

Report To:	Management Committee Meeting
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Agenda Item 4.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 30 April 2019 at 6.00pm
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Prepared By:	Joyce Orr, Director
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Date Prepared:	20 May 2019
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Meeting Date:	28 May 2019 at 6.00pm
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Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013
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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.

Item			
1.	Sederunt		
	Present: Jean Black (JB) Myra Frater (MF) Sharon Kane (SK) Jim O'Connor (JO'C) – Treasurer Winifred McPhail (WM) Victoria Phelps (VP) – Vice Chair (Chairing meeting in absence of Chairperson) Jamie Speirs (JS) David Syme (DS) Anna Welsh (AW)	Apologies: Josephine McGinty (JMc) - Chairperson Howard Dales (HD) – FMD Special Leave: Gail Boyle (GB) Absent Without Apologies:	In Attendance: Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary Matthew Dillon (MD) - observer Dan Martyn (DM) - observer Guest Speaker/Presenter: Linda Ewart
	All papers issued in advance of meeting unless detailed in minute. It was agreed that the Vice-chairperson would chair the meeting. The meeting started at 6.00pm.		

2.	Declaration of Interest
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Those present were requested to make any required declarations of interest and members were reminded of their responsibility to declare any change to their committee eligibility status, to declare any changes to their register of interest entries and to remember their obligations regarding confidentiality and collective responsibility.

- MD declared an interest for Item 7.1.1 Share membership application and committee member application.

No other declarations made.

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<p>Item 3 – Annual Committee Governance review</p> <p>Linda Ewart (LE) presented the outcome of the 2018/19 process to the meeting detailing the finding and recommendations. LE explained that this year’s report contained fewer recommendations than previous years. LE explained that this was due to previous recommendations being positively acted upon and therefore there were fewer recommendations to make.</p> <p>LE advised that it was a very positive report and it was good that committee embraced the process. LE highlighted some positive aspects raised by committee including the rotating of responsibilities between chair and vice-chair – everyone supported the succession plan for the vice-chair to take on the role of chairperson following the AGM and thought that this was good preparation practice for the vice-chair. Members were supportive of the mix and balance on the committee of tenants and non-tenants and thought that this worked well and allowed a wider and more varied perspective of business. Committee agreed with the recommendation to retain this mix in any recruitment, if possible.</p> <p>The importance of ongoing committee training was discussed, both for new and experienced committee training, and members recognised this recommendation. LE highlighted the Drumcog training programme and options available elsewhere such as SFHA, GWSF, Share, CiH, GCVS etc.</p> <p>LE highlighted a recommendation to streamline reporting further, with the suggestion to include report executive summaries on the cover sheet. JO explained the portal systems that were being looked at which would assist with this –within the business plan priorities to introduce this after the AGM.</p> <p>The report also highlighted priorities for the year ahead:</p> <ul style="list-style-type: none"> - Maintain current performance: service delivery; financial strength; reputation - Review PHA’s performance in the context of wider sector performance - Recruit additional committee members; implement effective succession planning - Encourage tenant involvement: actively ask tenants about their expectations and demonstrate that Pineview is listening - Maintain rent increases at the minimum levels required to sustain service quality and ensure affordability - Meet new fire safety requirements - Tidy up the local area – lobby GCC to carry out litter-picks and remove broken glass - Influence the proposals relating to the re-development of the shopping centre - Retain good staff team and effective relationship with committee - Meet business plan objectives <p>The meeting discussed the nine year rule and agreed with the report finding that that the four members that had more than nine years’ experience with Pineview had demonstrated their continued effectiveness.</p>		

