

<b>Report To:</b>	<b>Management Committee Meeting</b>
<b>Agenda Item: 5.1</b>	<b>Minutes of Pineview Housing Association Ltd Committee Meeting Held by hybrid using MS Teams and Golden Jubilee Hotel on 23 February 2023</b>
<b>Prepared By:</b>	<b>Joyce Orr, Director &amp; Company Secretary</b>
<b>Date Prepared:</b>	<b>4 April 2023</b>
<b>Meeting Date:</b>	<b>27 April 2023 at 6.15pm – Pineview Office &amp; Teams</b>

### Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013

62. Minutes of every general meeting, Committee Meeting and sub-committee meeting must be kept. Those minutes must be presented at the next appropriate meeting and if accepted as a true record, signed by the Chairperson of the meeting at which they are presented. All Minutes signed by the Chairperson of the meeting shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.

#### 1. Sederunt

All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.20pm.

<p><b>Present:</b> Richard Bolton (RB) Teresa Brannan (TB) Myra Frater (MF) Jamie Graham (JG) Daniel Martyn (DM) - Chair Laura Nahar (LN) Josephine McGinty (JMc) Anna Welsh (AW)</p>	<p><b>Apologies:</b> John Brechany (JB) David Syme (DS) Linda Devlin (LD)</p> <p><b>Absent:</b></p> <p><b>Leave of Absence:</b> Kenny McGinty – Request approved – LOA until June</p>	<p><b>In Attendance:</b> Karen Byrne (KB), HSM Isobel Ferguson (IF), FCSO Robert McGinley (RM), FMD Calum McLeod (CM), SMO Joyce Orr (JO), Director &amp; Secretary Robert Reid (RR), SHO</p> <p><b>Guest Speaker/Presenter(s):</b> Daradjeet &amp; Harman Jagpal, ILS, DPO Service</p>
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Joined Via Teams: Jamie Graham

The Chair welcomed everyone to the meeting.

#### 2. Declaration of Interest

Reminder for committee and staff to declare as appropriate. Reminder of confidentiality and collective responsibility.

**Declaration regarding Item 6.6 EVH T&Cs by RB, KB, IF, CM, JO, RR – CoM agreed no need for declared members to leave meeting and instead simply not input to decision discussion, but could provide clarification.**

#### 3. Decisions/Approvals Report

Committee noted the decision/approvals report previously issued

4. Guest Speaker – Daradjeet Jagpal (DJ), DPO	Lead	Due By
DPO Annual Report and Policy reviews		
G.18 Data Retention Policy		
G.19 CCTV Systems Policy		
G.20 Access to Information Policy		
G.21 Records Management Policy		

