

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	5.1 Minute of Pineview Housing Association Ltd Management Committee Meeting held using MS Team and Golden Jubilee Hotel 23 August 2023
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	04 September 2023
<b>Meeting Date:</b>	20 September 2023 at 6.15pm – Pineview Office & MS Teams

**1. Sederunt**

All papers issued in advance of meeting unless detailed in minute.

<p><b>Present:</b> Linda Devlin (LD) Laura Nahar (LN) Jamie Graham (JG) Daniel Martyn (DM) – Chair Josephine McGinty (JM) Richard Bolton (RB) Anna Welsh (AW)</p>	<p><b>Apologies:</b> David Syme (DS) Calum McLeod (CM), SMO</p> <p><b>Absent:</b> John Brechany (JB)</p> <p><b>Leave of Absence:</b> None – KM LoA ended</p>	<p><b>In Attendance:</b> Karen Byrne (KB), HSM Isobel Ferguson (IF), FCSO Robert McGinlay (RM), FMD Joyce Orr (JO), Director Robert Reid (RR), SHO</p> <p><b>Observers:</b> Aarti Passi (AP) Frazer Lord (FL) Lyndsey Robinson (LR)</p>
---	--	---

Joining Via Teams:  
LN, JG, KB, FL

The Chair to welcome everyone to the meeting and introduced the three observers. Noted that Kenny McGinty (KM) had not returned to committee business. JO explained the personal circumstances. Committee noted that, under the Association’s Rules, KM now required to stand down as a committee member. Committee expressed that they would welcome KM back when his circumstances were more suitable for him – JO will confirm to KM. The Chair acknowledged the sad passing of tenant committee member T Brannan and how much she will be missed from committee – condolence card and flowers have been sent to Teresa’s mum.

**2. Declaration of Interest**

The Chair reminded committee and staff to declare as appropriate. Reminder of confidentiality and collective responsibility. The Chair explained to meeting observers the purpose of declarations.  
➤ **No declaration made.**

**3. Decisions/Approvals Report**

Committee noted the decisions/approvals report issued 23/08/23.

**4.1 Post AGM Signing Requirements**

	Lead	Due By
<p>The Chair asked IF to present report and confirm decisions required. Retiral and Election Outcome, Office Bearers and External Representation – IF presented the retiral and election outcome from the 20/07/2023 AGM. Committee discussed the Office Bearers positions and external representation. DM advised he was happy to continue in role of Chairperson if committee wanted this. DM explained the role of Vice Chairperson and encouraged members to consider. DM and JO explained the external representation roles. Governance Documents and Signing Requirements - IF updated on signing requirements in respect of:</p> <ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Entitlements, Payments, and Benefits Policy</li> <li>• Role Description for Governing Body Members and Office Bearers</li> <li>• OSCR Charity Trustee requirements</li> </ul>		

<ul style="list-style-type: none"> <li>Individual declarations for photo consent, data protection, health and safety responsibilities; criminal convictions and eligibility to remain a committee member as per rules.</li> </ul> <p>IF advised that following tonight's meeting the annual signing declarations outstanding were those due by John Brechany and Kenny McGinty – IF would pursue JB (pursue KM if returned to committee).</p> <p>Committee Structure and Timetable of Meetings - IF reminded committee of the decisions made in the previous committee year:</p> <ul style="list-style-type: none"> <li>No sub committees – all business to Committee of Management.</li> <li>Committee of Management Meeting dates – 6.15pm – 8.15pm on second last Wednesday of month excluding Oct, Dec, Mar (strategy day instead) and July (AGM).</li> </ul> <p><b>Decisions Made:</b></p> <p><u>Office bearers and external representation:</u>  Chair – DM approved to continue in role of Chairperson.  Vice Chair 1 – DS approved to continue in role of Vice Chairperson.  Vice Chair 2 – Members to consider and feed back to DM and/or JO.  Secretary – Committee confirmed Director to continue to fill this role.</p> <p><u>External reps:</u>  EVH – DM as Chairperson to continue as Pineview EVH representative.  SFHA – Director to be Pineview SFHA representative once no longer a SFHA board member after 2023 SFHA AGM.  GWSF – noted no official representative required and member meetings open to all committee members who wanted to attend.</p> <p><u>Signing Declarations:</u>  IF to pursue JB for completion.</p> <p><u>Committee Structure and Timetable:</u>  To retain decision on committee structure and timetable, and review during year if required.</p>	IF/JB	13/09/23
<b>5. Minutes of Previous Meeting(s) / Matters Arising</b>	Lead	Due By
<b>5.1 Minute of the Management Committee Meeting of 29 June 2023</b>  The Chair introduced the Minute. Minute noted and approved. Committee advised no changes required to final minute and no matters arising outwith Agenda for tonight's meeting.  <b>Proposer: LD      Seconder: JM      Chair to sign minute: DM</b>	IF	
<b>5.2 Decision Tracker Report</b>  The Chair asked JO to present any matters that required consideration. JO advised that items were either complete, not due yet or for this meeting. Committee considered the outstanding matters as below: <ul style="list-style-type: none"> <li>27/04/23 4.2 and 25/05/23 6.4 regarding DB Pension. For Committee to determine.</li> <li>Update report from Chair re May 2023 Director's appraisal.</li> </ul> <p>➤ DB Pension - The Chair advised that committee require to consider the pension matter again during this committee year and he would come back with a proposal on timing and what to consider.</p> <p>➤ Director's May 2023 appraisal – The Chair advised he would provide the update report for the Sept CoM meeting.</p>	DM          DM	TBC          20/09/23

