



**MINUTES** of the Management Committee Meeting held on Tuesday 31<sup>st</sup> October 2023  
 Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	<b>Apologies</b>			
	<b>Committee present</b>  Maureen McDonald (Chair) Janice Shields (vice Chair) - Zoom Ann McEachan (Secretary) Melanie Gilmour	<b>In Attendance</b>  Gary Dalziel (CEO) James McGeough (DFCS) Kerry Clayton (GCM) David Adam (DMS) Aidan McGuinness (DHCS) Donna Gentles (Minutes)	<b>Apologies</b>  Eileen McCallum Maureen McKinnon Craig Reid Kirsty Stoddart Duncan Smith Douglas Muir Veronica McLaughlin Kirsty Wilson	<b>Special Leave</b>
2.0	<b>Declaration of Interest</b>			
There were no Declaration of interests				

3.0 Minutes for Approval	
3.1	<p data-bbox="315 228 763 336">Minutes of Previous Management Committee Meeting held on Tuesday 31<sup>st</sup> October 2023</p> <p data-bbox="808 228 1317 296">The Minutes were agreed as a true record of the meeting.</p> <p data-bbox="808 344 1171 373"><b>Proposed:</b> Melanie Gilmour</p> <p data-bbox="808 421 1149 450"><b>Seconded:</b> Ann McEachan</p> <p data-bbox="1335 228 1637 256">Signed by Chairperson:</p> <p data-bbox="1335 421 1529 450">Signed By CEO:</p>
3.2	<p data-bbox="315 544 517 572">Matters Arising</p> <p data-bbox="808 544 1816 572">The following matters arising were discussed as not otherwise on the agenda.</p> <p data-bbox="808 624 2011 732">The CEO advised the Performance Analysis Visit (PAV) scheduled for tonight has been postponed due to low attendance and in order to maximise the benefit to Committee will be better placed at a future meeting.</p> <p data-bbox="808 783 2033 892">The CEO advised that the association will reinstate some of the ARC Indicators following the internal and external ARC validation exercise with some indicators improved and others where performance has reduced as a result. It was highlighted none of the changes are material.</p> <p data-bbox="808 943 2033 1051">The CEO informed committee that one of the three newly appointed Fuel Advisors had started with the association on Monday 30<sup>th</sup> October 2023, and the other two will start on Monday 6<sup>th</sup> November 2023.</p> <p data-bbox="808 1102 2018 1163">The DMS commented that the Damp and Mould policy still requires some minor adjustments around educating tenants and preventative action which will be added before publication.</p>

4.0	Governance	
4.1	Notifiable Events	<p>[REDACTED – CONFIDENTIAL INFORMATION]</p> <p>Providing an update on the Notifiable Event in relation to the claim made by KONE, the CEO advised this has now been settled and closed with the SHR being satisfied with the action taken and information provided on this matter.</p>
4.2	Assurance Review October 2023	<p>The GCM sought <b>approval</b> for the Assurance Review Report which compliments the CEO report and the Annual Assurance Statement. The GCM highlighted the report sets out the findings from the review conducted on compliance to date and encompasses: Assurance and Notification, Equalities and Human Rights and Regulatory Standard 2. It was highlighted all supporting documents reference in the report were available on Decision Time within the resources section together with the supporting evidence.</p> <p>The GCM commented that the robust review has found no issues of material non-compliance but has identified a number of actions for continuous improvement and highlighted some key findings to the Management Committee on actions to be implemented over the coming period.</p> <p>The GCM discussed that after reviewing the development of the action plan in order to make this more robust, focused and useful in terms of delivery the process has been slightly amended. Should any action be organisational, governance, strategic or policy related this would remain in the action plan presented to Management Committee for approval and oversight. However, where the action is focused on process or more operational this would inform newly created Departmental Activity Plans.</p> <p>The GCM went on to provide some examples of previous actions which have measurable impact to date including the Landlord H&amp;S external audits with impact demonstrated through moving from <i>'adequate assurance'</i> to <i>'substantial assurance'</i> on 2 audits to date. Some challenges have been identified when reviewing previously implemented actions given the resource required for this and the complexity of some. An example used was the review of FOI</p>

