p> <p>The CEO explained to the Committee that action had been taken to address the increase in Risk 3 – recruitment of Committee Members. The risk remains as ‘significant’ but had increased due to the recent resignations. An external Consultant from North Star has been appointed and commissioned to assist the association to develop a recruitment policy and succession plan to drive the process based on a skill gap analysis. The Committee were advised that this was the purpose of the Consultant observing the meeting.</p> <p>The CEO discussed Risk 16 with the committee – developing new homes and explained that we are currently working with [REDACTED – CONFIDENTIAL AND COMMERCIAL DATA] and once a cost plan has been received, a financial appraisal will be conducted. The CEO also advised it may be prudent to consider including within the Tenant Safety risk an element around damp / mould given the unfortunate death of a young child in England of which these issues have</p>

		<p>been confirmed as a contributor to the cause of death. This will be included within the next update to the register.</p> <p>The Committee <b>noted</b> the recent updates and amendments approved by the Finance, Audit and Risk Sub-committee.</p>
4.6	KPI's Q1-Q2	<p>The CEO presented the attached report on the Q1 – Q 2 performance. [REDACTED – CONFIDENTIAL AND COMMERCIAL DATA]</p> <p>The DHCS advised the Committee that in terms of Housing Management, the arrears report information appears accurate but that reports are still being developed in line with the voids process.</p> <p>The CEO advised the Committee he will continue to work with the department heads in relation to the performance information and we are hopeful for more accurate reports by February 2023.</p> <p>The Committee asked what the issues are in terms of staff training and suggested asking staff what the key issues and challenges are. The DFCS advised the Committee that the staff team are proactive in reporting concerns or issues [REDACTED – CONFIDENTIAL AND COMMERCIAL DATA] .</p> <p>Committee <b>noted</b> the performance report for Q1 and Q2.</p>
4.7	Complaints Handling Q1-Q2	<p>The GCM presented the report to the Committee on Complaints handling in Q1-Q2 in line with SPSO guidance and the Regulatory Framework and explained the reasons for this now being a standalone report.</p> <p>The GCM advised that part of the reason for implementing Rubixx was to allow for more effective complaints reporting and analysis which would provide an insight into the reasons for</p>

		<p>complaints and help drive future performance. Achieving this involves working closely with Rubixx to develop this part of the system and to streamline the process for staff who are responsible for logging complaints.</p> <p>The GCM highlighted that further training for staff will be required on both the Complaints Handling Policy and Procedure as well as how to make the best of Rubixx. The GCM advised we are looking at delivering training in-house as a follow up to the SPSO training carried out in 2021. The GCM explained that she will be providing Directors with a more detailed analysis for their area of responsibility so they can drive service improvements.</p> <p>There was a discussion with the Committee around the complaints figures for Q1 – Q2, the drop in complaints in Q2 and the importance of the GCM reiterating to staff they must record all expressions of dissatisfaction in line with the Complaints Handling Policy and procedure.</p> <p>The Committee provided information on issues reported directly to them. It was advised that some customers are still unsure of the number to call for the gas issues. The GCM advised that this information is provided within the newsletter and on the website however we will take this on board and look at other ways of communicating this with customers via CX feedback.</p> <p>The Committee <b>noted</b> the report.</p>
4.8	Membership Application	<p>The GCM advised the Committee that we are seeking approval for the membership application that has been received since the last Management Committee meeting on 25 October 2022. The details of the applicant have been provided to the Committee within the report.</p> <p>The Committee approved the membership application.</p> <p><b>Proposed by:</b> Janice Shields                      <b>Seconded by:</b> Maureen McDonald</p>

