



MINUTES of the Management Committee Meeting held on Tuesday 30th April 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 Craig Reid Duncan Smith Kirsty Stoddart Kirsty Wilson	In Attendance Gary Dalziel (CEO) Kerry Clayton (GCM) Donna Gentles (Minutes)	Apologies Melanie Gilmour Janice Shields Aidan McGuinness Douglas Muir	Special Leave
2.0	Declaration of Interest			
A Declaration of interest was noted for the item on Interim Director of Maintenance in the CEO Report as Kirsty Stoddart was the Recruitment Consultant working on behalf of Morgan Hunt Recruitment Agency to supply the candidate.				

3.0	Minutes for Approval	
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 30 th April 2024	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Ann McEachan Seconded: Eileen McCallum</p> <p><i>Post meeting note: Actions updated after the meeting as agreed.</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>[REDACTED – PERSONAL DATA]</p> <p>[REDACTED – CONFIDENTIAL INFORMATION]</p> <p>The CEO advised the GCM and DFCS would be meeting with the internal auditor to develop the internal audit strategy for period 2024 – 2027 and invited Committee to provide any suggestions they had for areas which would benefit from internal audit. No suggestions were made, therefore the CEO advised if any were identified following the meeting to inform the GCM, otherwise the plan will be presented at the May meeting for approval.</p>
4.0	Governance	
4.1	Assurance Review for period 2023/26	<p>The GCM provided a brief overview of the review conducted on Regulatory Standard 1 (RS1) and Whistleblowing (WB) arrangements and sought approval for the recommended compliance levels of ‘<i>complaint (non-material improvements required)</i>’, action plans and summary reviews of previous action plans. Highlighting the review has been carried out in line with the approved process and has involved a comprehensive review against the toolkit and checking of supporting evidence to add to the evidence bank. The GCM re-iterated that it is for Committee to review the report together with the supporting evidence for RS1 and WB to determine if they feel assured the findings in the report are accurate.</p>

		<p>The GCM then highlighted the actions identified from the review of RS1 and WB which included reporting on progress against the strategic objectives at more regular intervals, reviewing the induction process for new Committee members and a further Whistleblowing training session for Committee. It was also reported that actions from the previous review cycle have all been completed, demonstrating positive improvements over the 3 year period.</p> <p>Committee approved the Assurance review on RS1 and WB for period 2023/26</p> <p>Proposed by: Veronica McLaughlin Seconded by: Ann McEachan</p>
5.0	Health & Safety	
5.1	Health & Safety Audit Report	<p>The CEO provided the Management Committee with an update on the Health & Safety Audit Report. The association engages with a recognised H&S Consultant who as part of this commission undertakes audits on the 'big six' areas of Tenant Health and Safety Compliance.</p> <p>Over the last year each of these six areas have undergone a an audit and the purpose of this report is to provide the Management Committee with a summary of two Tenant Health & Safety Audits that were carried out earlier this year.</p> <p>The CEO advised that the full audit report will be available on Decision Time for Management Committee to read however to ensure that the volume of papers for the Management Committee is minimised wherever possible a report summarising the main information from the audits have been provided.</p> <p>The CEO advised that he had discussed with the H&S specialist his preference to remove the 'corporate' elements of Health and Safety from this audit exercises and to focus primarily on tenant health and safety partly for assurance purposes in relation to tenants safety but also to ensure an appropriate method of assessing 'corporate' health and safety was undertaken at as one audit exercise later in 2024.</p>

		<p>Legionella Safety</p> <p>The association has been provided with ‘substantial assurance’ with regards to legionella management within our homes with three recommendations identified, 1 being highly important, 1 significant and 1 minor.</p> <p>The CEO drew the Management Committee’s attention to the recommendations and the Management Response from the association indicating when the recommendations will be carried out.</p> <p>Lift Safety</p> <p>In early 2024 a lift safety audit was undertaken with 3 highly important recommendations being identified which would have provided an outcome of ‘adequate assurance’ – due to the timing of the report the association was undergoing a procurement exercise to appoint a new lift contractor for repairs and a lift contractor for the thorough examinations. It was agreed with the H&S specialist that she would review the original report and provide an addendum following these actions being taken and a supplementary report was provided advising that this audit had now obtained ‘substantial assurance’.</p> <p>Committee noted the report</p>
6.0	Reports for Decision / Approval	
6.1	Flexible Working Policy	<p>The CEO talked through the Flexible Working policy which has been amended to reflect the changes in legislation which became effective in April 2024. The CEO summarised these changes including that an employee can request flexible working from day 1 of commencing employment, an employee can also request twice a year whereas previously it was once a year and that the employee no longer had to demonstrate the business reasons why it should be considered.</p> <p>The CEO discussed that while this is a legislative policy there is an organisational approach to providing employees with flexibility around their work and the formality of a legal change in contracts of employment isn’t always the approach utilised. It was also discussed by being</p>

		<p>flexible it enhances our likelihood of retaining talent and skills in the workforce and reacting effectively to changing market conditions.</p> <p>A committee member had asked a question if an employee has ever had a request declined.</p> <p>The CEO replied that each situation is different and while there has been applications rejected initially we would seek to mutually agree an approach that suits both the individual employee and the organisation.</p> <p>Committee approved the policy</p> <p>Proposed by: Ann McEachan Seconded by: Veronica McLaughlin</p>
6.2	Menopause Policy	<p>The CEO gave an overview of the Menopause Policy that has been developed for the organisation. The purpose of this policy is to provide a safe environment where all employees are treated fairly, with dignity, and respect.</p> <p>The CEO discussed how Elderpark Housing seeks to create an environment where employees will feel confident enough to raise issues relating to the menopause. This policy aims to support employees experiencing symptoms associated with the menopause or the perimenopause stage and help minimise the impact it can have on them whilst at work. The policy has been written against CIPD good practice and taken account of other policies written on this topic including the NHS Menopause Policy.</p> <p>A Committee member commented that it is very welcoming for the association to adopt such a policy and create a comfortable working environment.</p> <p>Committee approved the policy</p> <p>Proposed by: Eileen McCallum Seconded by: Ann McEachan</p>

