



MINUTES of the Management Committee Meeting held on Tuesday 30th January 2024
 Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	Committee present Maureen McDonald (Chair) Janice Shields (vice Chair) – Virtual Ann McEachan (Secretary) Melanie Gilmour Kirsty Stoddart - Virtual Duncan Smith- Virtual Douglas Muir Eileen McCallum Veronica McLaughlin	In Attendance Gary Dalziel (CEO) Kerry Clayton (GCM) David Adam (DMS) Aidan McGuinness (DHCS) Donna Gentles (Minutes) Freya Lees - North Star (Virtual)	Apologies Kirsty Wilson Craig Reid	Special Leave
2.0	Declaration of Interest			
A Declaration of interest was noted for the item on SHARE membership in the CEO Report as Melanie Gilmour is an employee of SHARE				

3.0	Minutes for Approval	
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 28 th November 2023	<p>The Minutes were agreed as a true record of the meeting subject to amendments highlighted at meeting for actions to be completed</p> <p>Proposed: Ann McEachan</p> <p>Seconded: Melanie Gilmour</p> <p><i>Post meeting note: Actions added as agreed by Committee.</i></p> <p>Signed by Chairperson: [REDACTED – PERSONAL DATA]</p> <p>Signed By CEO: [REDACTED – PERSONAL DATA]</p>
3.2	Matters Arising	<p>The following matters arising were discussed as not otherwise on the agenda.</p> <p>The CEO advised that the ARC data corrections were submitted on the 6th December 2023. There has been no further correspondence.</p> <p>The CEO advised that the notifiable event for KONE Lifts has now been closed. There are no other notifiable events outstanding.</p> <p>The CEO provided an update on the complex actions in the assurance report. Discussions have taken place with staff regarding updated terms & conditions with becoming full members of EVH. A small number of staff predominantly have extra holidays, This is a slow process with further consultation and discussion.</p>

4.0	Governance	
4.1	North Star Committee Review Report	<p>The Chair welcome Freya Lees of North Star Consultancy to the meeting virtually at 18:12pm</p> <p>Freya Lees talked through the findings from the following:</p> <ul style="list-style-type: none"> • Findings from the Individual Appraisals • Findings from the Collective Appraisal • Leadership – Appraisal of the Chair • Conclusions and Recommendations <p>Freya discussed that 10 Committee, members attended a face to face one to one meeting and all 11 committee members completed an online questionnaire. From the findings it was noted that of the committee, it is predominately made up of 73 % female members with a varied age range. In terms of length of service 72% of committee members having served less than three years. Freya commented that committee attendance was high with 3 committee members having attended all meetings.</p> <p>The findings show that the Management Committee have a good range of skills and experience although there are some gaps in areas including finance, governance and more tenant members are needed.</p> <p>Some key findings from the report were that not all committee members were prepared in advance for meetings. There were lack of attendance at training because timings not suitable for all committee members. It was noted that there was some coming and going when joining virtually with people switching off their camera. Freya pointed out that some agenda items, staff were controlling which was depriving the Chair of taking control of the meeting.</p>

		<p>It was suggested that the GCM could support the Chair to provide guidance with maybe a pre meeting half an hour before the Management Committee meeting to receive and discuss any updates on the agenda.</p> <p>Freya discussed the following recommendations with the Management Committee</p> <ol style="list-style-type: none"> 1. Recruit new Committee Members with Finance expertise, Governance expertise and more tenant members 2. Committee members to submit detailed technical questions and points of clarification in advance with all management responses circulated to all committee members 3. Consider issuing Committee papers 10 days in advance before committee meeting 4. Review the format, content and length of committee papers. 5. Develop committee training plan based on the needs of the members and include Bite size Briefings 6. Record Training sessions with members consent to ensure those unable to attend can watch at a time that suits them 7. Consider the use of different formats and multimedia presentation to deliver some of the key information for Committee. <p>Freya commented that the Management Committee should consider 6 monthly strategy sessions with Committee only time.</p> <p>The Chair thanked Freya for the presentation.</p> <p>Freya Lees left the meeting at 18:42pm</p>
4.2	Committee Review verbal discussion	The CEO talked through the recommendations from the Committee Review with the agreed suggestions.

