

<b>Report To:</b>	Management Committee Meeting
-------------------	------------------------------

<b>Agenda Item 4.1:</b>	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 27 August 2019 at 6.00pm
-------------------------	--

<b>Prepared By:</b>	Joyce Orr, Director
---------------------	---------------------

<b>Date Prepared:</b>	12 September 2019
-----------------------	-------------------

<b>Meeting Date:</b>	24 September 2019 at 6.00pm
----------------------	-----------------------------

<b>Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013</b>
--

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.

<b>Item Details</b>
---------------------

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

<b>Present:</b> Jean Black (JB) Josephine McGinty (JMc) – Vice Chairperson Jim O'Connor (JO'C) – Treasurer Winifred McPhail (WM) Victoria Phelps (VP) – Chair David Syme (DS) Anna Welsh (AW)	<b>Apologies:</b> Matthew Dillon (MD) Sharon Kane (SK) Dan Martyn (DM)  <b>Special Leave:</b> Myra Frater (MF)  <b>Absent Without Apologies:</b>	<b>In Attendance:</b> Karen Byrne (KB) – Housing Services Manager Howard Dales - FMD Joyce Orr (JO) – Director & Secretary  <b>Guest Speaker/Presenter:</b> Lorna Ravell, EVH
--	--	---

VP requested that members advise in advance if unable to attend any meetings, training, events etc. rather than staff members having to pursue members for responses – all agreed.

All papers issued in advance of meeting unless detailed in minute.  
The meeting started at 6.00pm.

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

Those present were requested to make any required declarations of interest.

- Declaration from JO & KB regarding Item 3, both will leave meeting for EVH presentation and discussion.
- No other declarations.

VP reminded everyone of the importance of keeping their Register of Interest entry up to date and declaring any interests and ensuring their ongoing committee eligibility status. VP reminded everyone of confidentiality and collective responsibility.

Item Details	Action	By
<b>Item 3 – EVH Presentation – Senior Staff Evaluation System</b>		
<p>JO introduced Lorna Ravell of EVH and explained, as advised previously, the Health &amp; Safety and Staffing Sub Committee requested (at the May 2019 meeting) that EVH conduct an evaluation of the current senior staff posts within the Association and report to the Management Committee. This was an evaluation of the positions and not of the employees currently filling these positions. The evaluation process was undertaken by EVH and Lorna from EVH was attending the committee meeting to present the findings. The outcome report was issued to committee on 5<sup>th</sup> August for information and consideration in advance, it was not issued with committee papers due to the confidentiality of matter. JO/KB/HD were excused from the meeting and committee had a closed session with Lorna for EVH. At the end of the closed session JO was requested to return to the meeting and record the decision for the minute. Lorna was thanked for her time and left the meeting.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>- Suggestions from EVH report approved for implementation from 1 October 2019.</li> </ul> <p>KB &amp; HD joined the meeting after decision made and recorded.</p>	JO	01/10/19
<p>VP explained the changes to the format of the agenda and the reports. VP explained that the agenda had been altered to have the following format:</p> <ol style="list-style-type: none"> <li>1. Sederunt</li> <li>2. Declarations</li> <li>3. Any guest speak / presentations</li> <li>4. Minutes of previous meetings and action updates</li> <li>5. Items requiring decision / approval</li> <li>6. Items for update</li> <li>7. Correspondence</li> <li>8. AOCB</li> </ol> <p>VP explained that the purpose is to focus attention early in the meeting on items that require decisions.</p> <p>VP advised that the reporting format had also changed to help aid governance by making it clear if the report is for decision, discussion, noting, or a combination. The front sheet of each report is intended to give an at a glance summary of what the purpose of the report is through an executive summary; detailing any recommendation(s); summarising linkage to business plan and regulatory compliance; summarising any risk and financial implications and detailing any relevant terms of reference.</p> <p>VP requested that committee and staff comment on these changes at the end of the meeting and that the new format be kept under review and developed as required by members.</p>	All	Ongoing

