



MINUTES of the Management Committee Meeting held on Tuesday 29th October 2024
 Location – 65 Golspie Street, Govan, Glasgow, G51 3AX and Microsoft Teams

Item	Agenda Item			
1.0	Apologies			
	Committee present Maureen McDonald (Chair) Ann McEachan Veronica McLaughlin Kirsty Wilson Melanie Gilmour Duncan Smith Eileen McCallum Marie Moody	In Attendance Gary Dalziel (CEO) Helen Sutherland (DCFS) Kerry Clayton (GCM) Donna Gentles (Minutes)	Apologies Kirsty Stoddart Craig Reid Aidan McGuinness (DHCS) Brian Praties(DMS)	Special Leave
2.0	Declaration of Interest			
There were no declaration of Interest				

3.0	Minutes for Approval		
3.1	Minutes of Previous Management Committee Meeting held on Tuesday 27 th August 2024	<p>The Minutes were agreed as a true record of the meeting.</p> <p>Proposed: Melanie Gilmour</p> <p>Seconded: Duncan Smith</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 following matters arising were discussed as not otherwise on the agenda.</p> <p>The Chair welcomed Marie Moody for joining the committee and thanked Janice Shields and Douglas Muir for their contributions to the committee over the past years.</p> <p>The CEO informed committee that Greg Lafferty has joined the association as a Temporary Estates Inspector.</p> <p>The Chair introduced Ross Morris from (SHN) who was presenting the SHN Performance Analysis information.</p> <p>Item 7.1 was moved forward to this point in the meeting to allow SHN to carry out their presentation.</p>	
4.0	Governance		
4.1	Governance Report	<p>The CEO updated on the following items in relation to ongoing governance matters contained within the report.</p> <p>Formation of New Management Committee</p> <p>At the AGM held on 17th September Committee members Janice Shields and Douglas Muir stood down, two existing members sought re-election (Kirsty Stoddart and Ann McEachan)</p>	

		<p>and one new member Marie Moody was formally elected which meant a committee composition of ten members following the AGM.</p> <p>Under the terms of the rules the association can appoint up to 15 members which leaves 5 vacancies.</p> <p>The CEO discussed that an induction process for the new member (Marie) will hopefully be arranged for November lasting around 60-90 Minutes to ensure they settle into the role successfully and this is an initial step in the overall induction process.</p> <p>Appointment of Members to Sub-Committees</p> <p>The CEO talked through the responsibilities of each Sub-committee, highlighting these should be reformed following the AGM each year. The membership was discussed and the following sub-committee membership was agreed:</p> <p>Housing Management Sub-Committee members; Duncan Smith, Melanie Gilmour, Eileen McCallum, Ann McEachan and Maureen McDonald</p> <p>Staffing Sub Committee members: Duncan Smith, Kirsty Wilson and Melanie Gilmour</p> <p>Finance, Audit & Risk Sub-Committee Kirsty Wilson, Maureen McDonald and Ann McEachan</p> <p>The CEO advised that more representation may be required within some sub-committees and anyone who may be interested can contact the GCM directly to be part of a sub-committee.</p>
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		<p>AGM Debrief</p> <p>The CEO commented that the corporate team did an excellent job for the AGM which had taken place on Tuesday 17th September 2024 and thanked everyone for helping through the process.</p> <p>In terms of the meeting there were 23 members in attendance which represents almost 30% of the overall membership which is a positive attendance. The CGM stated some membership applications and interest to join the management Committee had been received following this which will be followed up over the coming weeks.</p> <p>The CEO asked the Management Committee for feedback on the format and content so the association can feed in any ideas or thoughts for planning the 2025 event.</p> <p>A committee member suggested that the association could consider providing awards for good neighbour, gardening or some sort of apprenticeship and these could be presented at the AGM.</p> <p>The CEO thanked the committee member for the suggestions.</p> <p>Annual Committee Reviews</p> <p>The CEO discussed that in previous years the association has sought to engage with an external consultant to support the Chair through the process, however as there is no specific obligation to seek external support, it was recommended that our Governance and Compliance Manager assist the Chair in undertaking these reviews subject to committee agreement. The GCM has worked closely with the external consultants over the period and has amassed a strong knowledge of the process. The CEO asked if committee were happy for the GCM to support the Chair carry out the reviews, all Committee were in agreement. It was noted that the GCM will be in touch in the coming weeks to make arrangements.</p>
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		<p>Committee collectively agreed for the GCM to carry out the Reviews.</p> <p>Scottish Housing Regulator Updates</p> <p>The CEO advised committee of the Scottish Housing Regulator correspondence, publications and ongoing activities in relation to any issues that may relate to operation performance or the overall governance of the association.</p>
4.2	Notifiable Events	<p>The CEO informed committee that there are two notifiable events, one of which was confidential and would be discussed at the end of the meeting.</p> <p>The first one related to a fire which occurred at 174 Crossloan Road on Saturday 14th September and the Management Committee had already been provided with a written update at the end of September. [REDACTED – PERSONAL DATA]</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Committee commented who would be the contact for the contractor and the CEO replied that the Maintenance Manager or the Director of Housing Services would be the first point of contact or the CEO would always be contactable.</p> <p>[REDACTED – PERSONAL DATA]</p> <p>The CEO advised the management committee that there is another Notifiable Event which will be discussed at the end of the meeting as this is a confidential staffing item and all employees with the exception of the CEO will be asked to leave the meeting.</p> <p>Confidential meeting note: The CEO provided an update on progress regarding this confidential staffing item following the decision of the Staffing Sub-Committee in October and advised that it was likely to be concluded by the 31st October.</p>