<b>5.0</b>	<b>Health &amp; Safety</b>	
5.1	Health & Safety Report October 2022	<p>The CEO informed Committee the report was to provide adequate information on health and safety issues to ensure Committee are advised on relevant issues between meetings.</p> <p>The CEO advised that the actions required as part of the fire risk assessment outcomes are ongoing. IOSH training for two staff members is taking place on December 2022 along with other relevant health and safety training including Fire Door inspection, Gas CP12. Further information is contained within the report.</p> <p>Committee <b>noted</b> the contents of the report.</p>
<b>6.0</b>	<b>Reports for Decision/Approval</b>	
6.1	Scenario Planning/Rent Increase	<p>The DFCS presented this report to the Committee to provide an overview of the implications of various rate rises on the 30 year plans of the Association.</p> <p>The DFCS explained that the inflation rates and price increases we are facing are impacting on the cost controls of the Association and are stretching our finances and potentially limiting our spend. This means that at the current time we are unable to say with certainty that there will be scope to proceed with [REDACTED – CONFIDENTIAL AND COMMERCIAL DATA] and that over the current weeks a full financial appraisal will be undertaken which will consider the viability of the project.</p> <p>The DFCS discussed the proposal for a 6% rent rise to be consulted upon for 2023/24 which will be significantly below inflation but within the assumed Scottish rent caps potentially being enforced through the Scottish Government emergency legislation. The Committee were provided with appendices which demonstrate cash at bank and scenarios for 6% rent increase together with a range of other scenarios of increases below and above the 6% - it was noted that in the other scenarios below 6% without amendments to the thirty year plan the cash balances had dropped to a negative balance within five years.</p>

		<p>The Committee expressed that the 6% rise is significant for our customers and enquired about how we plan to consult with tenants on this matter, what the overall narrative will be and what information we will provide to them about the cost of major repairs etc. The Committee highlighted the importance of ensuring our communications are accessible and point customers to welfare rights advice services if needed.</p> <p>The Committee discussed the need to ensure consultation takes place as soon as possible and that are staff are available to facilitate this. Also a discussion was held around whether to provide options to the tenants or to present one option with a narrative. The Committee agreed that we should present one option and agreed on the 6% baseline increase with a consultation to be held in December / January and to show that our rents are still below the Scottish average.</p> <p>The Committee <b>approved</b> a 6% rent increase for consultation.</p>
6.2	CCTV Policy	<p>The GCM presented the CCTV policy as a new addition to the organisations policy explaining the reason for this being the ongoing anti-social issues in the area around the premises.</p> <p>The GCM explained the implications of having CCTV in place around managing images and having a robust procedure in place ensuring compliance with GDPR.</p> <p>The Committee <b>approved</b> the contents of the CCTC Systems Policy.</p> <p><b>Proposed by:</b> Ann McEachan      <b>Seconded by:</b> Douglas Muir</p>
6.3	Data Protection Policy	<p>The GCM presented the Data Protection Policy to the Committee highlighting that this policy was drafted by our external DPO and tailored to our own requirements.</p>

		<p>The Committee <b>approved</b> the contents of the Data Protection Policy.</p> <p><b>Proposed by:</b> Janice Shields    <b>Seconded by:</b> Maureen McDonald</p>
6.4	Risk Management Policy	<p>The CEO and GCM presented the Risk Management Policy which has been updated and is in place to ensure each year we assess the risks to our organisation whilst trying to achieve our strategic planning aims and objectives.</p> <p>The Committee queried the wording in section 5.5 of the policy and it was agreed this wording would be revised.</p> <p>The Committee <b>approved</b> the contents of the Risk Management Policy.</p> <p><b>Proposed by:</b> John Kane    <b>Seconded by:</b> Douglas Muir</p>
6.5	Communications Strategy	<p>The GCM presented the Communications Strategy for thoughts, questions and approval explaining the purpose of the policy is to set out what we hope to achieve in terms of how we communicate with customers and the wider community together with how the association responds to external communications regarding the association.</p> <p>The Committee <b>approved</b> the contents of the Communications Strategy.</p> <p><b>Proposed by:</b> Anne McEachan    <b>Seconded by:</b> Maureen McDonald</p>
6.6	Estate Management Strategy	<p>The DHCS presented the Estate Management Strategy to the Committee which has been presented to the Housing &amp; Maintenance Sub Committee.</p>



