

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	5.1 Minute of Management Committee Meeting of 17 January 2024
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	22 January 2024
<b>For Meeting:</b>	21 February 2024 at 6.15pm – Golden Jubilee Hotel & Teams

<b>1. Sederunt</b>
--------------------

O-Office, T-Teams		
<p><b>Present:</b>  Morven Baigent (MB) - T  Richard Bolton (RB) - T  Linda Devlin (LD) - T  Jamie Graham (JG) - T  Frazer Lord (FL) - O  Daniel Martyn (DM), Chair - T  Aarti Passi (AP) - T  Lyndsey Robinson (LR) - T  David Syme (DS) - O</p>	<p><b>Apologies:</b>  Laura Nahar (LN)  Anna Welsh (AW)</p> <p>Isobel Ferguson, FCSO</p> <p><b>Absent:</b></p> <p><b>Leave of Absence:</b>  J Brechany – until Mar 24  Josephine McGinty (JM) - Feb</p>	<p><b>In Attendance Due:</b>  Karen Byrne (KB), HSM - O  Robert McGinlay (RM), FMD - T  Joyce Orr (JO), Director - O  Graham Gillespie, Wylie Bisset - T  Linda Ewart - T</p> <p><b>Observers Due:</b>  Staff observing for CPD.  Ben Keenan (BK) – O  Caitlin Gillespie (CG) – T  Gerard Will (GW) – O  Murray Landale (ML) - O</p>
All papers were issued in advance of meeting unless detailed in minute.		
The meeting started at 18:20. The Chair welcomed everyone to the meeting, introduced Graham Gillespie and Linda Ewart and welcomed housing services team members who were observing.		

<b>2. Declaration of Interest</b>
-----------------------------------

<p>The Chair reminded committee and staff to declare as appropriate with reminder of confidentiality and collective responsibility.</p> <p><b>Declarations:</b></p> <ul style="list-style-type: none"> <li>➤ JM &amp; AW – tenants affected by rent decision, but neither present at meeting.</li> <li>➤ GW – tenant affected by rent decision. Chair determines GW could remain as observing.</li> </ul>
---

<b>3. Decisions/Approvals Report</b>
--------------------------------------

Committee noted the decisions/approvals report issued 17/01/2024 and Chair advised this ensures we make all decisions required.
---

<b>4. ICO Reported Data Breach Report</b>	<b>Lead</b>	<b>Due By</b>
---	-------------	---------------

<p>The Chair asked JO to present the report. JO advised that the Report was to provide an update and give assurance to committee on the data breach of 14<sup>th</sup> December and associated follow on action. Committee had been notified of updates as they happened and the report was a formal record. Committee asked if there had been any further correspondence from the parties affected, and any further action required. JO advised that there had been no further contact, and advised committee that the DPO would keep the ICO updated with anything further as required and committee would be kept advised. JO advised it was not anticipated that there would be anything further now. The Chair expressed his thanks to the staff team and DPO for the professional way in which the matter was handled.</p> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>		
---	--	--

5. Minutes of Previous Meeting(s) / Matters Arising	Lead	Due By
<p><b>5.1 Minute of the Management Committee Meeting of 22 Nov 2023</b></p> <p>The Chair introduced the Minute. Minute noted and approved. Committee advised no changes required and no matters arising outwith Agenda for tonight's meeting.</p> <p><b>Proposer:</b> LD    <b>Seconder:</b> JG    <b>Chair to sign minute:</b> DM</p>		
<p><b>5.2 Director's Six Month Appraisal 7 December 2023 – Chairperson's Feedback Report</b></p> <p>The Chair introduced the report and advised the meeting that this report was provided to allow all committee to have feedback of the Director's appraisal. The Chair explained to new members the 6 month appraisal of the Director by the Office Bearers. The Chair advised that the appraisal reviews the past 6 month and gives the Director areas of clear focus for the next 6 months. It was noted that the feedback report was also shared with the staff team through the committee reports. The Chair advised that as there were no comments in Decision Time, he would assume everyone satisfied. Committee confirmed all matters noted and no additional queries to raise. The Chair asked JO if she would like to add any comments – JO advised that the appraisal was an essential process for the committee holding the Director to account and was done in a professional and supportive manner.</p> <p>Post meeting note - Committee are reminded that they can contact the Chair at any time with any concerns regarding the Director.</p>		
<p><b>5.3 Decision Tracker Report</b></p> <p>The Chair asked JO to present any matters that required consideration. Committee considered the outstanding matters as below. All other matters noted as either complete, not due yet or part of this meeting.</p> <ul style="list-style-type: none"> <li>❖ 29/06/23 6.3 committee signing requirements – John to be pursued following leave of absence.</li> <li>❖ 23/08/23 6.9.5 Committee signing of financial regulations and procedures – Isobel will pursue to conclude for Feb 2024 meeting reporting. The Chair asked all committee members to assist by returning items timeously as it takes a considerable resource to continually pursue.</li> <li>❖ 20/09/23 6.2 regulatory compliance improvement suggestions – delayed to Feb 2024 CoM due to Jan meeting being brought forward by a week and the volume of business.</li> <li>❖ 20/09/23 6.7.7 review of staff SDPRs – delayed - HSM completing initial review and to update Director at meeting 18/01/2024. HSM to complete any required actions by 31/01 for implementation from 01/02.</li> </ul> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>		
6. Rent Review and Budgets	Lead	Due By
<p><b>6.1 Rent Increase</b></p> <p>The Chair asked KB to present the report and take the meeting through the decisions required. KB presented the report and took committee through the matters for consideration and recommendations for decision making.</p>		