		<p>which will be better suited to external audit from the DPO rather than an in-house exercise and the impact of the Community Regeneration Strategy was another example which is complex and multifaceted in nature.</p> <p>This section of the reporting will require further consideration and develop over the review process to ensure impact is measured meaningfully on previous actions. Going forward the intention would be to consider what the intended outcome is and provide a broad summary against the regulatory standard. The GCM confirmed that as a result a section will be included at the bottom of each action plan which allows for a summary of achievement / success to be outlined at the end of the three year period.</p> <p>Committee <b>approved</b> Assurance Review</p> <p><b>Proposed:</b> Ann McEachan <b>Seconded:</b> Melanie Gilmour</p>
4.3	Assurance Report and Annual Assurance Statement	<p>The CEO provided a detailed overview of the regulatory requirements to produce an Annual Assurance Statement (AAS) and further highlighted the process adopted by the association in seeking <b>approval</b> for the AAS to be signed by the Chair and submitted to the SHR. Emphasising the responsibility of the Management Committee to be assured the association is fully compliant with the Regulatory Standards based on evidence in the form of reports, external and internal audits and effective oversight and challenge by the Management Committee over the course of the reporting year.</p> <p>The CEO further highlighted what SHR say on <i>'How should you assure'</i> and discussed the findings from the recent SHR visit as part of their Thematic Review of Annual Assurance Processes which provided feedback on the positive practices they found during the visit including the external governance review undertaken, the 3 yearly review and monitoring process in place and access to all supporting evidence digitally via Decision Time. The CEO also commented the only area for improvement identified was how tenants can be involved in a meaningful way in the AAS process with this being an area to further explore.</p>

		<p>The CEO drew attention to the section of the report which provided a detailed list of activities undertaken to provide assurance over the last 12 month period which included: Updating the Business Plan to reflect the current environment, the internal audit programme and areas this has covered, external audits on landlord H&amp;S, a full tenant satisfaction survey undertaken and stock condition survey to highlight a few listed.</p> <p>There was brief discussion on the length of the AAS and commented it possibly felt too long and could be more succinct. The discussion included a rationale for this being it was to ensure tenants and stakeholders have enough information to understand how the association is fully compliant as simply stating this may not have meaning to most readers. Committee agreed no amendments were required.</p> <p>Committee <b>approved</b> the Annual Assurance Statement 2023.</p> <p><b>Proposed:</b> Ann McEachan                      <b>Seconded:</b> Melanie Gilmour</p> <p><i>Post meeting note: the AAS was submitted to the SHR portal immediately after the meeting ended.</i></p>
4.4	Governance Report	<p>The purpose of this report is to discuss with the Management Committee any specific areas in relation to governance not contained within other agenda items. The CEO updated on the following items in relation to ongoing governance matters.</p> <p><b>Formation of New Management Committee</b></p> <p>At the AGM held on 20<sup>th</sup> September Committee member Lindsay Roches stood down, two existing members Janice Shields and Kirsty Wilson stood for re-election and five new members were formally elected: Melanie Gilmour, Craig Reid, Veronica McLaughlin, Eileen McCallum and Maureen McKinnon.</p> <p>Under the terms of the rules the association can appoint up to 15 members which leaves 3 vacancies.</p>



5.0	Health and Safety	
5.1	Health & Safety Report June 2023	<p>The DMS advised Committee the purpose of the report is to provide the Management Committee with an update on any health and safety situations that have arisen since the last management Committee meeting held on Tuesday 29<sup>th</sup> August 2023.</p> <p>The DMS confirmed that there were no accidents, Riddors or incidents reported since the last committee meeting.</p> <p>The DMS provide an update on health and safety training, it was noted that all staff have IOSH Working Safely in Social Housing training scheduled for December. This follows on from Senior Managers completing Leading Safety in Social Housing and Managers completing Managing Safely in Social Housing.</p> <p>The DMS talked through Lone working and how this is one of the biggest risks to staff. Lone Working Training was due to be delivered by the Suzy Lamlugh Trust, however due to sickness the training couldn't be delivered therefore will be postponed with a new date to be confirmed early in the new year. The DMS advised that we have asked Housing, Health, Safety and Compliance Ltd (HHSC) to include lone working in their Working Safely in Housing training to get across the importance of Lone working to employees.</p> <p>The DMS confirmed that there will be Condensation, Damp and Mould training for Housing Officers, Fuel Advisers, Estates workers, Welfare Rights and Community Regeneration employees on awareness.</p> <p>The DMs provided an update on the upcoming Health and Safety Audits. HHSC will carry out audits in January 2024 covering Legionella and Lifts followed by Fire and Electrical in March 2024.</p>
5.2	Health & Safety Policy / responsibility Statement	<p>The DMS provided an overview on the Management Committees responsibility for H&amp;S in line with various legislation to support the signing of the H&amp;S Policy statement by the Chair on behalf of the Management Committee and the signing of collective and individual responsibility statements which are included with the papers.</p>