6.3	Complaints Handling Policy and Procedure	<p>The GCM sought approval from the Management Committee for the Revised Complaints Handling Policy and Procedure.</p> <p>The GCM outlined the updates to the policy and discussed that the policy has been developed using the Model Complaints Handling Procedure (MCHP) issues by the Scottish Public Services Ombudsman (SPSO).</p> <p>The purpose of the policy is to set out the association’s commitment to valuing complaints and provide a robust framework to ensure all complaints are dealt with in a consistent manner.</p> <p>The key aims and objectives of the Policy are to seek to resolve customer dissatisfaction as close as possible to the point of service. Ensure consistency in the approach to dealing with complaints and help to improve relationships with our customers whilst enhancing public perception of the association.</p> <p>The GCM asked committee to note that the review date for the policy had been extended to five years in line with our approach to extending the review period for policies, unless subject to legislative or good practice changes during the timeframe.</p> <p>A committee member made a comment that the Summary at the start of the Policy showing updates and amendments was really useful and going forward if this could be done on all policies. Committee approved the policy</p> <p>Proposed by: Ann McEachan Seconded by: Veronica McLaughlin</p>
6.4	Expected Behaviours Policy	<p>The GCM discussed the content of the Expected Behaviours Policy and sought approval for the revised policy asking committee to note that the review date had been extended from 3 to 5 years unless subject to legislative or good practice changes during the timeframe.</p>

		<p>A committee member asked that the outcome of these discussions be communicated at the next committee meeting.</p> <p>Interim Director of Maintenance Services [REDACTED – PERSONAL DATA]</p> <p>The CEO advised that it was the view of the Management Committee at the last meeting that we association undertook an exercise to recruit an Interim Director of Maintenance Services recognising some of the challenges that the organisation may experience in recruiting a suitable candidate.</p> <p>The CEO engaged with a few agencies and reached out to the sector to identify any suitable candidates and from this there were three candidates identified with the CEO having informal conversations with all three candidates. A suitable candidate was identified through Morgan Hunt Recruitment Consultants and will join the association on Wednesday 3rd May initially two days per week which will be reviewed regularly.</p> <p>The CEO asked the Management Committee to note that the appointment of an Interim Director of Maintenance is an additional budget cost not planned for and may incur an overspend on the association’s salary budget.</p> <p>Business Planning Strategy Day</p> <p>The CEO sought approval to move the Business Planning session that had been previously programmed for Tues 25th June 2024 to a new date as for personal circumstances he is no longer available on the initially agreed date.</p> <p>Committee collectively agreed to seek a new date for the session with a new proposed date of either the 23rd July or 30th July to be circulated to Committee as almost all committee members present at the meeting could attend either of these dates.</p>
--	--	--

		<p>The footage is all being done free of charge so that she can promote her services and the organisation will assist with any promotional activities.</p> <p>The CEO commented that as next year is the organisations 50th Year anniversary the footage could be used around that. At present the organisation is sorting out the technicalities including GDPR and communicating with tenants but expect work will commence in the coming weeks.</p> <p>Committee noted the proposed drone project</p>
9.0	A.O.C.B	
		<p>The CEO congratulated staff member Fiona Koroma who was appointed onto WISH Social Housing Board</p> <p>Committee congratulated Fiona</p> <p>The CEO discussed that the Regulatory Framework will be added to Decision Time for all Committee to review.</p>
10.0	Date of Next Meeting	
10.1	Date of Next Meeting	The date of the next meeting Tuesday 28 th May 2024

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 30 th April 2024	Proposed: Ann McEachan Seconded: Eileen McCallum	CEO
4.1	Assurance review	Proposed: Veronica McLaughlin Seconded: Ann McEachan	CEO
6.1	Flexible Working Policy	Proposed: Ann McEachan Seconded: Eileen McCallum	CEO
6.2	Menopause Policy	Proposed: Eileen McCallum Seconded: Ann McEachan	CEO
6.3	Complaints Handling Policy	Proposed: Ann McEachan Seconded: Veronica McLaughlin	GCM
6.4	Expected Behaviours Policy	Proposed: Craig Reid Seconded: Kirsty Stoddart	GCM
8.0	Amendment to budget should be £796K surplus instead £813k	Proposed: Eileen McCallum Seconded: Ann McEachan	CEO

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
1.0	Leave of absence for Committee member	[REDACTED – PERSONAL DATA]	CEO
3.1	Minutes of the Management Committee meeting held 30 th April 2024	Minutes to be redacted and published on website	GCM
3.2	Internal Audit Meeting	Committee to advise of any relevant subjects they would like added to audit programme	CEO

6.1	Flexible Working Policy	Circulate to staff and publish on website	GCM
6.2	Menopause Policy	Circulate to staff and publish on website	GCM
6.3	Complaints Handling Policy	Circulate to staff and publish on website	GCM
6.4	Expected behaviours Policy	Circulate to staff and publish on website	GCM
8.0	CEO Report	CEO to seek clarity from GCC regarding payment for grant funding	CEO
8.0	Business Planning Day	Circulate new dates to committee 23 rd or 30 th July 2024	GCM