<p><b>5.3 Minute of the Annual General Meeting of 20th July 2023</b></p> <p>The Chair introduced the Minute. Committee noted the draft Minute and agreed accuracy for presenting to members at the 2024 AGM for approval.</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 Management Accounts – RM, FMD</b></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. RM presented the management accounts and advised on comments on Decision time and variances from budget. RM explained accrual based accounting used by the Association as the preferred method of providing an accurate financial picture of operations. RM explained that accrual based accounting recognises revenue and expense when they are generated rather than when money actually changes hands. RM explained that this is particularly visible in quarter 1 when large expenses have been paid out, for example insurance costs, but only a quarter of the expense has been accounted for in the actual shown – recognising the expense when the liability is incurred rather than when paid for. The remaining cost will be expensed over the coming quarters for the period the liability relates to. The budget, on the other hand, is on a cash basis meaning that the full expense is recognised when paid. RM took committee through the accounts explaining a strong statement of financial position. Committee noted cashflow projections for the 12 months ahead. RM advised no concerns regarding ratios other than rent arrears/factoring debts that committee are aware of. RM advised covenants all met comfortably and no concerns. RM explained request for committee to review variance threshold and usefulness of flexed budget. Committee considered the flexed budget and agreed with staff that it was not really achieving what was intended and could be more misleading than informative. Committee advised their preference for FMD and staff to review budget and spend outcomes in detail each quarter and bring any matters to committee attention through the management accounts report. Committee considered variance threshold proposal.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Management Accounts approved for issue to lender and website publication.</li> <li>➤ Flexed budget – to stop utilising flexed budget and instead FMD and staff to review budget and spend outcomes in detail each quarter and bring any matters to committee attention through the management accounts report.</li> <li>➤ Variance threshold – to be increased from £3,000 to £3,500 for 2023/24.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>RM/JO</p> <p>RM/KB/ JO</p> <p>RM</p>	<p>29/08/23</p> <p>22/11/23 CoM</p> <p>22/11/23 CoM</p>
<p><b>6.2 Treasury Management Report – RM, FMD</b></p> <p>The Chair requested RM present the Treasury Management Report and advise on any matters to bring to committee’s attention and any decisions required. RM took committee through the report and advised no non compliances in terms of policy or loan covenants. RM advised on committee query within Decision Time regarding whether a better interest rate could be obtained on the commercial call account. RM advised that this was a key operational account</p>		