		<p>to ensure tenant engagement in delivering this key service. The objective of the consultation process was to seek the views of tenants relating to:</p> <ul style="list-style-type: none"><li>• Rechargeable Repairs</li><li>• Emergency repairs timescales</li><li>• New Repairs priority proposals and timescales</li><li>• The promotion of sending photographs digitally using mobiles, laptops, tablets etc.</li></ul> <p>The DMs advised there had been 178 responses received electronically and 24 postal responses received, stating the customer service team has followed up to all tenants where comments were received on the standard of service. The key points from the consultation were:</p> <ul style="list-style-type: none"><li>• 2/3 of the tenants that responded thought that the association should re-charge for forced access in relation to landlord H&amp;S issues</li><li>• 68% of tenants would like to keep 2 hour response time for emergency repairs</li><li>• Urgent timescales for repairs to be reinstated.</li></ul> <p>There was a detailed discussion on how re-chargeable repairs are managed and pursued by the association and the benefits / challenges of pursuing and difficulty in recovering. The DMS stated this amounts to around £4k per year being written-off. The discussion also included thoughts on re-chargeable repairs being included in the Reactive Repairs Policy only or, if there should be a separate policy.</p> <p>The DMS advised once this feedback has been considered by Committee and included in the policy it will be taken to the November Sub-committee for discussion and ratification before formal approval is sought at the Management Committee meeting, also in November. Committee <b>noted</b> the consultation and current progress on developing the policy.</p>
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7.3	Complaints Handling Q1 2023/24	<p>The GCM provided a detailed report on Complaints Handling for Q1 for 2023/24. Stating the purpose of this quarterly analysis report is to provide the Management Committee with information on complaints handling performance throughout the organisation to enable them to fulfil their obligation in relation to exercising performance oversight.</p> <p>The GCM talked through the key performance for Q1 compared to the same period for the previous reporting year. Key information noted was there has been an overall reduction in the volume of complaints being logged and the average days to respond at Stage 1 had improved from 8.1 days in the previous corresponding quarter to 5.6 days for Q1 2023/24. In comparison Stage 2 days remain high however, it was highlighted this was due to one complaint that was escalated and miscommunication to the handler of the Stage 2.</p> <p>The GCM discussed that learning outcomes are a key part of the complaint process and will allow service improvement utilising tenants feedback but this is not always being completed. An all staff training on complaints handling has been scheduled for Wednesday 1<sup>st</sup> November 2023 where there will be an emphasis on learning outcomes and closing off on the system at the point of resolving.</p> <p>The GCM commented that there has been significant improvement when comparing performance from this quarter to the same quarter from the previous year. Although it is evident that Stage 2 investigation skills could be improved and as such, there will be SPSO training for all managers and Senior Managers.</p> <p>Committee <b>noted</b> the current performance.</p>
<b>8.0</b>	<b>Chief Executive's Report</b>	
8.1		<p>The CEO gave the Management Committee a brief summary of the following ongoing activities within the organisation.</p> <p><b>Business Planning Strategy Day</b></p>