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<p>The committee agreed with the finding of the Report's conclusion: "The 2019 appraisals demonstrate a strong level of agreement that Pineview's governance is effective and has improved and strengthened over time. The recruitment of additional members who bring different perspectives and experiences is regarded by everyone as having been very beneficial: as well as adding to the range of expertise, the newer members are regarded as having helped experienced members to be even more effective in their role. There is an immediate priority to continue to seek to recruit members to sustain the committee and there is agreement that the balance that has been developed in recent years should be maintained. The feedback from the annual reviews is an important component of Pineview's evidence of its compliance with the requirements of the Regulatory Standards of Governance and Financial Management."</p> <p>Following discussion, committee thanked LE for her work and LE was invited to stay or leave the meeting. LE left the meeting at this point.</p> <p>Committee considered the proposed Committee Recruitment Policy review.</p> <p>Decisions Made:</p> <p>It was agreed that the recommendations within the report would be implemented in the year ahead:</p> <ul style="list-style-type: none"> - succession planning should seek to ensure that the current balance and mix in committee membership is maintained, if possible. - all committee members attend training during the year and that Pineview continues to monitor and report attendance. - introducing report summaries to highlight the key information in the report and the decisions required. <p>Committee approved the proposed policy revisions.</p>	<p>JO/CoM</p> <p>CoM</p> <p>JO</p> <p>JO</p>	<p>31/05/19</p>
<p>Item 4 – Minutes of Previous meetings</p> <p>4.1 Minute of the Management Committee Meeting of 26/03/19 noted, no amendments.</p> <p>4.2 Previous Minutes Decisions Action Implementation Report noted and agreed. JO updated that staff training on risk assessment for terrorist attack had been ongoing and that the risk assessment will be taken to the May HSS Sub Committee. KB updated that Item 4.3 from 29/05/18 was marked as completed with KPIs to April CoM and ARC to May CoM. JO requested to remove item 3.4 from 03/07/18, leave signatories as present and review later. A member questioned the status of item 7.2.5 from 26/02/19 – JO confirmed that this should read as Complete.</p> <p>Decisions Made:</p> <p>4.1 - Minute approved - proposed JO'C, seconded WM, Minute later signed by Chair of meeting VP.</p> <p>4.2 – Approval to remove item 3.4 from 03/07/18, leave signatories as present and review later.</p>		
<p>Item 5 – Internal Management Business Plan Report</p> <p>JO presented the report, all items noted.</p> <p>5.1 General Matters – noted ongoing work with JMP and stock condition work and systems. Noted current position of PHA stock in respect of EESSH – all complaint. Noted difficulties that will be presented nationwide</p>		

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<p>with EESSH 2 and that the cost of work would be counterproductive to tenants who would need to meet costs through rent levels. Noted that this will be kept under review and committee updated as this progresses.</p> <p>5.2 2019 Fraud Statement – noted annual Fraud Register entry confirming no fraud, or suspected fraud, had taken place in 2018/19.</p> <p>5.3 Performance Management KPIs (non-finance) to 31/03/19 and Proposal for 2019/20 – JO confirmed the outcomes were at 31/03 19 and proposals for 2019/20. Noted outcomes to 31/03/19 and discussed those not achieved and the explanations. Committee noted some outcomes may change slightly with the final check of the ARC return. Committee noted that majority of KPIs that were not met were just outwith target. Discussed impact of welfare reform on arrears and ongoing work to address this. Discussed pursuit of recharge repairs and KB advised that recovery rate is good in comparison to others in sector. Noted no concern regarding tenancy sustainment. Committee noted the proposals for 2019/20. Discussed target for rent arrear being tight but a good ambition. Noted proposal for sickness KPI target.</p> <p>5.4 Risk Management Register Review – discussed the process undertaken in advance of the proposed review changes being presented to committee. Discussion took place regarding the proposed changes, the thinking behind the proposals; and the impact the changes would have on the risk matrix table if approve.</p> <p>5.5 Internal Audit Plan 2019/20 – meeting noted the 2019/20 internal audit plan approved at the January 2019 CoM meeting.</p> <p>5.6 Tenant/Customer Participation Action Plan 2019 – KB took the meeting through the propose action plan for 2019. Committee noted impact of Housing (Scotland) Act 2014. Discussed procurement of 2019 tenant satisfaction survey and that result from this will be fed into the action plan as required once committee have considered results.</p>		
<p><u>Decisions Made:</u></p>		
<p>5.2 – 2019 Fraud Statement – committee approved the signing of the register entry by the Director and 2 office bearers.</p>		
<p>5.3 – Performance Management KPIs (non-finance) to 31/03/19 and Proposal for 2019/20 – committee approved the proposal for 2019/20. It was decided to delay the update to the business plan until the final ARC figures are calculated and presented to committee at the May CoM.</p>	JO	31/05/19
<p>5.4 – Risk Management Register Review – committee approved the changes to the risk register and matrix. Business plan to be updated to reflect approved changes and copy of updated register to be issued to internal and external auditors.</p>	JO	31/05/19
<p>5.6 – Tenant/Customer Participation Action Plan 2019 – committee approved action plan. Action plan layout to be tidied up and put on website.</p>	IF	31/05/19
<p>Item 6 – Directors Report</p> <p>JO presented the report. JO advised that decision required at 6.08 (verbal update to be provided) and 6.15. All items noted and following items were discussed in detail.</p> <p>6.02 Scottish Housing Regulator (SHR) - Discussed ongoing regulatory action within the sector by the SHR (at Dalmuir Park HA and Kincardine HC) and learning that can be taken from these.</p>		

