



MINUTES of the Management Committee Meeting held on Tuesday 26th March 2024
 Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Zoom

Item	Agenda Item			
1.0	Apologies			
	Committee present Maureen McDonald (Chair) Ann McEachan Veronica McLaughlin Duncan Smith Kirsty Wilson Eileen McCallum Melanie Gilmour Kirsty Stoddart (Virtual) Craig Reid (Virtual) Douglas Muir (Virtual) Janice Shields (Vice Chair) (Virtual – part meeting)	In Attendance Gary Dalziel (CEO) Kerry Clayton (GCM) Aidan McGuinness (DHCS) Donna Gentles (Minutes) Helen Sutherland (Observer)	Apologies	Special Leave

The CEO welcomed Helen Sutherland who has attended the meeting as an observer. Helen will commence employment with the association at the beginning of May 2024 as the new DFCS
The Management Committee welcomed Helen and Helen gave a brief overview of her previous experience relevant to the role.

It was noted that Janice Shields would join the meeting later.

2.0	Declaration of Interest
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The CEO highlighted in the absence of Janice Shields at this point of the meeting that an interest has previously been declared due to the organisation where Janice Shields is employed also working with the JR Group on a project.

3.0	Minutes for Approval
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Minutes of Previous Management Committee Meeting held on Tuesday 27th February 2024	The Minutes were agreed as a true record of the meeting subject to amendments highlighted at meeting for actions to be amended due to administration error. Proposed: Douglas Muir Seconded: Ann McEachan <i>Post meeting note: Actions updated after the meeting as agreed.</i>	Signed by Chairperson: Signed By CEO:
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Matters Arising	The following matters arising were discussed as not otherwise on the agenda. The CEO confirmed that the association is now corporate members of SHARE as agreed at Management Committee of 27 th February 2024. The CEO discussed that in the absence of the DMS, the Lifts and Legionella Audit will be brought to the next Management Committee Meeting in April 2024.
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		<p>It was noted that there was an error on the minute at agenda item 6.1 with an action listed that was not agreed and proposed to remove.</p> <p>The CEO provided an update of the Audit, Finance and Risk sub-committee and it was noted that Craig Reid will be the new Convenor.</p>
4.0	Governance	
4.1	Governance Report	<p>The CEO provided a brief overview of the Governance Report. The purpose of this report is to advise the Committee any specific areas in relation to governance not reported as single agenda items.</p> <p>CEO Appraisal</p> <p>The CEO advised annual appraisal of the CEO was carried out on Thursday 22nd February 2024 by the Chair and Duncan Smith, supported by Freya Lees of North Star consultancy. Key points highlighted were: a successful year overall for the association with positive feedback on the achievements against objectives, current staffing issues in the Leadership Team and the gaps created have had a direct impact on the CEO with increasing pressures and as such, a follow up report should be carried out in 3 months' time to check on the progress with Leadership staffing and the ongoing workload of the CEO to ensure adequate support is in place.</p> <p>The CEO added, the resource gap will begin to be address through the Staffing report which will be discussed as a confidential matter at the end of the meeting.</p> <p>SHR Draft Engagement plan 2024/25 (Confidential)</p> <p>Highlighting the confidentially at this time until published by SHR, The CEO advised the associations draft Engagement Plan has been received by SHR following their Annual Risk Assessment and advises the association is 'Complaint' with all regulatory requirements. The CEO advised this means no submissions other than the standard are required to be made.</p>

		<p>EVH Salary Negotiations</p> <p>[REDACTED – CONFIDENTIAL INFORMATION]</p> <p>Internal Audit</p> <p>The CEO summarised the tender process that had been undertaken for the Internal Audit contract to ensure an ongoing programme as the current contract was due to expire. The CEO thanked the GCM for producing the tender document and advised Committee 3 submissions had been received. These were independently scored by the CEO and GCM to produce overall scores based on quality and pricing criteria set out in the document. The CEO informed committee the scoring had been close and asked the GCM for any comments on this. The GCM evaluated the methodology for the winning tender had been more robust and resulted in the slightly higher score.</p> <p>The CEO sought approval for TIAA to be appointed the Internal Auditor for the next 3 years with potential for a 1 year plus 1 year extension based on the above summary.</p> <p>Committee collectively agreed the recommendation to award the contract to TIAA.</p>
4.2	Assurance Report 2023/26	<p>The GCM sought approval for the recommended compliance level, action plan and summary review and talked through the detailed report provided to Committee to support the submission of the AAS, briefly explaining the associations adopted process to review and provide evidence, make a recommendation on compliance levels and review effectiveness of previously implemented actions. The CGM explained this report focuses on reviewing evidence for Tenant and Service User Redress and highlighted this would become, Listening and responding to tenants and service users once the revised Regulatory Framework is implemented on 1st April 2024.</p> <p>The GCM advised there had been excellent progress made in how the association meets this part of the Framework since the initial review, with all actions from the previous action plan implemented. The next step would be to have an internal audit of complaints handling carried</p>