<p>DJ presented the DPO annual report and presentation to Committee. Committee noted the statutory role and the responsibilities of the DPO and the service provided to PHA. DJ explained that the team at PHA treat the DPO as an integral part of the team and understand the importance of being open and transparent, especially about any potential breaches.</p> <p>DJ gave details of the policies and procedure work that the DPO had been involved in. DJ advised that PHA has a comprehensive suite of data protection and FOI policies and procedures to meet ongoing legal and best practices. DJ updated Committee on the potential changes to the UK GDPR and the Data Protection Act 2018 moving forward with the Data Protection and Digital Information Bill. DJ confirmed all existing data protection and FOI policies had been considered and the recommendation was for review without change.</p> <p>DJ updated on training undertaken during the year including induction training for new staff; refresher training on GDPR for full staff team in January 2022 and UK GDPR risk-based training to Committee at the Feb 2022 CoM meeting. A further all staff UK GDPR refresher training to be undertaken in 2023, with recommendation to refresh at least every 18 – 24 months.</p> <p>DJ updated Committee on the data protection audit that took place in Dec 2022 which included a physical data security check of the office and staff working environment. DJ confirmed that the Association had moved from “Substantial” to “Full” compliance, detailing the reasons why.</p> <p>DJ took committee through the nine data security incidents dealt with during the year. Committee asked for the DPO’s view on the number of incidents having increased in 2022 compared to 2021. DJ explained that this is likely due to things returning to ‘business as usual’ after covid restrictions. DJ advised that while volume had increased slightly the incidents were slightly less serious. DJ explained that it can be healthy to have data incidents as it shows that team members are being open about mistakes and not hiding them.</p> <p>DJ explained the added value service that ILS provide, at no additional cost, to PHA on FOISA and EISR matters. DJ advised that compared to some other clients and organisations within the sector, PHA do not receive as large a volume of enquiries. DJ gave his opinion that this was due to PHA being an open and transparent organisation and keeping its website updated with much information publicly available as default. DJ confirmed that the DPO completed and submitted the quarterly returns to the SIC.</p> <p>DJ recommended training on FOISA and EISRs for all staff during 2023.</p>		
<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Policies reviewed without change.</li> <li>- Staff GDPR refresher training to be undertaken during 2023.</li> <li>- Staff FOISA and EISR training to undertaken during 2023.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise. DJ &amp; HJ left the meeting at 6:38pm.</p>	<p>IF IF/DPO IF/DPO</p>	<p>15/04/23 22/09/23 22/09/23</p>
<p><b>5. Minutes of Previous Meeting(s) / Matters Arising</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>5.1 Minute of the Management Committee Meeting of 26 January 2023</b></p> <p>Minute noted and approved. Committee advised no changes required and no matters arising outwith agenda.</p> <p><b>Proposer:</b> <u>RB</u>      <b>Seconder:</b> <u>MF</u>      <b>To sign minute:</b> <u>DM</u></p>	<p>IF</p>	

<p><b>5.2 Previous Minutes Decision Implementation Report - JO</b></p> <p>Committee noted items either complete, to be considered at this meeting, or not due yet (either due to original timing or rescheduling).</p> <p><b>Outstanding matters updated on:</b></p> <ul style="list-style-type: none"> <li>➤ 24/11/2022 6.4.1 HS KPI outcomes not met – sample trend graph from KB approved along with proposal for quarterly graphs moving forward. Chair and Director to determine which KPIs are to be reported as “Key” indicators with trend graphs within reports moving forward. All KPI outcomes still to be produced and available for Committee as an appendix to reporting.</li> <li>➤ 24/11/2022 6.7.1 Disaster Recovery Plan updated appendices – IF to have complete for 28/02/2023.</li> <li>➤ 24/11/22 4.2 &amp; 5.3 - budget, long term review and life cycle updates – update included at Item 6.1.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise</p>	<p>JO/DM</p> <p>IF</p> <p>-</p>	<p>20/04/23</p> <p>28/02/23</p>
<p><b>6. Items Requiring Decision / Approval</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>6.1 Final Annual Budget 2023/24 – RM, FMD</b></p> <p>The Chair asked RM to present the 2023/24 annual budget report for decisions on recommendations.</p> <p>RM took the meeting through the budget and assumptions used and updated on the changes from the draft budget considered at the January 2023 CoM meeting. RM took the meeting through the reconciliation of cash and cash equivalents per the draft and final annual budgets, with committee noting a difference of just under £44k, reflecting updated maintenance costs.</p> <p>RM advised there was update work ongoing by the HSM to review the long term maintenance cyclical and planned costs. As such, the long term projections will be brought to future CoM meeting – provisionally April 2023. Committee were requested to approve 2023/24 budget for implementation.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- 2023/24 annual budget approved for implementation.</li> <li>- Budget approved for sending to lenders and publishing on website.</li> <li>- LTP to be brought for future CoM – provisionally April 2023.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise</p>	<p>RM</p> <p>JO</p> <p>RM/KB</p>	<p>01/04/23</p> <p>01/03/23</p> <p>20/04/23</p>
<p><b>6.2 Management Accounts to 31/12/2023 – RM, FMD</b></p> <p>The Chair asked RM to present the management accounts to 31/12/2022.</p> <p>RM took the meeting through the report highlighting variances against budget and the flexed budget figures for estimate of results expected for the year end. Committee considered the SOCI and associated breakdown, the SOFP, statement of cashflows, cashflow prediction, ratio and benchmarking analysis and financial covenant performance and compliance.</p> <p>Committee noted increased cost (against individual budget items) for maintenance works due to ongoing increased costs of labour and materials. Committee asked for position regarding wider role funds set aside for ex Kendoon – KB confirmed spend has been committed, as per agenda Item 8.4.</p>		

