

Report To:	Management Committee Meeting
Agenda Item:	5.1 Minute of Management Committee Meeting of 21 February 2024
Prepared By:	Joyce Orr, Director
Date Prepared:	26 February 2024
Meeting Date:	17 April 2024 at 6.15pm – PHA Office in Person & Teams

1. Sederunt

P-In Person, T-Teams		
<p>Present Due: Morven Baigent (MB) Co-optee - P Linda Devlin (LD) - P Jamie Graham (JG) - T Frazer Lord (FL) - T Lyndsey Robinson (LR) - P David Syme (DS) – P – Chair of Meeting Anna Welsh (AW) - P</p>	<p>Apologies: Richard Bolton (RB) Aarti Passi (AP) Co-optee Daniel Martyn (DM) Laura Nahar (LN)</p> <p>Absent:</p> <p>Leave of Absence: J Brechany (Mar 24) Josephine McGinty (Feb 24)</p>	<p>In Attendance Due: Karen Byrne, HSM - P Isobel Ferguson, FCSO - P Calum McLeod, SMO - P Robert McGinlay, FMD - P Joyce Orr, Director - P Robert Reid, SHO - P</p> <p>D and H Jagpal, ILS – arrived 6.25pm - P</p> <p>Observers Due:</p>
All papers issued in advance of meeting unless detailed in minute.		
The meeting started at 18:15. The Chair welcomed everyone to the meeting. It was advised that ILS were running late so the meeting would advance the agenda until they arrived.		

2. Declaration of Interest

<p>The Chair reminded committee and staff to declare as appropriate with reminder of confidentiality and collective responsibility.</p> <p>Declarations:</p> <p>➤ Nothing declared.</p>
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3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued 23/02/2024 to ensure all decisions required are considered and made.
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4. DPO Annual Report 2023-24	Lead	Due By
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<p>This Item followed after agenda Item 6.1.</p> <p>Daradjeet Jagpal (DJ), Information Law Solutions, presented the annual report to Committee. DJ detailed work undertaken over the previous year. DJ explained the data security work undertaken and commended the approach of Pineview staff to deal with matters urgently and correctly when incidents occurred. DJ advised that there had been no complaints to the ICO and no enforcement action taken by the ICO in relation to Pineview during the period, and that ILS only had reason to liaise with the ICO on behalf of Pineview on one occasion.</p> <p>DJ explained the impending legislative changes including the Data Protection and Digital Information Bill making its way through the UK Parliament, and a Private Members Bill being introduced to the Scottish Parliament, with the intention of making changes to the FOISA. DJ advised that Pineview's practices, policies and procedures will be reviewed once the final version of</p>		
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<p>these are known, with existing the G.05 Data Protection Policy recommended for review without change meantime.</p> <p>Committee considered the removal of the DPO requirement and the new requirement for a “Senior Responsible Individual” (SRI).</p> <p>DJ explained that the ILS service also covered FOI and EISR work with Pineview. DJ advised that the number of requests received by Pineview was lower than that for most other clients. However, DJ advised there was no concern regarding this and it could perhaps be explained due to the open and transparent nature of Pineview and so much information being publicly available on the Pineview website. DJ confirmed that there have been no complaints to the Scottish Information Commissioner (SIC) and no enforcement action or decision notices taken or issued by the SIC in relation to Pineview. DJ advised that this was a positive position, particularly against a background of increasing numbers of RSLs now being investigated by the SIC.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ➤ Pineview’s data protection and information provision practices, policies and procedures will be reviewed as the different ongoing legislative changes are finalised for implementation. ➤ Staff will consider the requirement of an SRI and bring a report back to committee with proposals for committee to consider for this. ➤ G.05 Data Protection Policy – approved without change. <p>Committee confirmed the assurance provided to them by the report and the service provided by ILS. Committee confirmed all other matters noted and no additional queries to raise. ILS were thanked for attending the meeting and they left the meeting at 6.50pm.</p>	<p>DPO/IF</p> <p>DPO/IF/ JO IF</p>	<p>TBC</p> <p>11/09/24</p> <p>10/04/24</p>
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>	<p>Lead</p>	<p>Due By</p>
<p>5.1 Minute of the Management Committee Meeting of 17 January 2024 Any changes? Happy to approve?</p> <p>Proposer: LD Seconder: FL Chair to sign minute: DS</p>		
<p>5.2 Decision Tracker Report</p> <p>The Chair asked staff 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"> ❖ 29/04/21 6.1.3 Report format – approved removal from tracker as reporting reviews have been undertaken and will be considered on an ongoing basis without need for reminder in tracker. ❖ 28/10/21 6.3 Maintenance Contracts – approved recommendation that this be revisited by committee at April 2024 CoM meeting with HSM incorporating update and recommendation in HS Report. ❖ 28/10/21 6.4.2 Disaster Recovery Plan updating – approved removal of action from tracker as incorporated in meeting schedule planner. ❖ 29/06/23 6.3 committee signing requirements – John to be pursued following leave of absence. ❖ 23/08/23 6.9.5 Committee signing of financial regulations and procedures – only leave of absence members outstanding. ❖ 20/09/23 6.7.7 review of SDPRs – KB confirmed complete, and some identified improvements being implemented. ❖ 17/01/24 Committee annual performance review appointments – arranged. 	<p>JO</p> <p>KB</p> <p>JO</p> <p>IF</p> <p>IF</p> <p>-</p> <p>-</p>	<p>10/04/24</p> <p>10/04/24</p> <p>10/04/24</p> <p>10/04/24</p> <p>10/04/24</p> <p>-</p> <p>-</p>