<p>Committee considered the different rent increase options on rent levels and affordability, including:</p> <ul style="list-style-type: none"> <li>&gt; Local comparability of average rents at 2023 levels.</li> <li>&gt; PHA average rents with 3 consulted increase options applied.</li> <li>&gt; Increases being consider by local RSLs.</li> <li>&gt; PHA consultation results for preferred increase – 5%.</li> <li>&gt; PHA consultation results for service provision, with customer comments. KB provided detail on comments made and follow up action to the 12 people who made service improvement request comments (from 126 respondents). KB went through comments on Decision Time to the satisfaction of committee. KB presented the recommendations for committee to consider: <ul style="list-style-type: none"> <li>- 5% increase for self-contained rents. Specialist services charged at estimated cost, such as specialist doors maintenance contracts.</li> <li>- Capped rents increased to bring into line with other rents.</li> <li>- 0% increase for supported accommodation rents and service charges.</li> <li>- 5% increase on shared ownership occupancy charges/allowances and s/o &amp; o/o management fees. Services charged at cost when shared ownership property or when factored property with management fee in place, for example, gas servicing.</li> </ul> </li> </ul> <p>Committee discussed the various options. Discussion took place regarding whether a 5.85% increase would be beneficial at a time when benefits and wages were rising by more. However, it was discussed that whilst this was the case, the cost of living was considerably higher for most tenants and the majority had shown a preference for the 5% increase option. Committee noted the compound impact of the extra 0.85%. However, it was discussed and agreed that this would have a marginal impact on the longer-term risk items facing the Association (Scottish Housing Net Zero Standard and Pension liability). Committee noted that restricting the increase to 5% for 2024 would mean above inflation increases would need to be considered in future years. KB advised the committee on the Value for Money Statement review ongoing by the customer forum, with a decision on measures to publish being considered at the February 2024 forum meeting.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Increases as per recommendations.</li> <li>➤ Consultation follow up action plan to be uploaded to Decision Time.</li> <li>➤ Customer forum to determine VFM measures to be published and finalise review of VFM statement at Feb 2024 forum meeting.</li> <li>➤ VFM measures with 2023/24 outcomes to be published – summer newsletter.</li> </ul> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>	<p>KB/IF KB KB KB</p>	<p>28/02/24 18/02/24 29/02/24 30/06/24</p>
<p>6.2 Budgets 2024/25 and Longer Term</p> <p>The Chair asked RM (FMD) to present the report and take the meeting through the decisions required. RM advised the report provided detail to allow committee to consider budget assumptions and proposals, with associated outcomes (SOCl, SOFP, Cashflows, Ratio Analysis, Benchmarking and Covenant Compliance), for 2024/25 and period to 31 March 2054. Base budget based on rent increase of 5% - the consultation preference. RM highlighted the differences from the first draft considered in Nov 2023, detailed in the reconciliation on Pages 2 and 3. RM explained work undertaken to try to make changes in order to minimise the need for above CPI increases in future</p>		

years. It was noted that the largest area of spend, and increased costs, related to spend on properties. Committee asked about accuracy of base costs. RM explained that property related costs are based on the best information at present from recent stock conditions survey and consideration of market and supply costs from the Housing Services Manager (HSM) considering recent tenders and advice. RM and KB advised that work would continue to ensure costs are as accurate as can be estimated and work is ongoing to review spend timing to try to minimise the need for above inflation rental increases. Committee noted the unpredictability of costs for property work given ongoing supply and labour market issues.

JO took the meeting through the comments on Decision Time and highlighted associated matters from the report for committee awareness.

The additional spend of £68,000 relating to close lighting will not be expended until report to committee on cost benefit, and decision made.

Transfer CPI rent promises met and will now be dropped from reporting.

No cost allowance within budgets for SHNZS (Scottish Housing Net Zero Standard). Committee discussed this and noted this would be considered over 2024/25, but without grant funding this will be a difficult area.