<p>RM explained that while professional fees are higher than budget a good proportion of this was due to a reallocation of costs from maintenance budgets. Committee noted adverse debt ratio and benchmarking relating to rent arrears, and noted related updates provided in housing services report. Committee noted all financial covenants met with comfortable headroom and no cause for concern.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Management accounts approved for sending to lenders and publishing on website.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p>	<p>01/03/23</p>
<p><b>6.3 Business Plan Report – All staff</b></p> <p>The Chair asked staff team to present business plan updates and matters for decision and/or discussion.</p> <p><b>1. KPI Outcomes to 31/12/2022 and 2023 Proposals</b></p> <p>IF presented on the one governance/corporate KPI that was outwith the target tolerance (10%), being sickness absence. Committee noted variance and were satisfied that there was no cause for concern at this time.</p> <p>IF explained the one proposed change to the 2023 targets, which simply reflected the change to the number of committee meetings as per the meeting timetable determined by committee at the 25/08/2022 CoM meeting.</p> <p>There were 24 housing services outcomes outwith target. RR and CM reported on the KPIs not met and comments on improvement measures. RR updated on progress with the implementation of the internal audit debt management response plan. RR advised on increased performance management within team to improve performance in respect of voids, allocation and new tenant management. RR advised that similar performance management was being implemented within the housing services team to increase ASB cases being resolved within target.</p> <p>CM advised that there were several areas for improvement in respect of repairs matters, although some of the performance achieved was just outwith target. CM advised on priority areas for performance improvements being void times, right first time (RFT) performance, repairs satisfaction, and pre and post inspections of repair and maintenance work (reactive, cyclical and planned). Committee noted the sector wide impact of labour and materials shortages on RFT and CM advised work was being undertaken to try to minimise impact. KB advised that RR and CM will be increasing their hands on and audit work to identify and address matters for improved performance.</p> <p>KB advised that the team had considered targets for 2023 and there were 4 targets with proposed changes for committee to consider. Committee considered the proposal and the reasoning behind. Committee were happy to approve but advised they would like to see improvements being made with a view to improved targets for 2024.</p> <p>KB presented arrears trend chart and discussed with committee if this format was suitable for moving forward and for other KPIs. Committee advised they liked the trend chart but some members still wanted to see monetary sums for context whilst others were happy to simply view benchmarked trend. Committee discussed the volume of KPIs and if there was a more efficient reporting format which could concentrate committee attention on the more</p>		