		<p>The CEO informed committee that updates on both notifiable events will be provided to the Scottish Housing Regulator to allow them to review the position and potentially close off the notifiable event.</p> <p>Committee noted the updated information regarding the fire at Crossloan Road.</p>
4.3.1	Assurance Review	<p>The GCM sought approval for the Assurance Review Report 2023-26. The purpose of this report is to support the submission of our Annual Assurance Statement (AAS), the association has adopted a 3 yearly cycle to conduct reviews of compliance with the Regulatory Framework including the Regulatory Standards of Governance and Financial Management.</p> <p>The GCM talked through the in-depth review, and discussed the following findings from Regulatory Standard 5 (RS5) ‘ <i>The RSL conducts its affairs with honesty and integrity,</i>’ and Regulatory Standard 7 (RS7) ‘ <i>The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit, current and future tenants</i>’ which looks at how Notifiable Events are handled, reported and recorded additionally around financial viability and accounting requirements, preparation of financial statements and consulting with tenants where there is a legal requirement to do so.</p> <p>The GCM commented that the review of RS5, RS7 and SG, there are no issues of material non-compliance but has identified some actions to support striving for continuous improvement. Actions have been implemented for RS5 with the Settlement Agreement policy being on the agenda for approval and policies for Whistleblowing, Fraud, Code of Conduct and Declaration of Interests. A full training programme in place for employees and Committee.</p> <p>It was discussed that having the office closure every Wednesday morning, this has improved the ability to deliver employee training. The association was to adopt and implement the Model Rules 2020 for Statutory Guidance and this has now been fully implemented.</p> <p>Approval was sought for the review of these particular standards.</p>

		<p>Proposed by: Duncan Smith Seconded by: Veronica McLaughlin</p>
4.3.2	Annual Assurance Report	<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 approval 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 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:</p> <ul style="list-style-type: none"> • Full review of the assurance framework undertaken by the Governance and Compliance manager with detailed reports produced for the Management Committee to consider and approve. • Internal Audits been carried out on Customer Care, Procurement and a follow up Audit. • Full review of all six tenant safety areas by external specialist resulting in ‘substantial assurance’ and an action plan tracker of recommendations for implementation. • Consultancy project with a health & safety specialist conducting a full policy review update for each of our tenant safety areas (damp and mould, fire, electrical and gas safety, lifts, legionella and asbestos) • Ongoing reporting and analysis of our strategic risk register incorporating comments from the internal audit exercises around inclusion of risk appetite across the key functions. • Stock condition survey on a further 40% of the associations stock by an external consultant • A robust external validation exercise carried out in relation to our ARC submission.