		<ul style="list-style-type: none"> • A few Committee appraisals to be carried out, these should be completed by 22nd February 2024. • Committee felt that informal meetings covers more debate and made Committee members more comfortable. • Going forward reports will be summarised to allow more time for discussion. • Committee felt that issuing papers 10-14 days before a meeting would put significant pressure on staff, would committee read reports that far in advance. Issuing reports. The reports would not be as current. • A session of familiarising Committee with the use of asking questions on Decision Time software would be helpful. • If reports are available before papers are released put them on Decision Time as they ae formatted so committee can read them as they go along. • Inclusion of timings on Agenda. • Recruit new Committee Members with the skill gaps. • Focus on the length and Times of Meetings • Record Training sessions. • Use different formats i.e. more presentations. • Adding more strategy days would be difficult given the availability and lack of time for Committee Members. • Strategy days to be implemented on a 6 month basis in advance when scheduling annual calendar of events after the AGM.
4.3	Assurance Report – RS4	<p>THE GCM provided a detailed overview on the Assurance Report, Regulatory Standard 4: <i>The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation’s purpose,</i>’ and sought approval from the Management Committee on the recommended compliance level, action plan and review summary of the previous actions plan.</p> <p>The GCM advised that the findings from this report are intended to provide the Management Committee with the level of assurance required to support the ongoing</p>

		<p>assurance process and it is for Management Committee to review the narrative and supporting evidence before they approve the recommended compliance level of (complaint: non-material improvements required).</p> <p>The GCM commented that on the action plan for RS4 there were no outstanding actions from the previous Action Plan for period 2020/23. The review of RS4 has been carried out in line with the association’s on-going assurance process which has found no issues of material non-compliance in reviewing the Framework and evidence, however there were some recommendations for improvement. All actions suggested are intended to bring continuous improvement and therefore reflected in the suggested compliance levels at each Standard.</p> <p>A committee member commented about the recommendation to add an additional meeting into the calendar and felt that this would be an extra burden onto the Management Committee members. They discussed that it is not the volume of the reports it’s the content that can be quite large.</p> <p>The GCM replied that the Assurance report would always be quite lengthy to fully review all the evidence and understand what evidence has been sat under each standard. The alternative would be to set up a working group but committee felt this was not necessary.</p> <p>Committee approved the compliance level, action plan for 2023-26 and review summary from 2020-23.</p> <p>Proposed: Douglas Muir Seconded: Janice Shields</p>
5.0	CEO Report	
		<p>The intention of this report is to provide the Management Committee with a summary of the activities that the Association has been progressing over the last two months since the last full Committee meeting held in November 2023</p>

	<p>Business Planning Strategy</p> <p>The CEO discussed on an annual basis the Management Committee reviews the strategy of the organisation for the following financial year, we currently have a business plan which runs until the end of March 2025 with only a review of the external and internal operating Environment and the broad aims and objectives for the forthcoming year to be considered. This session was originally due to take place on the 20th January but due to availability of both some of the Management Committee and the CEO combined with the lack of time available to source an external facilitator this has not went to plan.</p> <p>A committee member asked if we needed a strategy day given that there are 12 months left on the current business plan. Would it be possible to work on a new business plan after June.</p> <p>It was agreed that on the 25th June 2024 at 5pm the Management Committee would meet to discuss the business plan before the Management Committee meeting.</p> <p>Director of Finance and Corporate Services Recruitment</p> <p>The CEO advised that this would be covered later on in the agenda as it is a confidential Item and staff would have to leave the meeting.</p> <p>[REDACTED – CONFIDENTIAL INFORMATION]</p> <p>Membership / Subscriptions</p> <p>Melanie Gilmour left the meeting as this agenda item is a declaration of Interest.</p> <p>Over the last month or so we have received notifications on the new subscription / membership prices for three of the organisations we are members of. While these memberships are generally something that the association has always had over the years it is appropriate on an annual basis to consider these and approve whether we wish to remain members of the particular organisations</p>
--	---

		<p>SFHA membership at a cost of £13.5k EVH Membership £4700 Share Membership £2.5k for Committee £150pp for individual memberships</p> <p>The CEO advised that if all staff have Share membership the cost would increase by 40%.</p> <p>A committee member asked how many staff members attended an individual Share training session in the last year. It was discussed that it is a lot of money for something that is not particularly used.</p> <p>A committee member discussed how the training offered by Share can be provided by similar organisations.</p> <p>Committee agreed that Corporate membership is good value for money and happy to approve, for individuals look at it on a case to case when staff request to attend training.</p> <p>The CEO left the meeting as he declared an interest as he sits on the SFHA Board. Committee discussed the EVH Membership and the SFHA membership and both were approved.</p> <p>The CEO and Melanie Gilmour joined the meeting.</p>
Satisfied 6.0	Reports for Decision / Approval	
6.1	Rent Consultation Report	<p>The DHCS gave an in depth discussion on the Rent Consultation Report. This is a preliminary report to update Committee on the rent review consultation survey that was being conducted on the proposed 5.7% increase for 2024/25 that was approved by the Management Committee in November 2023.</p>