Item Details	Action	By
<b>4. Minutes of Previous meetings</b>		
<p>4.1 Minute of the Management Committee Meeting of 25/06/19 noted.  4.2 Minute of the Annual General Meeting of 02/07/19 noted.  4.3 Minute of the Post AGM Committee Meeting of 02/07/19 noted.  4.4 Minute of the Special Management Committee Meeting of 23/07/19 noted.  4.5 Previous Minutes Decisions Action Implementation Report noted and agreed. Committee noted all items as either complete; to be considered at meeting; or not yet due. Discussed request to move 3 finance priorities (LTP update, review of asset software, rent nominal interface work - from meeting 25/0619) to period C.</p> <p><u>Decisions Made:</u></p> 4.1 - Minute approved - proposed by JO'C, seconded by WM, Minute signed by Chair. 4.2 - Minute approved - JO'C proposed, JMc seconded, VP as Chair signed. 4.3 - Minute approved - JO'C proposed, JB seconded, VP as Chair signed. 4.4 - Minute approved - JO'C proposed, WM seconded, VP as Chair signed. 4.5 - Decision Implementation – approved request to move the 3 finance priorities to period C.	HD/FMD	30/11/19
<b>5. Items Requiring Decision / Approval</b>		
<p><b>5.1 Management Accounts to 30/06/2019</b>  HD presented the report, advising for discussion and decision. HD explained a steady first quarter with no matters of concern and advised committee on the notes report accompanying the accounts. HD took the meeting through the variances within each section. The variances in income due mostly to no void loss and no stage 3 grant claim during quarter. HD advised that expenditure variances were highlighted and that they related to timing of expenditure rather costs exceeding expectations. HD advised that the Association had a strong statement of financial position. HD took committee through the finance KPIs and explained that the first column should read 2019/20 revised budget (revised with year opening balances) and that note for interest cover should end after word creditors. Confirmed that key management personnel as a % of staff cost was higher than budgeted due to lower costs. HD confirmed loan covenant compliance.</p> <p><u>Decisions Made:</u></p> Management accounts approved for forwarding to lenders. <p><b>5.2 SHAPS Financial Assessment Return</b>  HD presented the report, all items noted. HD explained the purpose of the assessment. HD advised that assessment uses information from the approved annual financial statements and the approved five year financial projections to determine the risk of the Association. HD advised that the outcome of the assessment was a “low” risk rating, allowing the Association to continue with its current pension arrangements should it wish to do so. JO confirmed that HD had submitted the assessment to SHAPS (due by 30/08/19)</p> <p><u>Decisions Made:</u></p> None required. Noted submission in line with requirement.	HD/JO	30/08/19

Item Details	Action	By
<p><b>5.3 Regulatory Compliance Self-Assessment Outcome Report</b>  JO presented the report, advising for noting, discussion and decision. The meeting worked through the report noting as accurate the record of the strategy day; noting as accurate the review and self-assessment/assurance work undertaken; and noting as accurate the follow on work that had been requested by committee at the strategy day. Committee discussed how they would report ARC Indicator 19 in their annual assurance statement (AAS). Committee considered the self-assessment compliance outcomes from the Strategy day and agreed this as the core bank of compliance evidence. The meeting discussed the importance of committee assuring themselves in order to comply and be able to assure any other interested parties. The meeting considered the committee questioning prompts from the SFHA led Social Landlord Self-Assurance Toolkit. Discussion took place confirming that assurance of compliance is not a one off task and that committee should consider the suggested prompts when reviewing any business of the Association and when reading reports and preparing for committee meetings. Committee considered the area of equalities and that compliance with this area would not be assessed by SHR until April 2021. Committee noted the ongoing work with Stewart Montgomery and GCIL in respect of equalities. Committee discussed how they would report on this in their assurance statement. Committee considered and discussed the draft compliance and improvement action plan. Committee noted that no actions, other than submission by 31/10/19, were required for compliance and instead actions were for areas of identified possible improvement. Committee consider the draft dates. Committee discussed how they wanted to review and monitor the action plan and compliance improvements.</p> <p><b>Decisions Made:</b></p> <p>Following decisions made:</p> <ul style="list-style-type: none"> <li>- the self-assessment compliance outcomes from the Strategy day agreed and will form the core bank of compliance evidence and saved to system.</li> <li>- AAS will declare that ARC indicator 19 not completed in full accordance with technical guidance; give reasons; report that this is not considered as a material non-compliance but that it is declared in the interests of transparency.</li> <li>- Committee to consider self-assurance toolkit prompts when considering any Association business.</li> <li>- AAS will declare that Equalities not complied with fully but understand that not required/assessed until April 2021, and declare ongoing work with Stewart Montgomery and GCIL.</li> <li>- Compliance and Improvement Action Plan and proposed dates approved with action plan to be reported on at each CoM meeting through a standalone report.</li> </ul> <p><b>5.4 Committee and Membership Report:</b>  JO presented the report, advising for noting, discussion and decision. All items noted.</p> <p>5.4.1 Application for Membership – Committee considered share application.</p> <p>5.4.2 Membership Register – noted membership may reduce following annual review after the AGM for non attending members in line with Rule 11.1.3.</p>	<p>JO</p> <p>CoM/JO</p> <p>CoM</p> <p>CoM/JO</p> <p>JO</p>	<p>30/08/19</p> <p>31/10/19</p> <p>Ongoing</p> <p>31/10/19</p> <p>24/09/19</p>