		<p>out and elements of this is being covered under the current Customer Care audit which is underway and may be sufficient to provide another level of assurance via the internal audit findings. The GCM reported there were no issues of non-material compliance identified and as such the recommendation for compliance level is '<i>complaint with improvements required</i>' on the basis handling of complaints, especially at Stage 2 is an area for development and training for the Management Team has still to take place.</p> <p>Committee approved the recommendations from the Assurance Report</p> <p>Proposed by: Ann McEachan Seconded by: Kirsty Stoddart</p>
5.0	CEO Report	
		<p>The CEO informed Committee a bulletin from H&S Housing Compliance UK had been issued to all members to alert them to a boiler recall notice issued from IDEAL, with the bulletin stating this should be reported to SHR as a Notifiable Event (NE) should any association find they have any boilers of the particular made / model. Given that this affected only one property within the association the CEO was of the view that it potentially didn't fall under the scope of the notifiable events guidance and contacted SHR for further clarification. SHR confirmed this would not constitute a NE and asked that we confirm that we were satisfied that we had taken all necessary steps and to advise when the works had been concluded to remedy.</p>
6.0	Reports for Decision / Approval	
6.1	30 Year Financial Plan March 2024	<p>The CEO sought approval for the 30 Year Financial Plan and provided Committee with comprehensive overview of the detailed report provided which provides evidence based assumptions on the short, medium and long term financial position of the association. The CEO emphasised the robustness of the plan and the level of assurance provided on the associations positive financial position and healthy cashflow over the period of the plan. Highlighting the plan has been developed by an external financial consultant HRC Consultants, with the CEO working closely on the development of the plan, highlighting the rationale for</p>

		<p>this being a particularly beneficial exercise and approach at this time as outlined within the report.</p> <p>The CEO summarised the key points for Committees scrutiny:</p> <ul style="list-style-type: none">• Limitations of a 30 Year Financial Plan due to factors including the longer term assumptions, internal business plans and the wider external environment all being subject to continuous change there is a requirement to regularly review a thirty year financial plan.• Rent increase for the next 10 years has been assumed at inflation plus 1% then inflation only with the CEO highlighting this is based upon the recognition that below inflation increases in recent years will need to be countered.• [REDACTED – CONFIDENTIAL INFORMATION]• Other assumptions included in the plan relate to bank base rate, RPI / CPI and inflation, as well as things like bad debts and voids• The cashflow position remains positive throughout the 30 years, with the lowest balance being circa £1.9 million as a result of repaying the Allia loan in 2026/27 coupled with a requirement to borrow private finance in this year.• Emphasis given to the changing operating environment and unknowns at the time of producing the plan such as costs to meet Net Zero targets or potential staff structure to ensure delivery of services• Compliance with covenants maintained throughout the life cycle of the 30 Year Financial Plan. <p>In addition, the CEO reminded Committee of the volatility of any 30 year plan which can be impacted greatly by uncontrollable external factors in the economy at any time, which results in the plan being refreshed annually to ensure its continued validity.</p> <p>The CEO invited Helen Sutherland to make any observations on the plan given Helen will be in post as the new DFCS by May and the vast experience and financial expertise she will be</p>
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		<p>The following key points were emphasised:</p> <ul style="list-style-type: none">• The proposal is financially viable based on all of the above and subject to the required level of grant being provided by Glasgow City Council• Demand for housing in the area is high, with the need recognised as part of Glasgow’s LHS• The site is in the heart of the community and the design / impact this will have on the community are very positive <p>[REDACTED – CONFIDENTIAL INFORMATION] An overview of the split between HAG and the association’s financial contribution was provided to the Management Committee outlining how this fitted within the 30 year financial appraisal carried out on the proposed development.</p> <p>Committee commented the level of HAG funding presented a very financially sound development option for the association should It be approved within the required timeframe.</p> <p><i>Janice Shields joined the meeting at 18:58pm</i></p> <p>A detailed discussion on the property size / types, building standards, rent per unit and allocations process for the new properties took place. With Committee scrutinising the proposal in detail and giving due consideration to all aspects of the proposal. The discussion moved on to consider any associated risks with the development, in terms or progressing or otherwise. Committee concluded the risk of not progressing was greater in terms of impact upon the local community than the proportionate risk associated with the purchase of the site before funding has been fully agreed. Consideration was given to the associations overall risk appetite and the open risk appetite set against the development of new homes to inform the decision.</p>
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8.0	Training	
8.1	Training	EVH conference – committee to speak with Corporate Services to book a space
9.0	A.O.C.B	
10.0	Date of Next Meeting	
10.1	Date of Next Meeting	Tuesday 30 th April 2024 at 6pm

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Draft Minutes of meeting Tuesday 27 th February 2024	Proposed: Douglas Muir Seconded: Ann McEachan	CEO
4.0	Internal Audit Tender	Collectively Approved	CEO
4.2	Assurance Report - TS	Proposed: Ann McEachan Seconded: Kirsty Stoddart	GCM
6.1	30 Year Financial Plan March 2024	Proposed: Duncan Smith Seconded: Veronica McLaughlin	CEO
6.2	New Build Development Appraisal	Collectively Approved	CEO
6.3	Standing Orders Policy	Proposed: Janice Shields Seconded: Kirsty Stoddart	CEO
6.4	Write-off Report	Proposed: Ann McEachan Seconded: Douglas Muir	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 2024	Minutes to be redacted and published	GCM
4.0	Governance Report	[REDACTED – CONFIDENTIAL INFORMATION]	CEO
4.2	Assurance Report	Stage 2 Complaints training for Management Team	GCM
6.1	30 Year Plan assumptions	Assumptions report to be published on Decision Time	CEO
6.3	Standing Orders policy	To be circulated to key employees and published to Decision Time / website	GCM
6.4	Write-off Report	Balance to be written-off within rent accounts	DHCS
6.4	Factor Fee Increase	Notification of 7% increase to be issued to factored properties	DHCS