

Report To:	Management Committee Meeting
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Agenda Item 5.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held by remote access using MS Teams on 29 April 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	14 May 2021
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Meeting Date:	27 May 2021
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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 Details

1. Sederunt

Present: Richard Bolton (RB) – Co-optee Myra Frater(MF) Josephine McGinty (JMc) Daniel Martyn (DM) David Syme (DS) Anna Welsh (AW)	Apologies: Fiona Murphy (FM) Victoria Phelps (VP) Winifred McPhail (WM) Special Leave: Matthew Dillon (MD) - approved Sharon Kane (SK) - approved Committee gave ongoing approval. Absent Without Apologies: Linda Devlin (LD)	In Attendance: Karen Byrne (KB) – Housing Services Manager Lucy Neilson (LN) - FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter(s): Linda Ewart, Committee Annual Review and Feedback Report Observing: Jamie Graham, John Brechany, Rosie Stephen
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All papers issued in advance of meeting unless detailed in minute.
The meeting started at 6.10pm. Dan Martyn agreed to Chair the meeting in Victoria Phelps absence.
The Chair welcomed Linda Ewart and observers to the meeting.

2. Declaration of Interest

The Chair 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. The Chair reminded everyone of confidentiality and collective responsibility.
Declarations - Jamie Graham Share and Co-optee applications.

3. Decisions / Approvals Summary Report
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Chair advised report would be used to guide meeting and ensure all required decision made.

Item Details	Action	By
4. Guest Speaker – Linda Ewart, Committee Annual Review and Feedback Report		
<p>The Chair invited Linda Ewart (LE) to address the meeting on the report and its findings and conclusions.</p> <p>LE took Committee through the process that had been undertaken, the main outcomes from this, and the suggestions within the report for Committee to consider – all of which are detailed within the report. LE advised that from the work undertaken it appeared that Pineview had performed extraordinarily well during 2020/21 in dealing with the pandemic and the transfer of engagements (ToE) work and process. The management committee had kept on top of the management of risk and of promises to tenants. Governance had been stretched over the year with restrictions on numbers attending meetings and with the volume of business (especially with the pandemic and ToE). However, all planned meetings had taken place and been quorate for decision making. Members who were unable to attend advised that they were still included with their views being sought in advance of meetings. LE highlighted the importance of adopting an inclusive hybrid system for meetings moving forward. LE expressed the view of Committee that scrutiny continued to be effective. LE observed that it was good that PHA had a system such as Decision Time and it was being utilised as an excellent governance tool.</p> <p>LE highlighted two main priorities for Committee to consider, that is, committee recruitment and succession planning, and streamlining reporting. LE highlighted the crucial element of recruitment and succession planning and especially for office bearer roles. LE advised that PHA was a good example of good integration in committee following recruitment, which worked effectively and maintained a balanced approach.</p> <p>LE advised that while some streamlining of reporting had gone on over the last few years, Committee felt more was required to reduce volume of business. LE suggested that Committee consider the What/Why/When approach to reporting and that this requires collaborative work between committee and staff to achieve a balance and continue assurance. Committee considered and discussed the decisions requested within the Director's covering report for this item.</p>		
<p>Decisions Made:</p>		
<p>4.2 - The nine suggestions within the report accepted and to be incorporated into the work of the Association over the coming months with a progress report provided in 6 months.</p>	JO	28/10/21
<p>5.2 – Identified Committee member priorities to be incorporated within the Association's business planning review.</p>	JO	May/June /July
<p>7.7 – Members present confirmed no one planning to leave at 2021 AGM, and everyone confirmed commitment to giving plenty of notice of any intention to step down.</p>	CoM	Ongoing
<p>7.7 – Recruitment drive amongst tenants to be a priority as Covid restrictions ease over the next 5 months.</p>	JO/KB	Ongoing
<p>7.7 – Committee confirmed their resolution to approve members with more than nine years continuous service to continue as active committee members should they wish to do so.</p>		
<p>8.4 – Appendix 1 of Committee Recruitment Policy to be updated to reflect current committee membership requirements and be more easily recognised as skills that lots of people have around caring about delivering quality</p>	JO	20/05/21