		<p>The DHCS provided a summary on the key headings within the action plan and how it aligned to the organisations vision and values.</p> <p>A discussion was held on the Estate Management Action Plan citing that the number of actions should reduce over time as a number core requirements of the housing management department and the action plan would then contain those more specific items which align with our objectives.</p> <p>The Committee <b>approved</b> the content of the Estate Management Strategy.</p> <p><b>Proposed by:</b> Janice Shields    <b>Seconded by:</b> Anne McEachan</p>
6.7	Gas Appliances Policy	<p>The CEO presented this policy informing the Committee that it contains information about our process for Gas appliances servicing/access and the legislation behind the policy.</p> <p>The Committee requested that the letters are updated to ensure it is clear they are coming from Elderpark Housing Association. It was agreed that we would get in touch with the Contractor to ensure this is clear for tenants.</p> <p>The Committee <b>approved</b> the Gas Appliances policy.</p> <p><b>Proposed by:</b> Douglas Muir    <b>Seconded by:</b> Maureen McDonald</p>
6.8	Treasury Management Report	<p>The DFCS presented the Treasury Management report with provides Committee members with detailed information on financial deposits, loans, covenants and forecasts.</p> <p>The Committee <b>approved</b> the Treasury Management report.</p> <p><b>Proposed by:</b> Duncan Smith    <b>Seconded by:</b> Anne McEachan</p>

<b>8.0</b>	<b>Chief Executives Report</b>	
		<p>The Chief Executive presented a verbal report and explained to Committee that a CEO 360 degree feedback appraisal had been sent to all staff and management committee and the responses are now being collated by an external consultant.</p> <p>The Committee were advised that there was an attempted break in at the office which was reported to police and CCTV images were provided.</p> <p>[REDACTED – PERSONAL DATA]</p> <p>A staff Christmas party was discussed and the Committee provided feedback indicating that their desire was that this type of event for employees not be held on the premises given our central location within the community and the appropriateness of having festive celebrations within the office environment.</p> <p>It was explained that we had received a donation from CX feedback of £3k which will be used for food parcels. CX feedback have also written off our invoice for the next year for our engagement tool.</p> <p>[REDACTED – CONFIDENTIAL AND COMMERCIAL DATA]</p> <p>The Committee <b>noted</b> the contents of the report.</p>
<b>10.0</b>	<b>AOCB</b>	
		Nothing raised.
<b>11.0</b>	<b>Date of Next Meeting</b>	
11.1	Management Committee Meeting: Tuesday 31 <sup>st</sup> January 2023 at 6pm	

## Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
6.1	Scenario Planning/Rent Increase	Collective approval by Committee	DFCS
6.2	CCTV Policy	Ann McEachan and Douglas Muir	GCM
6.3	Data Protection Policy	Janice Shields and Maureen McDonald	GCM
6.4	Risk Management Policy	John Kane and Douglas Muir	CEO
6.5	Communications Strategy	Anne McEachan and Maureen McDonald	CEO
6.6	Estate Management Strategy	Janice Shields and Anne McEachan	DHCS
6.7	Gas Appliances Policy	Douglas Muir and Maureen McDonald	DMS
6.8	Treasury Management Report	Duncan Smith and Anne McEachan	DFCS

## Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of 25 <sup>th</sup> October 2022	Redact and publish on website	CGM
4.4	Business Plan 2022-25	Provide a strategy for communicating delivery plan outcomes to Committee.	CEO – 31/01/2023
4.7	Complaints Handling	Customers to be notified of contact number for gas issues.	DMS 31/12/2022
6.1	Scenario Planning/Rent Increase	Customer consultation to take place in December 2022.	CEO 31/12/2022
6.4	Risk Management	Update wording at 5.5 of policy.	CEO 31/12/2022
6.7	Gas Appliances Policy	Contact Gas Contractor about written correspondence and ensuring Elderpark logo is on letter.	DMS 31/12/2022