		<ul style="list-style-type: none"> • A revised Performance Framework particularly in relation to the monitoring and review of our business plan which included a suite of business objectives for the remainder of the financial year. • Participation with various data collection organisations including Housemark and Scotland’s Housing Network who provide information in relation to the overall sectoral performance. SHN have carried out an Annual Performance Analysis for the management Committee providing detail on the performance across most areas of the business. <p>The CEO commented that based on the information provided the association is confident that the annual process, together with external validation is robust and should provide the Management Committee with a level of comfort to feel assured with the requirements contained within the regulatory framework.</p> <p>The Management Committee approve the Annual Assurance Statement.</p> <p>The CEO to submit the Assurance statement in line with timeframes required.</p> <p>Proposed: Ann McEachan Seconded: Melanie Gilmour</p>
5.0	Health & Safety	
5.1	Health and Safety Report	<p>The CEO advised Committee the purpose of the report is to provide the Management Committee with an update on any Health and Safety matters in our role as an employer and Landlord, with the Landlord element demonstrates some of the steps taken to ensure compliance and provide the management committee with assurance.</p>

		<p>Tenant Health and Safety Compliance Policy Project</p> <p>The CEO discussed the impact on the associations resources and delivery of the maintenance services, and how compliance and improvement works have been stretched considerably following [REDACTED – PERSONAL DATA]</p> <p>The CEO commented that the management committee recognised that these gaps would have an impact on the associations ability to complete some areas of work in-house and had previously agreed to look at consultancy where considered beneficial for particular elements of work. The CEO informed committee that this project was nearing completion and provided thanks to the Governance and Compliance Manager, who has given support to the consultant undertaking the exercise.</p> <p>Health & Safety Compliance Audits and Follow-Up</p> <p>The CEO discussed that upon conclusion of six tenant safety audits across the areas of fire, gas, electrical and lift safety, asbestos management and legionella the association has been awarded substantial assurance, although it should be noted there are still some areas for improvement.</p> <p>The CEO commented that across the six areas, there were 28 areas for improvement identified, 8 ‘highly important’, 8 ‘significant’ and a further 12 considered ‘minor’. In most instances these were to be progressed during the year with a follow-up-audit expected to take place in September 2024 but due to resource issues there has been a delay and the association will seek to have the follow up audit review early into new year recognising that without the employees available to support any audit then the process will not achieve desired outcome. The CEO further informed the management Committee that the office health and safety audit would take place early in 2025 with the Governance and Compliance Manager acting as the link between the association and the external consultants.</p>
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		<p>Managing Challenging and Aggressive Behaviour</p> <p>The CEO discussed that there has been a perceived increase in the occurrences of aggressive, abusive and challenging behaviour over the course of the year. As an organisation we will consider how to manage these situations and provide support to staff when incidents occur. The organisation has clear unambiguous policies and procedures in place which are crucial however it is noted that every circumstance may be slightly different due to a range of factors so equipping colleagues with the appropriate skills through training etc together with a consistent organisational message is crucial to minimise the potential for an incident occurring.</p> <p>A committee member commented that as an organisation, we need to recognise the difference between aggressive and abusive behaviour and a police matter and the CEO agreed fully and outlined that this can often be tricky too fully assess due to the differing elements contained within any situation bu.</p> <p>Committee asked a question on any training staff have been given.</p> <p>It was noted that staff have completed Managing Expected Behaviours training.</p> <p>The CEO further commented that if staff are aware of a challenging tenant or property with particular issues then engagement should take place using the most appropriate approach following a risk assessment.</p> <p>A committee member stated that with the organisation losing a lot of long term knowledgeable staff, one thing to consider would be if a new staff member starts with the organisation they may not know if a tenant is a difficult tenant and the CEO outlined that record keeping is essential and contained within our housing software.</p> <p>Committee noted the Health And Safety Report</p>
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6.0	Reports for Approval and Information	
6.1	Treasury Management Annual Review Report	<p>The DFCS talked through the Treasury Management Annual Review Report. The purpose of this report is to provide a summary to the Management Committee in line with the requirements set out in the Treasury Management Policy TMP6 reporting requirements.</p> <p>The DFCS provided a summary of loan and deposit movements, discussing that the organisation will refinance to pay off the Alia loan. Confirmation was provided by the DFCS that the association is covenant compliant and that all required returns have been sent to Scottish Housing Regulator (SHR).</p> <p>A committee member asked why the association doesn't pay some of the Alia loan back annually instead of paying other loans.</p> <p>The DFCS confirmed that the Alia loan was a bond that was set up is a 'bullet payment' which means that the full repayment plus interest accrued could only be paid at the end of the ten year period.</p> <p>The DFCS discussed that the association is looking at opening other bank accounts instead of the risks associated of retaining monies in small number of bank accounts.</p> <p>The DFCS informed the Management Committee that the association is properly managing funds and loans and reporting correctly and timeously to Lenders and SHR. and is adhering to the Treasury Management Policy. is looking at different bank accounts instead of putting risk to any one bank.</p> <p>Proposed by: Kirsty Wilson Seconded by: Eileen McCallum</p>
6.2	Settlement Agreement Policy	<p>The CEO gave an overview of the Settlement Agreements Policy. The purpose of the policy is to set out the associations approach to the use of Settlement Agreements in a way which is fully compliant with employment law, the regulatory requirements and good practice guidelines.</p>