<p>and it was not recommended to move the money per liquidity requirements and proportion of funds already fixed or in notice accounts. JO advised that the rate on the commercial call account had recently increased with changes in the bank base rate. JO advised that RM and JO would review rates in September to consider any opportunity for higher rates amongst instant accounts. Committee noted cash, deposits and loan balances as at 30/06/23. Committee considered and noted the impact of inflation, and above inflation costs increases across the sector due to labour and material shortages. Committee noted the increasing bank base rate and the impact on variable rate loan costs, although the majority of loans were fixed and therefore not affected. Committee confirmed their assurance with approach to treasury management.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ RM &amp; JO to review accounts for maximising operational interest, whilst ensuring liquidity and policy requirements maintained.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	RM/JO	13/09/23
<p><b>Committee were requested to consider bringing forward Items 6.9.4 and 6.9.5 Policy reviews involving FMD to this section of agenda so RM could then leave - approved.</b></p>		
<p><b><u>6.9.4 F.07 Fraud and Bribery Policy Review</u></b></p> <p>The Chair invited RM to present the policy review report for decision by committee. RM referred committee to tracked changes version of policy and advised the review was largely an update to terms of reference and a tidy up of wording. Committee confirmed proposal noted and no queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved reviewed policy for implementation.</li> </ul> <p><b><u>6.9.5 F.03.1 Financial Regulations &amp; F.03.2 Financial Procedures Review</u></b></p> <p>The Chair invited RM to present the policy review report for decision by committee. RM referred committee to tracked changes version of both the regulations and the procedures. RM advised proposed changes were to reflect actual practice (e.g. external audit tender 5 yearly not 7 yearly, and more digital ways of working) and for increased clarity. Committee confirmed review proposals noted and no queries to raise.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved reviewed regulations and reviewed procedures for implementation.</li> <li>➤ Signed confirmation of understanding of regulations and procedures to be arranged for staff and committee.</li> </ul>	IF	06/09/23
<p>The Chair thanked RM for his contribution to the meeting and advised that he was welcome to stay or leave the meeting. RM left the meeting.</p>		
<p><b>6.3 Risk Management Quarterly Review</b></p> <p>The Chair requested JO to present the report for decision and/or update. JO advised no proposed changes to risk register from staff, internal auditor or external auditor, and no queries raised on Decision Time by committee. JO took committee through the planned updates from the May 2023 review. Committee discussed the option of separating out interest rate and inflation rate uncertainties and tasked staff to consider this for next quarter review.</p>		

<p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved review without change – update business plan and website.</li> <li>➤ Staff to consider any benefits from separating out interest rate and inflation rate uncertainties and report finding with next quarter review.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO JO/RM</p>	<p>06/09/23 22/11/23 CoM</p>
<p><b>6.4 Business General Report</b></p> <p>The Chair requested JO lead the presenting of the report for decision and/or update. JO advised a lot in report and acknowledged the input of other team members who had undertaken various elements and would present on these.</p> <p>1. Performance outcomes to 30/06/2023 – IF, RR &amp; KB jointly presented outcomes, advising committee on both KPIs, and on non “key” performance indicators (PIs) where performance was not met and matters were to be drawn to committee’s attention. In terms of KPIs, committee noted areas for improvement were arrears, void loss (particularly HMO void loss), repair post inspections. Committee noted repair satisfaction lower than target at 93.18% but noted explanations. RR advised that whilst arrears and debts still had much improvement to be made, things were stabilising and moving in the right direction.</p> <p>Committee noted KPIs and PIs brought to committee attention and were satisfied with planned actions to address, with additional effort to be put into reletting vacant HMO room due to increasing come loss. KB advised on GCC funding changes for applicants who can occupy the HMO and impact this was having on securing a suitable occupant – Committee to receive detailed update report at Sept CoM meeting.</p> <p>JO advised that due to absences and other priorities KB had been asked to do other tasks before doing performance graphs – these will follow and be loaded on Decision Time.</p> <p>2. Strategic delivery Plan outcomes to 30/06/23 – KB presented outcome report to committee. KB explained outcomes not met and planned actions to address, as per Appendix 6.4.2. KB requested that committee consider a request to retime Part 2 of Objective 2, regarding the establishment of an outcome evaluation tool, to quarter 4. IF advised on delay in green office strategy due to reduced staff resources with absences and now planned for quarter 2.</p> <p>3. Operational Priorities outcomes to 30/06/23 – JO advised that the majority of operational priorities had been met, as could be seen from update in Decision Time resource library link. JO passed to IF, RR and KB to update on those matters brought to committee’s attention. IF advised on Green Office Strategy as previous. RR and KB updated on work to ensure Lifeways hold liaison meetings with Pineview; work to increase forum membership; work achieve 100% estate inspections from Aug 2023; and EESSH2 strategy to be considered once government review completed. Committee noted updates. JO advised all other matters within report were for updating and noting. JO advised on ICT tender timeline and extension to existing contract for up to one quarter. Both DM and RB had expressed an interest in finding out more about the GWSF and SFHAs panels of people willing to offer support to HAs experiencing difficulties – both to raise further with JO if wanting to take further.</p>		
<p><b>Decisions Made:</b></p> <p>1. Performance outcomes to 30/06/2023:</p> <ul style="list-style-type: none"> <li>Approved planned actions to address areas of underperformance in KPIs and PIs.</li> <li>Staff to prioritise effort to relet vacant HMO room and update next CoM.</li> <li>Housing services graphs to be complete an uploaded to Decision Time.</li> </ul>	<p>KB/RR  KB KB</p>	<p>Ongoing  20/09/23 08/09/23</p>