Factoring deficit needs resolved and HSM will review and provide rectification plan during 2024.

Committee require to confirm, or amend, their support for wider role spend without matched income as business decision. The Chair advised that this had been part of the strategy work decisions in 2021. Committee discussed and confirmed their continued support for Pineview, as a CBHA, to provide unfunded (but budgeted for) wider role spend within our communities. Position confirmed for financial audit purposes. Committee discussed requirement to report outcomes on what is achieved from spend allocation. This is reported through the quarterly strategic objectives delivery plan.

No planned staffing changes, with cost increase in budget relating to annual pay increase and any due increments.

Void maintenance cost is average across estimated void numbers not an allowance (some will be cheaper and some more expensive).

#### Decisions Made:

- |  |    |          |
|--|----|----------|
| ➤ Approved the non-rent rise assumptions to be used in the budget;   | RM | 29/02/24 |
| ➤ Approved the charge increases for year 1 budget as recorded at 6.1 above.  | RM | 29/02/24 |
| ➤ Approved rent increases in long term projections (LTP) of CPI other than Years 6-7 when plus 1%, but noting this will be reviewed annually in light of business changes and costs. | RM | 29/02/24 |
| ➤ Approved the budget as presented for implementation and sharing with lenders, financial auditor and other parties as may be required.  | RM | 29/02/24 |
| ➤ Approved that the budget be used for the submission of the 2024 five-year financial projections submission to the SHR.   | RM | 31/05/24 |
| ➤ Committee confirm their continued decision regarding wider role without matched income as business decision.   | -  | -        |
| ➤ HSM to bring a cost benefit report to committee for decision on close lighting proposal before commitment of spend.  | KB | 12/06/24 |
| ➤ HSM to review factoring deficit and provide committee with rectification plan during 2024.   | KB | 12/06/24 |

Committee confirmed all other matters noted and no additional queries to raise.

7.	Internal Audit – 2023/24 Outcome and 2024 Plan	Lead	Due By
	<p>The Chair introduced this agenda item, explaining the crucial role that internal audit has for committee assurance. The Chair passed to Graham Gillespie of Wylie Bisset (WB) to present his sections of the report.</p> <p><b>2023/24 Audit Outcomes</b></p> <p>Graham explained the prime responsibility of the internal audit service and the accreditation that WB is required to comply with, which should add to the committees assurance on the quality and robustness of the work undertaken. Graham took committee through the 2023/24 internal audit annual report and the opinion of WB that “In our opinion the Pineview Housing Association did have adequate and effective risk management, control and governance processes to manage its achievement of the Association’s objectives at the time of our audit work. In our opinion, the Association has proper arrangements to promote and secure value for money.” Graham detailed the work undertaken that allowed WB to form this opinion, and the basis of opinion. Graham explained the conclusions of each audit and explained the recommendations made and the positive benchmarking position. Graham explained that any recommendations would be followed up as part of the 2024/25 audit plan. Graham asked if committee had any questions regarding the 2023/24 work undertaken and the relevant audit reports and associated annual report. Committee asked what the reference to a fire safety policy referred to in the recommendations of the Duty of Care audit. It was explained that this was a fire safety policy in respect of stock and the HSM would bring a draft report to the April 2024 CoM meeting (the office already has arrangements as part of the health &amp; safety control manual and associated). In respect of gas servicing Graham confirmed to committee that there was not a concern regarding gas servicing being on time, instead it was an issue with conflicting dates in SDM which could create an issue. Committee asked if there was a system in place to deal with EICR no accesses and/or no power. The HSM confirmed there was and cases are actively pursued and SHR advised. Graham advised that safety was a focus of the SHR and they were currently writing to some RSLs seeking clarification on their EICR position. Committee confirmed all other matters in respect of 2023/24 audit and reports were noted and no additional queries to raise. Graham thanked the team at Pineview for their partnership working with the auditor and providing timely information in support of audit work. Committee were asked if they wanted any private time with auditor and advised this was not required at this time.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ Committee confirmed their assurance with the internal audit work completed.</li> </ul> <p><b>2024/25 Draft Internal Audit Plan</b></p> <p>Graham presented the draft proposed internal audit plan for 2024/25. Graham explained the basis of the plan proposed, which covered ARC reporting; reactive maintenance; anti-social behaviour; risk management; SHNZS/ESSH2; and follow up. It was discussed that there may not be much to review for SHNZS/ESSH2 depending upon the outcome of current consultation and lead in times. It was discussed that the SHNZS/ESSH2 element be considered for suitability in Sept (for Dec audit) and swapped for another area of work it not sufficient value to be achieved, with the area being planned in for a future date. JO advised that follow up audit work timing may need to be revised so as follow up is reviewed sooner than 1 year on.</p>	CoM	-