Item Details	Action	By
<p>5.4.3 Governing Body Specific Matters – noted current position post resignation of Jamie Spiers (due to personal circumstances) was 11 elected members, 1 casual vacancy and 3 co-optee positions. Discussed options in respect of these 4 vacancies.</p> <p>5.4.4 Training – WM had previously fed back on the Share AGM. DS feedback on equality and FOI training, advising that it was useful to understand more the reason behind these area and to get updates and assurance on the progress the Association is making.</p> <p>VP fed back on the GWSF AGM and 15/0819 Open Meeting, advising that there was a useful talk on domestic abuse, and Douglas Roberston gave an interesting presentation on tenements. Discussed Drummog training event due 16/09/19 and being Held at Titan. Session will cover committee members’ health &amp; safety responsibilities and give details of the training plan for the next 2 years. All members present advised they were intending to attend other than JO’C as he has another engagement.</p> <p>VP updated committee on her undertaking the Governance of Scottish Housing Associations SQA Customised award, starting 09/09/19.</p> <p>Committee noted the other external events due. JB and JMc offered to attend EVH conference.</p> <p>5.4.5 Committee Diary - Noted committee diary for Aug/Sept.</p> <p>5.4.6 Committee Portal - Committee considered and discussed committee portal options, their benefits, existing users (within and outwith sector) and estimated costs. HD advised of an organisation he had worked with that used one of the systems and gave positive feedback on this. JO advised that there would be additional costs in respect of a device management system, App licences and insurance cover. Discussed who needed tablet devices and who would rather use an alternative device or remain with paper. JO clarified that devices provided by the Association would be Wi-Fi only devices and would remain the property of the Association and would be authorised for use by Pineview committee and staff members for Pineview business purposes only, requiring to be returned to the Association at the end of any serving term.</p> <p>5.4.7 Committee attendance – noted overall attendance above target.</p> <p>5.4.8 Committee training – noted overall attendance below target, but early in committee year.</p>		
<p><b>Decisions Made:</b></p>		
<p>5.4.1 – Share Membership Application – application approved, share 825.</p>	IF	
<p>5.4.3 – Governing Body Specific Matters – no active recruitment for vacancies at present to allow existing 3 new members to embed in their roles more before recruiting and inducting additional members. Any application will be considered if made in meantime – decision simply not to actively recruit at present.</p>		
<p>5.4.4 – Training - members to make contact to book any events that they think will be of use. VP reminded members to submit apologies in advance for Drummog training events as everyone has the diary of dates.</p>	CoM	
<p>5.4.6 – Committee Portal – committee decided to progress with Portal and delegated to JO/IF the decision making on which system would best meet the needs of the committee along with representing best value for money. Members not present at meeting to be pursued for their preference; and devices purchase and set up delegated along with system decision and purchase. Agreed for financial quarter 4 2019/20.</p>	JO/IF	March 2020 - complete