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<p>services. Section 3 of Committee Recruitment Policy to be updated to reflect the headline benefits from the feedback for this year's review process. Temporary addendum to be removed. No change require to Committee Succession Policy other than update with SFHA model changes.</p> <p>The Chair thanked LE on behalf of the Committee and advised welcome to stay for the rest of the meeting or leave – LE left the meeting at 6.30pm.</p>		
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>		
<p>5.1 Minute of the Management Committee Meeting of 25 March 2021 noted, with no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute approved - proposed by MF, seconded by DS. Minute to be signed by Chair.</p>	DM	
<p>6. Items Requiring Decision / Approval</p>		
<p>6.1 Business Plan General Report:</p> <p>The meeting Chair introduced the report and asked JO to present for required decisions. JO advised lots of comments on Decision Time and probably best to address as go through decisions required.</p> <p>1 – Non-Financial KPIs – outcomes to 31/03/21 and Proposals for 2021/22 Committee noted outcomes to 31/03/21 and considered proposals for 2021. Committee will consider sub committee meetings under Point 3 below. Discussed that it could be useful to have a policy/strategy on wider action, especially to cover contributions the Association make to non charitable groups. Committee noted and discussed Housing Services KPIs. KB advised that some were having final checks for ARC return and would be reported to May CoM. Committee discussed that there are many KPIs and that some could simply be managed operationally and only be reported to Committee by exception when performance outwith target.</p> <p>2 – Business Planning Review Committee considered proposal submitted by Allanpark Consultant as requested by Committee at the March CoM meeting. Committee expressed that they thought this would be a good process of self evaluation for the Committee and that timing was good post the transfer of engagements. Clash of some dates within proposal to be addressed.</p> <p>3 – Committee Reporting and Meeting Format Committee discussed this matter in detail. Discussion took place on the importance of reports being issued the week before the meeting without additional or updated reports following on – a number of members review their committee reports at the weekend and do not have spare capacity to keep revisiting with updates in advance of meeting. It was accepted that this was not always possible to achieve but that it should be the norm and updated or follow on reports should be the exception and only if required. Committee considered the format and content of reporting, had a detailed discussion, and considered the suggested changes within the report. There were differing opinions some believing some information was too operational and/or reported too frequently, with others keen to retain.</p>		

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<p>Committee discussed the existing Committee structure and discussed possibilities and options for changing. Discussed the usefulness of Health & Safety and Staffing Sub Committee (HSSSC) and option for alternative meetings to undertake Director's appraisal.</p> <p>4 – Rules Review and SGM/AGM – Committee discussed the requirement to have a SGM for members to consider and approve review of Rules and that the timing of this sits best immediately in advance of an AGM. Discussed the requirement for a physical meeting and Covid implications. Considered timing of a physical meeting at a time when hopefully more members will have been vaccinated to reduce risk.</p> <p>5 - Transfer of engagement – Committee noted update and considered proposed reporting of performance against transfer promises.</p> <p>9 – Decisions Between Meetings (DBM) – Committee noted additional decision between HSM and Office Bearers on 31/03/21 on extending gas contract to 01/05/2021. Noted error with DBM file not being updated.</p> <p>12 – Covid19 Update – Committee noted note in Decision Time from a member regarding GWSF communication regarding office use from June. It was noted that much of this was being interpreted differently across the sector and the best outcome for individual organisations may be different and should be based on a risk assessment by each organisation individually. Meeting discussed the importance of service delivery to tenants in the safest way possible and in ways that met their needs/requirements. Discussed the very low level of footfall to the Pineview office by customers pre Covid and the alternative ways of communication that had been implemented since due to restrictions. JO advised that the Flexibility Works report on their work with the staff team, would come to the May CoM for Committee to consider. The flexibility stems from the customer back such that staff flexibility needs to take place around the priority of customer needs and not customer needs being addressed around staff flexibility.</p> <p>13 – GDPR & FOI – Committee discussed a member's query about whether Committee require monthly updates, on largely operational matters, or would the annual report suffice. Discussed frequency of reporting and how Committee can still be assured if less frequent.</p> <p>15 – Association Insurances – Committee noted appropriate cover. Committee confirmed all matters noted and no additional queries.</p>		
<p>Decisions Made:</p> <p>1 - Non-Financial KPIs – outcomes to 31/03/21 and Proposals for 2021/22</p> <ul style="list-style-type: none"> - Develop Wider Action Policy/Strategy to cover contributions made to non charitable groups and what the Association is trying to achieve. - KPI reporting to be streamlined. All KPIs still to be calculated and managed operationally on an ongoing basis. Quarterly outcomes of all KPIs to be loaded on Decision Time resource library for Committee information. Reporting to CoM meetings to be core KPIs and other KPIs where performance not being met – summary in report to confirm achievement or otherwise of all KPIs and Committee will have resource library to refer to for more detail. Year end and ARC Housing Services KPIs to be reported to May CoM (missing March). Financial KPIs to continue to be reported through quarterly management accounts. - Proposed KPIs for 2021 – approved and business plan to be updated to incorporate. 	<p>JO</p> <p>JO / KB / LN</p> <p>JO</p>	<p>30/09/21</p> <p>26/08/21</p> <p>31/05/21</p>