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<p>JO updated committee on the need to log a notifiable event on the SHR portal system due to the proposed change of external auditor following the recent tender process. JO advised that this is a good example to illustrate that not all notifiable events are negative and some are simply in respect of information.</p> <p>Noted changes to SHR board from April 2019. Noted SHR Corporate Plan for 2019-20.</p> <p>Noted SHR Regulatory Framework and assurance with compliance, will be focus of PHA 2019 committee and staff strategy day on 07/06/2019.</p> <p>6.06 Regulatory/Statutory/Covenant Returns – noted new item and proposal to include this item to assist committee with assurance that returns are being planned for and made.</p> <p>6.08 DRUMCOG</p> <ul style="list-style-type: none"> - Community Council and Thriving Places – discussed involvement options. - Glasgow Housing Register (GHR) – JO provided verbal update on GCC request for Cernach HA to represent Drumcog on the GHR working group. Discussed complication of this when there are differing views and Cernach could not commit others to spending obligations. <p>6.15 – Annual Financial Statements – Committee considered the draft Committee report for inclusion in the annual financial statements which will be audited week commencing 13/05/2019.</p> <p>Decisions Made:</p> <p>6.02 – SHR Notifiable Event – approved JO to record notifiable events on SHR portal.</p> <p>6.06 – Regulatory/Statutory/Covenant Returns – decision to move item to monthly Item 5 Business Plan Report from May 2019.</p> <p>6.08 – Drumcog – JO to determine Community Council and Thriving Places events to be attended by staff/committee as appropriate. Decision that Cernach HA not to represent PHA but instead to be main point of contact and find out information and feedback and discuss within Drumcog.</p> <p>6.15 – Annual Financial Statements – Committee approved draft Committee Report for inclusion in annual financial statements.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>04/05/19</p> <p>28/05/19</p> <p></p> <p>31/05/19</p>
<p>Item 7 – Finance & Corporate Services Reports</p>		
<p>7.1 Committee and Membership Report:</p> <p>JO presented the report and advised decisions required at 7.1.1 and 7.1.3. MD left the meeting at this point with KB.</p> <p>All items noted and the following items were discussed in detail.</p> <p>7.1.1 Applications for Membership – Committee considered the applications within the report and the additional application presented for MD.</p> <p>7.1.3 Governing Body Specific Matters - Committee Membership – Noted resignation of Asa Brooks due to personal circumstances. JO updated on request from Gail Boyle to extend special leave due to personal circumstances. Committee considered the application from MD to join the committee as a casual vacancy.</p> <p>7.1.4 Training – VP fed back on GWSF open meeting on FOI. MF fed back on Thriving Places update session.</p> <p>7.1.5 Committee Diary – noted events planned.</p> <p>7.1.6 Committee attendance – noted overall attendance against target and the impact of special leave.</p>		