<p>Committee confirmed all other matters in respect of 2024/25 audit plan were noted and no additional queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Committee approved 2024/25 internal audit plan for implementation, subject to possible changes to timing of follow up audits and review of SHNZS/ESSH2 timing.</li> <li>➤ Committee confirmed their assurance with proposed 2024/25 audit plan.</li> </ul> <p>The Chair requested that JO present any remaining matters in respect of agenda item. JO advised that the management responses for the Dec 2023 audit work had been accepted by the auditor and asked if committee had any queries or requested changed. Committee confirmed no further queries and no changes requested. JO advised that timing of 2024/25 phase 2 and 3 audit visits within her report should read 2024 and not 2023.</p> <p>The Chair thanked Graham for his attendance and reporting to committee and offered Graham the opportunity to stay for the rest of the meeting or to leave at this point. Graham thanked committee and advised that he would leave.</p>	<p>JO</p> <p>CoM</p>	<p>Various</p> <p>-</p>
<p>Graham Gillespie and Robert McGinlay left the meeting at this point (7.25pm)</p>		
<p><b>8. Committee Collective Assessment</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p>The Chair introduced this agenda item and introduced Linda Ewart to the meeting. The Chair explained that this work with Linda provides committee with key assurance. The Chair passed to Linda to explain the process for tonight. Linda explained where the requirement for the committee performance review comes from, including good practice recommendations, regulatory obligations and constitutional requirements. Linda declared her interest as the author of the SFHA good practice guidance series “Get Governance”. Linda explained that the process was also part of Pineview’s commitment to the support of it’s people. Linda explained why staff involvement in the process is important, as good governance requires partnership working between committee ad staff. Committee noted the revised Regulatory Framework effective from 01/04/2024. Linda explained the purpose of the collective assessment to be undertaken tonight and the template used to ensure comprehensiveness of process. Linda advised that she would take notes throughout and provide this back to the Association. The Chair presented the template and took the meeting though each area, including:</p> <ul style="list-style-type: none"> <li>- Leadership and direction</li> <li>- Committee business</li> <li>- Scrutiny and challenge</li> <li>- Risk management</li> <li>- Legal and regulatory compliance</li> <li>- Ensuring tenant and resident safety</li> <li>- Working with senior staff</li> <li>- Financial viability</li> <li>- Staff knowledge and experience</li> <li>- Openness and accountability</li> <li>- Tenant engagement</li> <li>- Gaining assurance</li> <li>- Planning for and adapting to change</li> </ul>		

<p>Committee fed in their view in each area, providing examples of why they form this opinion. Staff assisted by contributing supporting information. Committee confirmed their satisfaction with the collective assessment undertaken and thanked Linda for her support and guidance.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ IF will arrange dates and times with individual committee members for their individual meetings with Linda w/c 26/02 and 04/03. The Chair asked all committee members to assist by replying timeously.</li> </ul> <p>The Chair request JO present any remaining matters in respect of agenda item.</p> <p>JO requested confirmation that committee are satisfied to conclude the 2022/23 annual review suggestions updates and move forward in 2024 with any suggestions from the 2023/24 annual review commenced tonight.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Committee confirmed conclusion of 22/23 annual review suggestions.</li> </ul> <p>JO requested confirmation that committee are satisfied to conclude the 2021 strategic review follow on reporting suggestions and to approve that work on the 2025/2026/2027 strategic planning commence during 2024.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Committee confirmed conclusion of the 2021 strategic review follow on reporting suggestions.</li> <li>➤ Committee approved that work commence during 2024 for the strategic planning for 2025/26 – 2027/28.</li> </ul> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>	<p>IF/CoM</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>31/01/24</p> <p>-</p> <p>-</p> <p>30/06/24</p>
<p><b>9. Correspondence</b></p>		
<p>The Chair advised that there was one matter of additional correspondence relating to a share membership application for decision.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Share membership application approved (G Magee).</li> </ul>	<p>IF</p>	<p>-</p>
<p><b>10. A.O.C.B.</b></p>		
<p>The Chair asked the meeting if there was any A.O.C.B. to raise – nothing.</p>		
<p><b>11. Date of Next Meeting</b></p>		
<p>Committee Meeting - Wed 21/02/2024 6.15pm – Golden Jubilee Hotel</p> <p>Committee and Staff Review Day – Fri 22/03/2024 - Auchentoshan</p>		
<p>There being no further business the meeting closed at 8.19pm</p>		

Minute Approved by: Linda Devlin

Seconded by: Frazer Lord

Signed by Chairperson: David Syme  
of meeting approving

Date Approved: 21 February 2024