<p>“key” KPIs, whilst recognising that committee need to have timely access to all. Committee discussed that the more “key” KPIs could be given in graph format when outwith target so the trend would be easy to see, while all KPIs should be collated as existing and uploaded to Decision Time (or given as paper copies as required) so committee can see the full results and the related monetary or number detail. For trend graphs it was agreed that benchmarking would be beneficial to show PHA performance against previous PHA performance (for current and previous 4 quarters), Scottish average outturns, Drumcog averages, and PHA target. Committee delegated to Chair and Director to discuss KPIs and propose “key” KPIs for trend reporting.</p>		
<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Approved proposed actions to address non met KPIs, with progress updates to be provided in next quarter reporting.</li> <li>- Approved proposed targets for 2023/24 for updating business plan.</li> <li>- Review of KPI reporting and proposed format to be undertaken and reported to April meeting.</li> </ul>	<p>CM/RR/ KB JO DM/JO</p>	<p>18/05/23 30/06/23 20/04/23</p>
<p><b>2. Strategic Delivery Plan Reporting to 31/12/2022</b></p> <p>KB, as lead, presented the Strategic Delivery Plan (SDP) outcomes to 31/12/2022 and provided comment for those not achieved in full. KB explained the three areas where work had not yet commenced. KB advised that those outcomes not yet achieved would be considered further during quarter 4 and proposed that any targets not achieved be carried forward into 2023/24. Committee noted the volume of achievements made in the SDP to 31/12/2022. KB advised that there were no proposals to amend any of the targets previously set for 2023/24.</p>		
<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Year end outcomes to 31/03/2022 to be reported to May CoM.</li> <li>- Approved that any targets not achieved be carried forward into 2023/24.</li> <li>- Retain existing targets for 2023/24, simply supplemented with any c/fwd. from 2022/23, or any changes that might be considered as part of year end review at the May 2023 CoM meeting.</li> </ul>	<p>KB KB KB</p>	<p>18/05/23 18/05/23</p>
<p><b>3. Priorities Outcomes to 31/12/2022</b></p> <p>Committee noted priorities outcomes and confirmed previous decision that from 01/04/23 these will be treated as scheduling and only reported on if there was a concern to bring to attention of committee, whilst still being updated quarterly and uploaded to Decision Time. Committee noted no cause for concern with those not met at 31/12/2022.</p>		
<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Final regular report on Priorities to be reported to May 2023 CoM meeting.</li> <li>- Priorities to be renamed as Operational Priorities from 01/04/2023. To retain 3 yearly coverage and be updated quarterly and uploaded to Decision Time for information and/or reference. Any reporting on these priorities will be by exception and only if of a level of concern that committee need to be advised on.</li> </ul>	<p>JO JO JO</p>	<p>18/05/23 18/05/23 24/08/23</p>
<p><b>4. Rent Increase Notification</b></p> <p>JO updated committee on the rent increase notification process anomaly that had come to light this year regarding delivery of notifications. Following advice</p>		

<p>from PHA solicitors, PHA's rent increase notifications would be being hand delivered by PHA staff this year. JO advised that this was something that affected the whole sector but some landlords may take the risk and send letters by standard post. Committee discussed the matter and while acknowledging the resources required for delivery by hand it was agreed that this was the best way to mitigate risk in the current climate regarding rent increases.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Director to pursue matter with SFHA (as sector representative body) and SHR (as sector regulator charged with protecting the interests of tenants) to ask that they pursue the Scottish Government to have this anomaly amended in the 2023 legislative programme so it can be resolved before 2024 rent increase. To report progress at April CoM meeting.</li> </ul> <p><b>5. Transfer Promises</b> Committee discussed transfer promises progress and were pleased to note that a further 6 transfer promises had been complete, leaving only 5 remaining and in progress. Committee noted that PHA website had been updated to keep tenants advised on progress.</p> <p><b>6. Internal Audit – Debt Management Progress Report</b> Committee noted the progress update on the internal audit recommendation and action plan, and that the auditor will do a follow up audit during their May 2023 visit, the outcome of which will be reported to the June CoM meeting.</p> <p>JO advised that all other matters within the report were for update or noting and asked if committee had anything to raise. Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p> <p>KB</p>	<p>20/04/23</p> <p>22/06/23</p>
<p><b>6.4 Treasury Management Quarterly Report – RM, FMD</b></p> <p>The Chair asked RM to present the report for decisions on recommendations. RM took committee through report highlighting cash and loan positions and confirming no policy compliance issues. Committee noted inflation impact on costs and on the interest charges of variable loans. RM explained no liquidity issues. RM confirmed position regarding no proposals for additional loans; no additional loan repayments; no proposed changes to loan security; and confirmed compliance with all loan covenants. Committee noted that Policy review would come to May 2023 meeting.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- No further borrowing and no security release at this time.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise. RM left the meeting at 7.25pm.</p>	<p>JO/FMD</p>	<p>-</p>
<p><b>6.5 Risk Management Review - Joyce</b></p> <p>The Chair asked JO to present the report for decisions on recommendations. JO advised meeting that there were no proposed scoring changes; one proposed additional risk and 20 risks with updated mitigations or planned actions. JO explained the proposed changes. Committee noted risk of government rent controls lessened but important to include in risk register.</p>		