		<p>The CEO discussed the Business Planning Strategy Day it was noted that the last Management Committee and Management Team Business Planning away day was in July 2022 which was followed by the development of a revised Business Plan for 2021-2025. The CEO is looking to start the process Nov/Dec and asked Committee for input to the process in terms of an external facilitator being required and if a ½ day ahead of a meeting would be beneficial.</p> <p>Committee asked if it had to be before the end of the calendar year. The CEO commented that it could be done in January however November would have been beneficial in terms of budget setting should there be any changes to priorities.</p> <p>The GCM stated there had been limited response to the previous communication to gauge preferences but from responses received ½ day ahead of a meeting was preferred and Committee commented it would be best to have an external facilitator to ensure objectivity in the process. The CEO will provide a further update at the November meeting.</p> <p><b>Culture Audit Report</b></p> <p>The CEO gave a brief overview on the Culture Audit process to date for the benefit of the new members and advised the next phase will be for all employees to undertake an individual survey to understand their own cultural preferences, followed by two sessions with the employee forum and the final stage being a 3 hour session in the morning of our staff away day scheduled for January 2023.</p> <p><b>Govan Housing Market Analysis</b></p> <p>The CEO provided an update on the Govan Housing Market Analysis. It was discussed work continues on the significant research being undertaken by the team, with Ken Gibbs leading on the project. Since commencement of the project there have been two site visits by the researchers to understand the location, the geography of the area, potential opportunities and constraints. The final report is due for completion by the end of March 2024.</p>
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	<p><b>SFHA Board Appointment</b></p> <p>The CEO reported that at the last Management Committee meeting had asked for permission to join the SFHA Board and was appointed at the recent AGM as a Board Member for the City of Glasgow Constituency.</p> <p>The CEO congratulated Kerry Clayton (GCM) who has recently been appointed as Vice-chair of CIH Scotland.</p> <p>It was discussed that Jonathon Reid the associations Community Regeneration Officer has also been appointed as a member on SHARE's Board.</p> <p><b>Proposed Rent Increase 2024/25</b></p> <p>The CEO asked the Management Committee to begin considering the proposed rent increase for 2024/25 which at this time has not been tested against projections and budgets but based on the current position with inflation which has not reduced as expected, remaining at 6.7% and predicted to fall to 5% by the end of the year. Based on these considerations only at this time the initial thoughts are a 5% increase may need to be applied.</p> <p><b>Stock Growth</b></p> <p>The CEO updated the Management Committee on the proposed development of 45 new homes at Nimmo Drive. The proposal is still working its way through planning and an outcome of this may be known by January which would then provide details in relation to cost to help inform discussions more fully.</p> <p>The CEO commented that Glasgow City Council are keen to support delivery of new build developments but will have to provide substantial funding as across the sector the costing of a new build is anything between £230k-£350K.</p> <p>[REDACTED – PERSONAL DATA]</p>
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9.0	Training	Share Brochure circulated to Staff/Committee  Committee were invited to advise Corporate of which training sessions they would like to undertake out with the scheduled training programme.
9.1	Confidential Staffing Item	Separate Confidential minute
10.0	AOCB	Nothing raised.
11.0	Date of Next Meeting	Tuesday 28 <sup>th</sup> November 2023 at 6pm

### Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 29 <sup>th</sup> August 23	Melanie Gilmour and Ann McEachan	CEO
4.2	Assurance Review October 2023	Ann McEachan and Melanie Gilmour	CEO
4.3	Assurance Report	Ann McEachan and Melanie Gilmour	GCM
4.5	Membership Application	Ann McEachan and Janice Shields	GCM
6.1	Protocol for the Management, Appraisal and Support of the CEO Policy	Ann McEachan and Melanie Gilmour	GCM
6.2	Committee Expense Policy	Ann McEachan and Melanie Gilmour	GCM
6.3	Membership Policy	Janice Shields and Ann McEachan	GCM

### Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.1	Minutes of meeting 31 <sup>st</sup> October 2023	Redact and publish on website	GCM
3.2	Matters Arising	<ul style="list-style-type: none"> <li>• Reinstate ARC indicators as required</li> <li>• Damp and Mould policy to be updated and published</li> </ul>	CEO
4.5	Membership Application	Process membership applications	GCM
6.1	Protocol For the Management Appraisal and Support of the CEO policy	Amend as noted and add to policy suite	GCM
6.2	Committee Expense Policy	Publish in policy folder / website	GCM
6.3	Membership Policy	Publish in policy folder / website	GCM
7.1	Performance Analysis Training	Rescheduled due to lack in numbers	GCM
8.1	Business Planning Strategy Day	Agree with Committee a date for the Business Planning Strategy Day	CEO