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<p>7.1.7 Committee training – noted overall attendance against target, the impact of special leave and the need for some members to increase attendance.</p> <p><u>Decisions Made:</u></p> <p>7.1.1 - Applications for Membership – applications approved (817 - 820).</p> <p>7.1.3 - Governing Body Specific Matters:</p> <ul style="list-style-type: none"> - Approved special leave for GB until AGM. - Approved committee membership for MD. <p>7.1.7 – Training – Members to review their training attendance.</p> <p>7.2 Staffing & Health & Safety Report: JO presented the report and advised decision required at 7.2.4. All items noted and the following items were discussed in detail.</p> <p>7.2.1 – Staff attendance and absence – figures to 31/03/19 and comparative noted.</p> <p>7.2.2 – Health, Safety and Wellbeing – noted no accidents or incidents. Noted property insurance incidents concluded. Noted update on HWL.</p> <p>7.2.4 – 360 Feedback System – discussed the Ti system used, the process of the survey and feedback.</p> <p>7.2.6 – IIP – JO updated committee on the annual review process and subsequent report.</p> <p><u>Decisions Made:</u></p> <p>7.2.4 – 360 Feedback System – Committee approved the recommendation that the Ti system be used again in future</p> <p>7.3 Gifts, Hospitality & Donations Report: JO presented the report, advising no decisions required. All items noted.</p> <p><u>Decisions Made:</u></p> <p>None required.</p> <p>7.4 Complaints and Compliments Report: KB presented the report advising that no decisions required and report for update only. Committee noted service delivery complaint summary for year to 31/03/19 and the learning taken from these complaints. KB presented case study 672. Committee noted customer compliments in quarter to 31/03/19. Committee noted update training for all staff on SPSO complaints using the SPSO eLearning modules alongside training on complaint recording within the SDM system.</p> <p><u>Decisions Made:</u></p> <p>None required.</p>	<p>IF</p> <p>JO JO CoM</p> <p>JO</p>	
<p>Item 8 – Housing Services Reports</p> <p>8.1 Housing Services Update Report: KB presented the report and advised that decision required at 8.1.3 and 8.1.6. All items noted with the following discussed in further detail.</p> <p>8.1.3 – Cyclical Painterwork – KB advised tender opening for either 10/05/19 or 13/05/19 and seeking committee volunteers to attend.</p> <p>8.1.4 – Arrears – KB updated Committee on arrears increases including the impact of Universal Credit and HB issues. KB advised on income maximisation plan in place and the focus on arrears with the housing</p>		