<p>2. Strategic Delivery Plan to 30/06/2023:          Approved planned actions to address areas behind schedule – to be updated.          Approved request to retime Part 2 of Objective 2 to quarter 4 – SDP to be updated to show new timeline.          Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB          KB/JO</p>	<p>02/10/23          22/11/23</p>
<p><b>6.5 Regulatory Compliance and Draft 2023 Annual Assurance Statement</b></p> <p>The Chair requested JO to present the report for committee decision making. JO referred committee to the SHR Annual Assurance Statement (AAS) letter of 03/07/2023; the SHR publication on conducting reviews on compliance and the SHR thematic review on preparing AASs in sector; the PHA 2023 compliance self-assessment summary from the 31/03/2023 committee and staff review day; and the updated cross reference on the link between regulatory requirements and the standards of governance and financial management for RSLs. JO reminded committee that compliance and assurance with compliance rests with the committee – staff can give their view but it is committee who need to be assured with compliance and compliance evidence. Committee confirmed their understanding of their responsibility for this. Committee discussed the work undertaken, the information provided and the proposed draft AAS. Committee confirmed their agreement with the compliance self-assessment summary and their assurance on compliance. Committee advised that they were satisfied and there was no need to extend the matter to the September CoM meeting. Committee approved the draft AAS as the final version and approved that the Chair sign on behalf of PHA and that JO submit this to SHR and publish on PHA website.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ Approved self-assessment outcomes and confirmed assurance.</li> <li>➤ Approved the draft AAS as the final version, approved Chair to sign on behalf of PHA for JO to submit to SHR, and publish AAS on PHA website.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>CoM          DM/JO</p>	<p>31/10/23</p>
<p><b>6.6 Membership and Committee</b></p> <p>The Chair requested JO to present the report for committee decision making. IF presented Share application for decision. IF confirmed that Rule 11.1.3 post AGM had been implemented and 12 shares cancelled. Committee noted member who queried this but was satisfied with explanation. Committee noted ongoing recruitment for committee members. Recruitment work will continue to try to encourage additional tenant members. LD and AW fed back on committee health and safety training of 21/08/23, which they found really good and useful, and aided their assurance.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ Approved share membership application for ref T1543.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>IF</p>	
<p><b>6.7 Equalities Action Plan Update</b></p> <p>The Chair requested JO to present the report for committee decision making. JO advised on updated position with equalities action plan as at 31/07/23 and timeline for catch up for actions behind schedule – committee advised they were satisfied with catch up timeline. Committee discussed and agreed suggestion from DS for tracked changes version for future updates.</p>		