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<p>2 - Business Planning Review</p> <ul style="list-style-type: none"> - approved proposal from Allpark Consultants subject to change of dates to prevent clash of meetings for Committee members. (Post meeting update – dates amended as requested). <p>3 - Committee Reporting and Meeting Format</p> <ul style="list-style-type: none"> - decision to utilise Decision Time resource library for giving more detail for members who wish this. To concentrate reports on strategic and/or required information for Committee to consider. Committee agreed the following in respect of reporting from May 2021 onwards: 												
<table border="1"> <thead> <tr> <th data-bbox="65 573 408 611">Area of Work</th> <th data-bbox="408 573 1187 611">Proposal</th> </tr> </thead> <tbody> <tr> <td data-bbox="65 611 408 757">Staffing and Health & Safety Report</td> <td data-bbox="408 611 1187 757">Report and consider quarterly. Any urgently required information for committee between reports being shared in the monthly business plan report, but only as required.</td> </tr> <tr> <td data-bbox="65 757 408 902">Gifts, Hospitality and Donations Report</td> <td data-bbox="408 757 1187 902">Report and consider quarterly. Any urgently required information for committee between reports being shared in the monthly business plan report, but only as required.</td> </tr> <tr> <td data-bbox="65 902 408 1200">Membership & Committee Report</td> <td data-bbox="408 902 1187 1200">Report monthly. Streamline report, summarise reporting data more and highlight any issues with analysis rather than just data. Utilise Decision Time resource library for more detailed breakdown of information, for example, committee attendance spreadsheet in Decision Time.</td> </tr> <tr> <td data-bbox="65 1200 408 1939">Housing Services Update Report</td> <td data-bbox="408 1200 1187 1939">Report Monthly. Review format, information reported and timing of reporting. First section “Tenant Safety” to report compliance or otherwise with such matters as gas, electrical checks, asbestos, legionella, fire detection etc. Performance matters to be reported quarterly through KPI report as standard with the need for monthly information only on areas of work where performance is outwith operational target or is continually declining. Contracts for the year ahead to be confirmed at March CoM for reference (these will already have been effectively approved in budget setting by committee), with only quarterly updates unless there is an issue of concern that requires to be brought to the attention of committee. Other information to reported only where it is important for Committee to be aware of and not for operational management.</td> </tr> </tbody> </table>	Area of Work	Proposal	Staffing and Health & Safety Report	Report and consider quarterly. Any urgently required information for committee between reports being shared in the monthly business plan report, but only as required.	Gifts, Hospitality and Donations Report	Report and consider quarterly. Any urgently required information for committee between reports being shared in the monthly business plan report, but only as required.	Membership & Committee Report	Report monthly. Streamline report, summarise reporting data more and highlight any issues with analysis rather than just data. Utilise Decision Time resource library for more detailed breakdown of information, for example, committee attendance spreadsheet in Decision Time.	Housing Services Update Report	Report Monthly. Review format, information reported and timing of reporting. First section “Tenant Safety” to report compliance or otherwise with such matters as gas, electrical checks, asbestos, legionella, fire detection etc. Performance matters to be reported quarterly through KPI report as standard with the need for monthly information only on areas of work where performance is outwith operational target or is continually declining. Contracts for the year ahead to be confirmed at March CoM for reference (these will already have been effectively approved in budget setting by committee), with only quarterly updates unless there is an issue of concern that requires to be brought to the attention of committee. Other information to reported only where it is important for Committee to be aware of and not for operational management.		
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<ul style="list-style-type: none"> - Staff team to work on reviewing reporting format from May and Committee will comment and give feedback on an ongoing basis. 	JO / IF / KB	Ongoing										