Committee thanked staff for updates and confirmed all other matters noted and no additional queries to raise.		
6. Reports Requiring Decision/Approval/Discussion	Lead	Due By
<p>6.1 Management Accounts to 31/12/2023</p> <p>The Chair requested RM present the management accounts and advise on any matters to bring to committee's attention and any decisions required. Committee noted strong cash position and estimated cashflow for the year ahead. RM reminded meeting that there was no allowance for EESSH2 within costs, which will impact on cash position when considered. Committee considered benchmarking of outcomes. RM confirmed no covenant compliance concerns. Committee considered the answers to the questions raised in Decision Time on the management accounts, including welfare rights expenditure, bad debts provision, the work with the Wise Group, and how arrears are being addressed. Committee confirmed all matters noted and no additional queries to raise. RM was invited to leave or remain for the rest of the meeting- remained.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Management Accounts approved for lender and website. 	RM	01/03/24
<p>6.2 Risk Management Quarterly Review</p> <p>The Chair requested JO to present the report for decision and/or update. JO presented updates progressed since the Nov 2023 review, which committee noted. JO explained the proposed amendments for this review and requested committee to note, discuss and consider. In addition to noting, considering and discussing the proposals within the report, committee considered the queries raised in Decision Time relating to Risk 28 and 76. Committee discussed risk 28 and highlighted the risk of different inflationary impacts having a diverging impact on income and expenditure, and the need to ensure this divergence is understood and managed in order to be reconciled over time. Committee discussed Risk 76 and agreed important to retain given Scottish Government uncertainty in rents and their recent freezing approach with Council Tax. Committee considered that PHAs membership affiliations were the best mitigations PHA could have in respect of this risk. Committee noted risks scoring 10 or more as per policy requirement.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved amendments with business plan and website to be updated. <ul style="list-style-type: none"> Risk 72 to be removed from risk register. Risks 66, 67, 68 and 69 to be merged into one risk and renamed Duty of Care to Tenant and Resident Safety, and widened to include fire safety, mould and damp, roof anchors, RAAC and HMO licence conditions. Risk 28 to be clarified as discussed. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	20/03/24
<p>6.3 Business General Report</p> <p>The Chair requested JO lead the presenting of the report for decision and/or update. JO acknowledged the input of other team members who had undertaken various elements and would present on these. The committee discussed the following elements within the report.</p>		