Item Details	Action	By
<b>6. Items For Update</b>		
<p><b>6.1 – Business Plan General Matters Report</b>  JO presented the report, advising for noting and discussion. All items noted. Noted update on SCS work, with no concerns to highlight. Noted all returns within required timescales. Noted and discussed change to Five Year Financial Projections submission by HD. Noted KPI performance with 33/43 within target. Noted and discussed reasons, impact and proposals to remedy for those outwith target. Noted HD had updated 2019/20 annual budget with 2019 actual opening balances (post audit of 2018/19 accounts), and the impact of this on the projected 31/03/20 cash position.  <u>Decisions Made:</u>  None required.</p> <p><b>6.2 Treasury Management Report to 30 June 2019</b>  JO presented the report, advising for noting and discussion as required. All items noted. Noted Loan, Investment and cash positions as at 30/06/19. Noted changes that had taken place during period 31/03/19 to 31/07/19 and those proposed for period 01/08/19 to 31/12/19. No change to strategy.  <u>Decisions Made:</u>  None required.</p> <p><b>6.3 Director’s Report</b>  JO presented the report, advising for noting and discussion as required. All items noted.  6.3.4 Pensions - Discussed reasons for TPT delays with SHAPS triennial valuation. Noted TPT proposed extension to deficit repayment plan from Feb 2022 to September 2022 and proposal for contingent funding for period from 2021 valuation (report incorrectly read 30/09/22 when should read 30/09/21 – 3 years from 2018) until outcome of valuation known in 2023. Noted JO attending TPT Directors update event 10/09/19. Noted EVH SHAPS support group meeting Friday 25/10/19 10.30am – 12noon for a committee member to attend – the event will be led by Gordon Birrell, along with contributions from from SHAPS. EVH staff will also be on hand to speak privately to any individual member(s) that may be facing pension related industrial relations issues - JO encouraged committee to attend.  <u>Decisions Made:</u>  A committee member to attend EVH SHAPS Support Group 25/10/19 – to be decided who once members check diaries – to advise at Sept CoM meeting.</p> <p><b>6.4 Staffing &amp; Health &amp; Safety Report:</b>  JO presented the report, advising for noting and discussion. All items noted.  6.4.2 HWL – JO explained purpose of stress risk assessment and future reporting to Health &amp; Safety and Staffing Sub Committee (HSSSC). Committee noted update on HWL activities and intention to complete Bronze criteria for assessment during September.  6.4.3 EVH/ACS – discussed EVH delay with updates for Health &amp; Safety Control Manual (HSCM).</p>	<p>CoM</p>	<p>24/09/19</p>

Item Details	Action	By
<p>6.4.4 Director's Attendance Report – new report item as agreed at August CoM meeting. JO advised that IF had developed report for committee and feedback was sought on the suitability of the information, its presentation and how frequently committee wanted it to be presented.</p> <p><u>Decisions Made:</u></p> <p>6.4.2 – HWL – application for Bronze award to be submitted September.</p> <p>6.4.3 – EVH/ACS - HSCM to be updated on receipt of updates.</p> <p>6.4.4 – Director's Attendance Report – report to continue in present format and reported quarterly (on same timeline as KPI reporting).</p> <p><b>6.5 Gifts, Hospitality &amp; Donations Report:</b>  JO presented the report, advising for noting and signing of register entries. All items noted.</p> <p><u>Decisions Made:</u>  None required. Register signed.</p> <p><b>6.6 Complaints and Compliments Report:</b>  JO presented the report, advising for noting. All items noted. Committee noted complaints statistical summary (10 cases); learning from complaints summary and case study 698. Committee asked what follow up had been undertaken with contractor in case study. KB updated on staff discussions with contractor and contractor liaison meetings. Committee were pleased to note the 6 compliments recorded. Committee noted update on SPSO review of the Model Complaints Handling Procedure (MCHP) and noted SPSO intention to publish revised MCHP in December 2019, which will be brought to committee to consider before implementation in April 2020.</p> <p><u>Decisions Made:</u>  Revised MCHP to be brought to committee when published by SPSO, and implemented within required timescales.</p> <p><b>6.7 Housing Services Update Report:</b>  KB presented the report, advising for noting. All items noted.</p> <p>6.7.1 Planned Maintenance Programme – KB updated on contracts.</p> <p>6.7.2 Cyclical Programme – KB updated on works progress.</p> <p>6.7.3 Arrears – committee noted rise in arrears and particular rise in current tenants' arrears. KB advised that the report now included further detail to provide committee with more analysis for their information and to support their assurance reviews. KB advised that the report will be developed further over the coming months, including incorporating benchmarking, and KB would welcome input from committee about what further/additional/amended information they would like to see. Committee requested more detail be included on universal credit (UC)/welfare reform (WR) impact - number of cases, statistical information on matters such as how many cases, how many is PHA receiving payment for direct, how many on direct payments requested by PHA, 3<sup>rd</sup> party deductions etc. Committee not wanting operational detail but rather contextual for their assurance purposes.</p> <p>6.7.4 Estate Management – KB updated on work to improve estate management and that she is reviewing this regularly to ensure achieved.</p> <p>6.7.5 Customer Forum Update – committee noted update from 07/08/19.</p> <p>6.7.6 Tenant Satisfaction Survey – KB updated on joint contract progress.</p>	<p>JO</p> <p>IF</p> <p>IF</p> <p>IF</p>	<p>30/09/19</p> <p>30/09/19</p> <p>29/10/19</p> <p>31/03/20</p>