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<ul style="list-style-type: none"> - Committee decided to retain existing CoM meetings but decided to disband the HSSSC and report the more comprehensive health and safety details to the CoM meetings in May and November. Reporting to be streamlined to the information Committee require to know and not operational management information unless there is an issue of concern that requires to be brought to the Committee attention. Committee structure policy to be updated. Director's appraisals (twice yearly) to be arranged outwith meeting cycle. Delay to June given other meetings in May. 4 – Rules Review and SGM/AGM – Committee determined date for SGM and AGM as Thursday 16 September 2021. 5 - Transfer of engagement – Committee approved proposed reporting of performance against transfer promises quarterly. 12 – Covid19 Update – agreement to continue to interpret and follow the Scottish Government guidance about working from home as default until level 0 and then to review as guidance is updated. Survey of tenants to be undertaken over the coming months to gauge opinion and ideas from tenants about service provision moving forward. 13 – GDPR & FOI – Committee determined annual reporting sufficient if DPO is clear that he has direct access to Committee and a responsibility to directly raise any concerns he may have. Confirmation of returns to SIC to continue to be kept updated on Returns Schedule. 15 – Association Insurances –report annually to Committee (April). 	<p>IF / KB / JO</p> <p>JO JO/OB</p> <p>IF / JO</p> <p>JO</p> <p>KB / JO</p> <p>DPO</p> <p>LN</p>	<p>20/05/21</p> <p>31/05/21 30/06/21</p> <p>17/06/21</p> <p>30/06/21</p>
<p>6.2 Risk Management Review Report: The meeting Chair introduced report and asked LN to present for required decisions. LN advised on comments in Decision Time. Committee discussed the suggestion to split risks and reporting some more often than others. There were differing views and discussion ensued on options. JO advised that current reporting is in line with Policy and would need amended if changing – next Policy review due April 2022. Committee discussed that the work with Allankpark may also assist reviewing this area. Committee noted both internal and external auditor satisfied with current approach and contribute to reviews.</p>		
<p>Decisions Made:</p> <ul style="list-style-type: none"> - Approved proposed changes to existing risk register. To be updated and uploaded to Decision Time resource library. - Reviewing - existing risk register, as more operational, to be reviewed quarterly by staff team, with confirmation to Committee that review completed and advising Committee of any changes from review. Review April, July, Oct, Jan, and report in following month. - Staff team to consider risk register format and suitability to split the register in such a way as to have “Strategic Risks”, aiming for a maximum of 12 of these; and “Operational Risks” with as many as required. Proposal to be brought to September CoM for consideration. - Reporting – quarterly reporting on any changes to existing risk register as above. Reviewing and reporting frequency on “Strategic Risks” to be determined as part of proposal to September CoM. - Policy – no review of Policy until CoM consider proposal in September (all risks being reported meantime through Decision Time library). 	<p>JO</p> <p>LN / JO / KB</p> <p>LN / JO / KB</p> <p>LN / JO / KB</p> <p>LN</p>	<p>31/05/21</p> <p>19/08/21 and quarterly.</p> <p>23/09/21</p> <p>23/09/21</p> <p>23/09/21</p>