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<p>services team. KB updated on progress with shared ownership case – KB advised costed report not available as awaiting on more information.</p> <p>8.1.6 – Housing (Scotland) Act 2014 Tenancy Agreements – KB updated committee on requirements and SST/SSST work undertaken with PHA Solicitors. KB advised that new SST has been aligned as much as possible with existing PHA SST.</p> <p><u>Decisions Made:</u></p> <p>8.1.3 – Cyclical Painterwork – MF and JB volunteered for tender opening and KB to confirm date and time.</p> <p>8.1.4 – Arrears – Rent Arrears – arrears recovery to be prioritised.</p> <p>8.1.4 – Arrears – Shared Ownership Case - detailed and costed buy back option report to committee for consideration and decision.</p> <p>8.1.6 – Revised tenancy agreements – approved SST for implementation from 01/05/19.</p> <p>SSST x 2 to be finalised between KB and Solicitors (to be completed sooner if require use).</p> <p>8.2 Year End Write Off Report: KB presented the report, explained purpose behind year-end report and advised that decision required. A member raised a query about March 2019 cases being recommended for write off and KB advised that all trace options had been used. Committee noted write offs less than previous 2 years.</p> <p><u>Decisions Made:</u> Write offs approved as follows: Former Tenant Rent Arrears - £9,631.91 Former Tenant Recharges - £2,009.39</p>	<p>KB, MF, JB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>IF</p> <p>IF</p>	<p>13/05/19</p> <p>ongoing</p> <p>28/05/19</p> <p>01/05/19</p> <p>30/06/19</p> <p>07/05/19</p> <p>07/05/19</p>
<p>Item 9 – Policy Reviews</p> <p>Discussed that timescale for introducing new/revised policies from this meeting may require longer than usual due to ARC/ESSH work and year-end audit – to be achieved by 3/05/19.</p> <p>9.1 Staff Severance and Settlement Agreement Policy JO presented the report and the proposed new policy. Discussed recommendation for new policy to ensure compliance with regulatory standards 5.7 and 5.8. Discussed that the proposed policy relates to when a termination of employment is sought using severance and/or settlement.</p> <p><u>Decisions Made:</u> Approved adoption of proposed new policy.</p> <p>9.2 Dignity at Work Policy JO presented the report prepared by IF and explained the proposed revisions. Committee considered the proposed revised policy. Discussed that it is not clear in policy what the procedure is if the breach is regarding a line manager or Director.</p> <p><u>Decisions Made:</u> Policy to be adopted following being amended to clarify that:</p> <ul style="list-style-type: none"> - if a breach is regarding a line manager then the next tier of line management will take the role of the line manager. - if the breach is regarding the Director, the policy on Handling a Serious Complaint of Grievance Against the Director should be followed. 	<p>JO</p> <p>IF</p>	<p>31/05/19</p> <p>31/05/19</p>

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<p>9.3 Equality & Diversity Policy JO presented the report and the recommendation for no revisions other than layout and reference to updated Regulatory Framework. Discussion took place regarding the policy and its overarching structure. JO explained the generality of some policies with procedures underneath that contain operational detail. Discussed the different roles of committee and staff, with committee setting the overarching strategy position and staff implementing the operational aspects. Discussed that it would be useful to have a training session from Stewart Montgomery on the policy. Discussed that policy can be approved at present and the next revision can be brought forward following training if committee wish. Discussed that training probably best after AGM so that available for all elected committee members.</p> <p><u>Decisions Made:</u></p> <p>Approved adoption and implementation of revised policy. Committee training on Equality & Diversity Policy to be arranged with Stewart Montgomery.</p> <p>9.4 Tenancy Management Policy KB presented the report and explained the proposed revisions. KB explained that policy has been revised to comply with the commencement arrangements for the social housing provisions of the Housing (Scotland) Act 2014. The policy has been updated to take account of aspects that come into forces on 1 May and 1 Nov 2019.</p> <p><u>Decisions Made:</u></p> <p>Approved adoption and implementation of revised policy</p> <p>9.5 Notifiable Events Protocol - New JO presented the report and explained the proposed for this new protocol. Discussed recommendation to adopt in order to comply with the SHR's Notifiable Events Guidance section 7.1.</p> <p><u>Decisions Made:</u></p> <p>Approved adoption and implementation of proposed new protocol.</p>	<p>JO JO</p> <p>KB</p> <p>JO</p>	<p>31/05/19 31/08/19</p> <p>1/05/19</p> <p>1/05/19</p>
<p>Item 10 – Correspondence - No additional correspondence to that referred to in report.</p>		
<p>Item 11 – A.O.C.B There being no other business, the meeting closed at 8.00pm</p>		

Minute Approved by: Jim O'Connor Seconded by: Jean Black

Signed by Chairperson: Josephine McGinty Date: 28/05/2019