<b>Decisions Made:</b>			
➤ Data collected analysis to 30/06 reported to Sept CoM annually with first report to Sept 2023 CoM meeting.		IF/RR	20/09/23
➤ Quarterly update reporting to Nov, Feb, May and Aug CoM meetings.		JO	Ongoing
Committee confirmed all matters noted and no additional queries to raise.			
<b>6.8 Housing Services Report</b>			
<p>The Chair requested KB to present the report for committee decision making. KB advised that Report was still in old format due to staff absences, and that new format will be put in place for Sept CoM meeting reporting. KB apologised for the errors in the initial report and confirmed the details within the update reporting to committee. KB advised that whilst arrears had dropped from April to June they had increased again in July which was being addressed. Committee noted the updated tenant satisfaction survey (TSS) action plan and agreed the importance of this from a tenant perspective of “you told us, we did this”. Committee noted that a quarterly update on this was helpful. Committee noted the updated tenant and customer participation action plan, with the next review due April 2024.</p>			
<b>Decisions Made:</b>			
➤ TSS action plan updates to be reported quarterly to Nov, Feb, May and Aug CoM meetings.		KB	22/11/23 CoM
➤ Tenant and customer participation action plan due next review to April 2024 CoM meeting.		KB	17/04/24 CoM
Committee confirmed all matters noted and no additional queries to raise.			
<b>6.9</b>	<b>Policy Review Section</b>	<b>Lead</b>	<b>Due By</b>
<b>6.9.1 Drumcog Allocation Policy Review</b>			
<p>The Chair requested KB to provide verbal update on review and timeline. KB advised work ongoing to improve online application. There is little change proposed to Policy and customer consultation will take place Oct/Nov 2023.</p>			
<b>Decisions Made:</b>			
➤ Review report to Feb 2024 CoM meeting.		KB	21/02/24
<b>6.9.2 G.10 Committee Member Recruitment Policy Review</b>			
<p>The Chair requested JO to present the report for committee decision making. JO advised on minimal changes as per tracked changes version. Committee confirmed review proposal noted and no queries to raise.</p>			
<b>Decisions Made:</b>			
➤ Approved reviewed policy for implementation, with 3 yearly review cycle rather than the 2 yearly cycle shown on the tracked changes version of the revised policy.		JO	06/09/23
<b>6.9.3 G.13 Committee Succession Planning Policy Review</b>			
<p>The Chair requested JO to present the report for committee decision making. JO advised on minimal changes as per tracked changes version. Committee confirmed review proposal noted and no queries to raise.</p>			
<b>Decisions Made:</b>			
➤ Approved reviewed policy for implementation.		JO	06/09/23

<b>6.9.4 F.07 Fraud and Bribery Policy Review</b>			
Detail as earlier in Minute after Item 6.2.			
<b>6.9.5 F.03.1 Financial Regulations &amp; F.03.2 Financial Procedures Review</b>			
Detail as earlier in Minute after Item 6.2.			
Committee confirmed all matters noted and no additional queries to raise.			
<b>7.</b>	<b>Items for Updating</b>	<b>Lead</b>	<b>Due By</b>
The Chair requested IF to summarise and update on the reports for noting.			
<b>7.1 Complaints and Compliments Quarterly Report</b>			
IF confirmed outcomes to 30/06/2023 and website updated with new format reporting - <a href="https://www.pineview.org.uk/complaints-and-compliments-reports/">https://www.pineview.org.uk/complaints-and-compliments-reports/</a>			
Committee noted outcomes, trends, and learning. Committee were pleased to note compliments received. Committee confirmed all matters noted and no additional queries to raise.			
<b>7.2 Staffing, Health &amp; Safety Quarterly Report</b>			
IF advised on anonymised staff absences. Meeting discussed rise in covid cases and reminders for staff on safe working.			
JO advised on position with EVH replacement Director and will have further update for Sept CoM meeting.		JO	20/09/23
IF advised that ACS Health & Safety Audit booked in and update will follow to Sept CoM.		IF	20/09/23
JO advised on staff team building/bonding day taking place 31/08/2023.			
<b>7.3 Gifts, Hospitality and Donations Report</b>			
Committee noted report and IF advised PHA would be doing usual xmas collection for Drumchapel Foodbank.			
Committee confirmed all matters noted and no additional queries to raise.			
<b>9.</b>	<b>Correspondence</b>		
Nothing additional.			
<b>10.</b>	<b>A.O.C.B.</b>		
There were no matters raised.			
<b>11.</b>	<b>Date of Next Meeting</b>		
➤ Wed 20/09/2023 at 6.15pm – office and MS Teams			
The Chair thanked everyone for their attendance and input. The Chair thanked the three observers for attending and hoped they would like to pursue their applications further, advising that JO would be in touch to take forward. The Chair also advised the three observers that they could contact him directly if they wanted a committee perspective.			
There being no other business, the Chair closed the meeting at 19:45pm.			

Minute Approved by: J Graham

Seconded by: L Devlin

Signed by Chairperson: D Martyn  
of meeting approving

Date Approved: 20 September 2023