Item Details	Action	By
<p>6.3 2020/21 Write Off Report: The meeting Chair introduced report and asked KB to present for required decisions. KB referred to queries raised on Decision Time. KB confirmed no prospect of recovery for case PA1 as deceased and no estate. KB advised that “non engagement” meant that the Association had exhausted all measures through debt recovery. Meeting discussed prescription on debt and different periods depending on type of debt and action that has been taken (prescription normally 20 years if decree and 5 years if not). KB advised that any debts presented for write off are only being removed from the current accounts and that the debt is not being written off for pursuit and will still be pursued should this become possible in future.</p> <p><u>Decisions Made:</u></p> <p>Approved propose write offs from current accounts: Former tenant arrears £10,713.78 Rechargeable Repairs: £2,291.53</p>	KB	30/04/21
<p>6.4 Housing Services Report: The meeting Chair introduced report and asked KB to present for required decisions. KB apologised for the mis numbering within report. KB referred to query and update on Decision Time.</p> <p>2 - Drumcog Gas Contract - KB advised that Scotland Excel had confirmed contract within permitted levels for direct award, and each Drumcog member will have their own separate contract. KB updated on successful discussions between Scotland Excel and City Building this afternoon which will now allow matters to be progressed. Given the late timing of discussions agreement it will not be possible for contract documentation to be completed this week. To ensure service cover City Building have advised that they will agree to a further extension of the existing contract to 31/05/21 and that this will be at the new reduced contract rate. KB recommended Committee approval for this.</p> <p>3 – Drumcog Reactive Maintenance Contract – KB recommended that tender acceptances be issued by Atkinson Partnership to all proposed framework contractors.</p> <p>Temporary Senior Housing Officer (SHO) recruitment – KB advised on advertising and proposed recruitment approach, which differed from the standard Policy due to temporary nature of post and urgency to try to fill. KB collating CVs of interested parties (position advertised through Pineview website, LinkedIn, EVH and SFHA) and would be arranging interviews, which it was proposed were undertaken by HSM and Director, unless Committee wished to be involved.</p> <p>Committee confirmed all matters noted and no additional queries.</p> <p><u>Decisions Made:</u></p> <p>2 - Drumcog Gas Contract – approved extension of existing contract to 31/05/21 on new reduced contract rate. New contract 01/06/2021.</p> <p>3 – Drumcog Reactive Maintenance Framework – Committee approved issuing of tender acceptances. KB to arrange for Register of Suppliers to be updated for Register of Interest purposes.</p> <p>SHO recruitment – Committee approved recruitment approach and determined that due to temporary nature of post no committee or external expert involvement in selection and interview process was required.</p>	<p style="text-align: center;">KB</p> <p style="text-align: center;">KB / IF</p> <p style="text-align: center;">KB</p>	<p style="text-align: center;">31/05/21</p> <p style="text-align: center;">31/05/21</p> <p style="text-align: center;">31/05/21</p>