		<p>The CEO discussed that the policy should have been updated last year when a settlement agreement was identified. The policy is placed around the EVH policy and just been re-written.</p> <p>A committee member commented going forward can the association put in a summary of changes or amendments with a cover note at the front.</p> <p>Committee approved the policy.</p> <p>Proposed by: Duncan Smith Seconded by: Ann McEachan</p>
6.3	Membership Application Report	<p>The GCM sought approval for a membership application that has been received since the last Management Committee meeting on 27th August 2024, Confirming that all due processes have been followed in line with the Rules.</p> <p>The applicant :</p> <p>[REDACTED – PERSONAL DATA]</p> <p>Committee approved the membership applications</p> <p>Proposed: Ann McEachan Seconded: Eileen McCallum</p>
7.0	Reports for Discussion / Information	
7.1	Performance Analysis Visit	<p>Ross Morris of SHN gave an in depth presentation of the Performance Analysis results with supplementary questions and comment provided by senior staff and the management committee. The Chair thanked Ross for his time and the detail provided within the presentation.</p>
7.2	Procurement Report	<p>The CEO talked through the Procurement report. The purpose of this report is to provide the Management Committee with details regarding the recent procurement of Clerk of Works and Employers Agent Services.</p>

		<p>The CEO informed committee that to ensure obligations were met in terms of complying with the Procurement Regulations the SPA Consultancy Framework was utilised.</p> <ul style="list-style-type: none"> • Ross Quality Chartered Surveyors has been appointed to provide a Clerk of Works service for the Nimmo Drive new build development at a cost of [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION] • Reid Associates LLP have been appointed to carry out the associations Planned Maintenance programme of works over the next two financial years. The fee for this service is [REDACTED – CONFIDENTIAL AND COMMERCIAL INFORMATION]. <p>Committee noted the report</p>
8.0	CEO Report	
8.0		<p>The CEO gave the Management Committee a brief summary of the following ongoing activities within the organisation.</p> <p>Nimmo Drive Progress The CEO discussed the Nimmo Drive development is now on-site however progress has been limited while they carry out site investigations and await any contamination / remediation requirements identified by Glasgow City Council. On the basis that the actual construction work has not started yet, it is assumed that the costs for this financial year will be lower than expected and the conclusion of the works is likely to move into summer 2026.</p> <p>Committee note the progress of Nimmo Drive</p> <p>Staffing / Recruitment [REDACTED – PERSONAL DATA AND CONFIDENTIAL INFORMATION]</p>