<p>➤ Approved performance indicator targets for 2024/25, with Business Plan and website to be updated.</p> <p>6.3.3 Strategic Objective Delivery Plan (SODP) to 31/12/2023 – JO passed to KB to present. KB advised on report items highlighted for areas of work where some improvements required and the proposed actions to resolve. Committee considered, discussed and agreed proposals as Decisions below. Committee noted that there were no proposals from staff to alter targets for 2024/25, as determined at the beginning of the plan, and confirmed no requested changes from committee.</p> <p>Decision Made:</p> <p>➤ Approved proposed actions to achieve outcomes: Objective 1, Priority 3 – number of tenants involved in estate management to be achieved in Q4. This relates to performance indicator work on estate management and the two can be achieved together. Objective 1, Priority 4 – CAB appointments and income generated – as previously highlighted by RR, AHOs and HOs will be following up on this, and a year end income report to April Committee. Objective 2, Priority 2 – evaluation tool concept to be simplified and implemented by 01/04/2024. Objective 2, Priority 3 and Objective 3, Priority 5 – initiatives with partners and support opportunities to be achieved during Q4. Objective 3, Priority 2 – Green office strategy to be identified in Q4 and implemented by 01/04/2024.</p> <p>➤ Approved retention of original 2024/25 targets for the SODP, with quarterly reporting to committee on outcomes against target.</p> <p>6.3.4 Committee & Staff Review Day 22/03/2024 JO confirmed arrangements for the day and requested committee to confirm who can attend, with confirmation as follows:</p>	JO	30/04/24																																																												
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<p>Decision Made:</p> <p>➤ Members to be pursued for confirmation. ➤ Members requiring arrangement (JG) to be contacted for arrangements to be agreed.</p>	IF IF	08/03/24 08/03/24																																																												

<p>6.3.5 Strategic Objective for 2025-2028 The meeting noted the work for committee during 2024 to set the strategic objectives for the three year period 2025/26, 2026/27 and 2027/28.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved proposal to bring report to April CoM to allow committee to consider options for taking forward. <p>6.3.6 SHARE Membership 2024/25 JO explained the changes in SHARE membership, the costs associated, and the proposal to renew for 2024/25, with a further review for 2025/26 onwards. Committee noted the benefit of SHARE membership, particularly in relation to Regulatory Standard 6.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved renewal of membership for 2024 with further review for 2025/26. <p>JO advised that all other matters in report were for noting and/or update, with no queries raised in Decision Time. Committee confirmed all matters noted and no queries to raise.</p>	<p>JO</p> <p>IF/JO</p>	<p>10/04/24</p> <p>31/03/24</p>
<p>6.4 Social Housing Net Zero Standard Consultation</p> <p>The Chair requested KB to present the report for decision and/or update. KB advised that the report was provided to enable committee to consider the consultation from Scottish Government, closing 08/03/2024. KB advised that staff had worked through the consultation documents and presented a proposed response for committee to consider and amend as they required before submission. KB took committee through the proposals within the consultation and explained the proposed responses. Committee discussed the lack of clarity provided by the Scottish Government in the consultation document, particularly in respect of related matters currently being revised, such as SAP and standards to be used. Committee discussed the lack of adequate government funding streams, even if the technology, labour, skills and materials were available.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved consultation response to be submitted before closing date. 	<p>KB</p>	<p>08/03/24</p>
<p>6.5 Housing Services Assurance Report</p> <p>The Chair requested KB to present the report for decision and/or update. KB advised report format was the only matter for decision. KB explained the redrafting of the report incorporating items requested by committee including graphs for visually aiding performance monitoring. KB explained that the report is provided to give committee assurance, with the supplementary report giving more operational detail for members who wanted this. JO explained that the assurance report is intended to give committee everything they required for their assurance purpose, with committee to highlight any changes required for this purpose. JO explained that additional work was required for both the assurance and supplementary reports on damp and mould assurance reporting, and this would be considered further by KB and JO and refined for the April 2024 CoM reports. Committee noted updates within report. Moving forward report should detail performance to the month end prior to the CoM meeting reported to, with any important updates to the date of writing the report</p>		