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<p><u>Policy Reviews</u></p> <p>6.5.1 – F07. Fraud and Bribery Policy (review) Committee considered review proposal and queries and updates in Decision Time. <u>Decisions Made:</u> Approved adoption of revised Policy subject to agreed changes:</p> <ul style="list-style-type: none"> - Changing section 5 to “Investigating Fraud” and removing 5.1 – 5.5. as relate to reporting and covered elsewhere. - Change reference to General Purposes to Committee of Management. <p>6.5.2 – G05. Data Protection Policy (review) Committee considered review proposal from Data Protection Officer. No queries raised in Decision Time. <u>Decisions Made:</u> Approved adoption of revised Policy.</p> <p>6.5.3 – H13 Tenant/Customer Participation Policy and Action Plan Committee noted report added to decision Time 27/04/21 requesting delay to policy review and reasoning. KB advised that she would like to undertake more tenant engagement in respect of this review, especially with ex KHA tenants. KB proposed to do this May to June and bring update and policy review report to August CoM meeting. <u>Decisions Made:</u> Committee approved delaying review to allow for more customer engagement and with update and policy review report to August CoM.</p> <p>6.5.4 – Rechargeable Repairs Policy (review) Committee noted report added to decision Time 27/04/21. No queries raised in Decision Time. KB asked if any queries at meeting – none. <u>Decisions Made:</u> Approved adoption of revised Policy.</p> <p>6.5.5 – Expenses Policy (review) Committee considered review proposal. No queries raised in Decision Time and none at meeting. <u>Decisions Made:</u> Approved adoption of revised Policy.</p> <p>6.5.6 – SO3. Attendance and Absence Management Policy (review) Committee considered review proposal. No queries raised in Decision Time and none at meeting. <u>Decisions Made:</u> Approved adoption of revised Policy.</p> <p>6.6 Committee and Membership Report: The meeting Chair introduced report and asked JO to present for required decisions. JO advised on comments in Decision Time. JG was asked to leave the meeting at this point due to a declared interest.</p>	<p>LN</p> <p>JO</p> <p>KB</p> <p>KB</p> <p>JO</p> <p>JO</p>	<p>20/05/21</p> <p>20/05/21</p> <p>19/08/21</p> <p>20/05/21</p> <p>20/05/21</p> <p>20/05/21</p>

Item Details	Action	By
<p>1 – Applications for Membership - Committee considered the Share application from Jamie Graham (JG).</p> <p>3 – Governing Body Membership – Discussed Committee members intentions for committee membership with all confirming no imminent intentions to leave. JO reminded the meeting that FM will review her committee membership position at AGM – remaining members expressed keenness for FM remaining for a while longer if possible, given her skills and knowledge and connection with the transfer of engagements. Committee noted position of potential additional members. Committee considered recommendation that Jamie Graham join as a co-optee. AW advised she was keen to return to Committee business if she can do so safely given her circumstances. With vaccinations this would also assist. AW advised she is comfortable attending meeting when only three members in meeting room and distanced.</p> <p>4- Committee training and development – DS feedback on his commencement of GOSHA SVQ with SHARE. Committee noted recommencement of Drumcog training. JO advised that VP interested in undertaking further governance qualification/training to build on previously completed GOSHA SVQ. JO advised on options with Napier University and CIPFA. DM advised that he would also be keen to find out more about these opportunities, subject to time requirements and committee training budget.</p> <p>Committee noted that committee training and attendance documents saved in report section on Decision Time rather than in report. Committee confirmed all matters noted and no additional queries.</p> <p>Decisions Made:</p> <p>1 – Application for Membership – Committee approved Share membership for Jamie Graham.</p> <p>3 – Governing Body Membership – Committee approved Jamie Graham’s appointment as a co-optee, with Code of Conduct and associated signing.</p> <p>JG was then invited to re-join the meeting and advised on decisions made.</p>	JO	20/05/21
<p>7. Items For Update</p>		
<p>The Chair reminded members these item reports are for update and should simply be noted unless staff have any additional updates and/or members require more information/clarification.</p> <p>7.2 Staffing & Health & Safety Report: The meeting Chair introduced report, only updates in Decision Time were clarifications from JO on dates – absence figures were as at 31/03/21. JO advise any changes to reported figures, once IF had updated any outstanding records, would be confirmed to the May CoM meeting. Committee confirmed all matters noted and no additional queries.</p> <p>7.2 Gifts, Donations and Hospitality Report: The meeting Chair introduced report and advised no queries in Decision Time. Chair asked if any queries at meeting - Committee confirmed all matters noted and no additional queries.</p>	IF	20/05/21

Item Details	Action	By
8. Correspondence		
No additional correspondence to that issued throughout month.		
9. A.O.C.B		
There being no other business, the meeting closed at 8.00pm.		

Minute Approved by: Myra Frater

Seconded by: David Syme

Signed by Chairperson: Victoria Phelps

Approved Date: 27 May 2021