<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Approved proposed changes to mitigations and planned actions for existing risks, and addition of new risk on government rent controls.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	14/04/23
<p><b>6.6 Staffing and Health &amp; Safety Report top 31/12/2022 - IF</b></p>		
<p>The Chair asked IF to present the report for decisions on recommendations. IF advised that standard items of report were for update and noting, with only EVH consultation requiring decision. Committee discussed increase in absence rate and reasons. Committee noted Health, Safety and Wellbeing update, and were pleased to note continuation of health working lives matters. IF presented terms and conditions consultation from EVH – committee discussed and agreed response for Director to feedback to EVH.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- EVH consultation questions responses for Director to feedback to EVH: <ul style="list-style-type: none"> <li>➢ Mental Health First Aid Allowance = Yes.; Same person gets two payment for physical first aid and mental health first aid = No.; Shared parental leave = Yes.</li> </ul> </li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	10/03/23
<p><b>7. Policy Review</b></p>		
<p><b>7.1 Senior Staff Succession policy - Joyce</b></p>		
<p>The Chair asked JO to present the report for decisions on recommendations. JO advised that Committee had requested to carry forward this proposed new policy from Nov 2022 CoM meeting to allow more time to consider. JO advised no queries raised in advance of meeting. JO explained the purpose of the proposed policy as a guide with some core principles for committee to follow. Committee discussed proposed policy and associated follow on work.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>- Approved proposed policy for implementation.</li> <li>- Agreed to retain existing notice periods for existing Grade 8 and above staff members, with future offers of Grade 8 and above positions having a 3 month notice period as standard.</li> <li>- Related follow on work to be incorporated into existing workloads with timeline for this as follows: <ul style="list-style-type: none"> <li>➢ SDPR Policy and Form to be updated to formalise asking of staff members intentions for the period 3 – 5 years ahead.</li> <li>➢ Formalise process for Chair to provide a report back to Committee on the appraisal of the Director, including highlighting any implications for succession planning.</li> <li>➢ Development of senior staff succession plan to highlight any intended departure dates, accepting that this can change quickly.</li> <li>➢ Development of protocol summarising policy options if senior officer leave or is due to leave.</li> </ul> </li> </ul>	<p>JO JO/IF</p> <p>JO</p> <p>JO/DM</p> <p>JO</p> <p>JO</p>	<p>14/04/23 -</p> <p>30/04/23</p> <p>22/06/23</p> <p>30/08/23</p> <p>30/08/23</p>

7.2 F.05 Treasury Management Policy – postponed until May 2023 CoM	RM	18/05/23
7.3 G.06 Customer Care Policy – postponed until April 2023 CoM	KB	20/04/23
<b>8. Items for Updating</b>		
<p>Chair advised that these Reports were provided for update and asked staff members to advise on any additional updates or queries that had been raised.</p> <p><b>8.1 Membership and Committee Report – IF</b>  IF advised no queries raised. IF confirmed committee members annual review meetings booked in. IF reminded committee of next Drumcog training due Monday 17/07/23. JO confirmed committee’s decision to grant leave of absence to KM until June 2023. JO advised that Pauline McMahon, a housing professional interested in joining the committee, would be observing the April CoM meeting.</p> <p><b>8.2 Gifts, Hospitality and Donations to 31/12/2022 – IF</b>  Committee noted report and agreed any remaining donation funds to be given to Drumchapel Foodbank.</p> <p><b>8.3 Complaints and Compliments Report – IF</b>  Committee noted report and CM, SMO updated on landscaping matters and his supervision of this contract to improve matters. KB advised on plan to address issue of complaints being completed outwith timescales.</p> <p><b>8.4 Housing Services Report - KB</b>  KB apologised for report being issued late and advised that discussion had taken place within the team about the importance of timescales and accuracy to allow reports to be issued when required. KB highlighted the new addition within the report on damp and mould matters for committee information.</p>		
<b>9. Correspondence</b>		
Nothing additional.		
<b>10. A.O.C.B.</b>		
None		
<b>11. Date of Next Meeting</b>		
<ul style="list-style-type: none"> <li>➤ Committee and staff review day – Friday 31/03/23</li> <li>➤ Committee of Management Meeting – Thursday 27/04/2023</li> </ul>		

Minute Approved by: J Graham

Seconded by: T Brannan

Signed by Chairperson: D Martyn  
of meeting approving

Date Approved: 27 April 2023