<p>incorporated (so reporting is up to date and not a duplicate of business plan performance indicator quarterly reporting). Committee confirmed the new layout and incorporation of graphs aided monitoring of outcomes. Committee confirmed the usefulness of the tenant safety compliance table for their assurance, whilst noting further work required on damp and mould reporting. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved revised format of reports, whilst still being reviewed by HSM and Director for required committee assurance and to minimise duplication with other reports. 	KB/JO	10/04/24
<p>6.6 Staffing and Health & Safety Report to 31/12/2023</p> <p>The Chair requested IF to present the report for decision and/or update. IF advised that the report was initially for Decision due to EVH Salaries ballot. IF updated on ballot being withdrawn and EVH / Unite referral to ACAS. IF advised on detail on staff absence outcomes and costs to 31/12/2023. Committee noted HSCM updates actioned, outcomes of office fire risk assessment and ACS Bi-Annual Audit of Health and Safety Management Systems.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ None, due to salary ballot being withdrawn and referred to ACAS. 	-	-
<p>6.7 Membership and Committee Report</p> <p>The Chair requested IF to present the report for decision and/or update. IF presented report with committee considering Share membership application; and leave of absence request for Laura Nahar. Committee noted David Syme will be standing down from committee this year, and thanked David for his contribution and support. Committee noted and were encouraged to attend the Drumcog training with SHR on 15/04/2024. Committee noted progress with committee annual review.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved Share membership application from tenant. ➤ Approved leave of absence for Laura Nahar for 4 meetings. ➤ Committee confirmed they will try to attend Drumcog training on 15/04/2024 with SHR on new regulatory framework. 	IF IF CoM	- - 15/04/24
<p>7. Policy Review</p>	Lead	Due By
<p>G.05 Data Protection Policy – covered at Item 4, where recommendation to approve review without change was approved.</p>		
<p>8. Items for Update / Noting Only</p>	Lead	Due By
<p>8.1 Treasury Management Quarterly Report</p> <p>RM took committee through the quarterly reporting on treasury management position at 31/12/2023. No liquidity issues, no policy compliance issues, no concerns to bring to committee attention and no decision required.</p>		

<p>8.2 Gifts, Hospitality and Donation Quarterly Report to 31/12/2023 Committee noted that Report for noting only with no concerns to bring to committee attention and no decision required.</p> <p>8.2 Complaints and Compliment Quarterly Report to 31/12/2023 IF advised on new appendix to report taking on comments made by committee at previous report regarding analysis of delayed complaints. KB updated on complaint referred to insurers. Committee confirmed all matters noted and no queries to raise.</p>		
<p>9. Correspondence</p>		
<p>Nothing additional.</p>		
<p>10. A.O.C.B.</p>		
<p>The Chair permitted the following A.O.C.B.: IF raised issue with Pineview iPads requiring password resetting, advising that Isobel will review and contact members affected. Isobel explained the “what three words” concept for password setting.</p>		
<p>11. Date of Next Meeting(s)</p>		
<p>Committee and Staff Review Day – Fri 22/03/2024. Drumcog Training – Monday 15/04/2024 Management Committee Meeting – Wednesday 17/04/2024</p>		
<p>The Chair drew the meeting to a close and thanked everyone for their attendance and input. There being no other business, the meeting closed at 8.10pm.</p>		

Minute Approved by: Linda Devlin

Seconded by: Jamie Graham

Signed by Chairperson: Dan Martyn
of meeting approving

Date Approved: 17 April 2024