		<p>Large Scale Tenant Satisfaction Survey</p> <p>The CEO discussed that we are currently in the process of seeking proposals from two experienced companies and will look to appoint based on experience, price and quality of proposal.</p> <p>Business Plan 2025 - 30</p> <p>The CEO discussed that the associations current business plan comes to an end in 2025. We approached Alison Smith from AllanPark Consultants to provide support to the Management Committee and senior staff through the process, Alison is happy to assist but unable to do it within the timescale for production.</p> <p>A discussion with the Management Committee took place to see if it they are happy to extend the business objectives for a few months and would it be beneficial to wait until May 2025 to commence the project which will give the organisation time to get some stability with staffing issues.</p> <p>Committee happy to approve extension of the business plan timeframe.</p> <p>Awards – CIH Scotland and TIS</p> <p>The CEO informed committee of the upcoming awards ceremonies that were taking place. <i>CIH Awards taking place on Fri 8th November 2024</i></p> <p>The association has been shortlisted for four awards:</p> <ul style="list-style-type: none">• Lifetime Achievement Award for Jim Fraser who recently retired after 43 years with the Association.• Lauren Herd, our former Maintenance Administrator who recently moved to a promoted post for the Young Achiever in Housing Award.• Excellence in Partnership with a submission produced for the Govan Housing Market Analysis project carried out in conjunction with Glasgow City Council, Linthouse HA, Govan HA and the University of Glasgow.
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		<ul style="list-style-type: none"> • Housing Organisation of the Year. <p>TIS Awards taking place Thursday 7th November 2024 Jim Fraser has also been shortlisted at the TIS Awards for the Lifetime Achievement Award in housing. A member of the Corporate team will be in touch with any members who are attending the awards.</p> <p>WISH Sponsorship</p> <p>The CEO confirmed that the association has agreed to sponsor Women In Social Housing Event (WISH) scheduled for March 2025.</p> <p>Committee noted the award ceremonies and sponsorship</p>
9.0	A.O.C.B	
		The Chair discussed that with the recent high turnover of staff in the last couple of years, it would be an idea to have a networking event with staff and Committee members. We will look to organise an event for some time in the New Year.
10.0	Date of Next Meeting	
10.1	Date of Next Meeting	The date of the next meeting Tuesday 26 th November 2024.

Approvals

Item No	Agenda Item	Proposed (P) & Seconded (S) by	Lead Officer
3.1	Minutes of the Management Committee meeting held 27 th August 2024	Proposed: Melanie Gilmour Seconded: Duncan Smith	CEO
4.1	Approval of Sub Committee members	Collectively Approved	CEO
4.3	Approval of Assurance Review	Proposed: Duncan Smith Seconded: Veronica McLaughlin	GCM
6.1	Approval of Treasury Management Review Report	Proposed: Kirsty Wilson Seconded: Eileen McCallum	DFCS
6.2	Approval of Settlement Policy	Proposed: Duncan Smith Seconded: Ann McEachan	CEO
6.3	Approval of Membership	Proposed: Ann McEachan Seconded: Eileen McCallum	GCM
8.0	Approval for Business Plan	Proposed: Eileen McCallum Seconded: Duncan Smith	CEO

Additional Actions from Meeting

Item No	Agenda Item	Action Required	Lead Officer / Date to be Actioned by
3.2	Matter Arising	Redacting August Management Committee Meeting Minutes	GCM
4.1	Annual Committee Review	GCM to arrange dates for committee	GCM
4.3.1	Annual Assurance Statement	Submit Annual Assurance Statement	CEO
6.2	Settlement Policy	Policy Register to be updated	GCM
6.3	Membership Application	Membership to be processed	GCM
8.0	Awards Ceremonies	Corporate team to finalise arrangements with members attending the Awards	GCM