		<p>The purpose of the rent increase is primarily designed to ensure that we have sufficient financial capacity to deliver the services required by our tenants and to maintain our properties.</p> <p>As of January 22nd, we have received 274 responses and estimate to receive a further 20 responses by the end of the consultation period.</p> <p>The results from the consultation were that 47.2 % of tenants did not agree with the proposed rent increase due to dissatisfaction with their properties, affordability with the rising cost of living, condition of the property and dissatisfaction of the service they receive. 53 % of tenants agreed with the increase or weren't sure.</p> <p>The DHCS commented that tenants that are older agreed more with the increase and are satisfied with the service provided.</p> <p>The DHCS advised that the customer service team will contact tenants who have indicated, through the survey comments, queries, complaints, or service requests.</p> <p>Committee approved report</p> <p>Proposed: Ann McEachan Seconded: Duncan Smith</p>
7.0	Health and Safety	
7.1	Health & Safety Report June 2023	<p>The DMS advised Committee the purpose of the report was to provide adequate information on health and safety issues to ensure Committee are informed of relevant issues between meetings. The key focus this month is RIDDOR- Recording of any accidents, incidents or near misses and Fire Risk Assessments. The DMS confirmed that there were 2 incidents reported since the last committee meeting on 28th November 2023.</p> <p>The DMS talked through the first incident which was when a prospective new tenant reported to have been abusive to staff member whilst on the phone as he became frustrated with the Housing Officer. The issue was there was no paperwork to the prospective tenant who stated that he had been offered a flat. The Housing Officer</p>

		<p>explained that she would try and locate paperwork and call the new tenant back. The tenant called back later and was abusive and agitated towards the Housing Officer.</p> <p>The Housing Manager investigated the information she received was that the prospective tenant was more agitated than abusive as they are desperate to leave Homeless accommodation.</p> <p>[REDACTED – PERSONAL DATA]</p> <p>The DMS updated the Management Committee that 7 staff members carried out the Institute of Occupational Safety and Health (IOSH) - working safely in Social Housing training with a mop up session taking place on 7th March 2024 for those staff members unable to attend.</p> <p>Lone Working training that was to be delivered by the Suzy Lamplugh Trust is now re-scheduled for Wednesday 7th February. Following this training we shall review current Risk Assessments and implement any additional safety measures that the training highlights and/or identifies</p> <p>The DMS gave an update on the Health & Safety Audits for Lifts and Legionella that had taken place on the 17th and 18th January 2024. It was discussed that a draft report would be brought to the next committee meeting. The Health and Safety Compliance Audits for Fire and Electrical safety are planned for March 2024.</p> <p>Committee noted the report.</p>
8.0	Training	
8.1	Training	<p>Share Brochure circulated to Staff/Committee</p> <p>Committee were invited to advise Corporate of which training sessions they would like to undertake out with the scheduled training programme.</p>

9.0	A.O.C.B	
		<p>[REDACTED – CONFIDENTIAL INFORMATION]</p> <p>The GCM discussed that there is a bank mandate form for signing by the Chair of the organisation to remove James McGeough as a bank signatory</p> <p>The CEO advised the Management Committee that the CIH conference will take place at the SECC in Glasgow on the 5th & 6th March 2024. Any Committee member that would like a space booked to please let corporate know.</p> <p>It was discussed that Reidvale Housing association chose to reject a transfer offer with 200 members voting against it.</p> <p>The CEO Discussed that there is a Private & Confidential Staffing item on the agenda and that all staff should leave the meeting.</p> <p>All staff left the meeting</p>
10.0	Date of Next Meeting	
10.1	Date of Next Meeting	Tuesday 27 th February 2024 at 6pm

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 28 th November 2023	Proposed: Ann McEachan Seconded: Melanie Gilmour	CEO
4.3	Assurance Report	Proposed: Douglas Muir Seconded: Janice Shields	GCM
5.0	Renewal of EVH, SFHA & SHARE Memberships	Collectively Approved	CEO
6.1	Rent Consultation Report	Proposed: Ann McEachan Seconded: Duncan Smith	DHCS

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of the Management Committee meeting held 28 th November 2023	Redact and post on the website	GCM
4.1	Committee Review	Individual learning plans to be issued, outstanding reviews to be carried out and accepted recommendations to be progressed	GCM
5.0	Membership fees	Memberships with EVH, SFHA and SHARE Corporate membership to be renewed	CEO

5.0	SHARE membership employees	Managers to have demo from SHARE to determine benefits comparative to costs	CEO
6.1	Rent consultation	Customer Service to carry out follow up and contact those who expressed dissatisfaction as part of the consultation process	DHCS
1	Health and Safety	Lift and Legionella audits to be brought to next meeting	DMS