

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 24 September 2019 at 6.00pm
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Prepared By:	Joyce Orr, Director
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Date Prepared:	14 October 2019
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Meeting Date:	29 October 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 Details

1. Sederunt

Present: Jean Black (JB) Myra Frater (MF) Sharon Kane (SK) Dan Martyn (DM) Josephine McGinty (JMc) – Vice Chairperson Victoria Phelps (VP) – Chair David Syme (DS) Anna Welsh (AW)	Apologies: Matthew Dillon (MD) Winifred McPhail (WM) Jim O'Connor (JO'C) – Treasurer Special Leave: Absent Without Apologies:	In Attendance: Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter: None
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VP reminded members to 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 and everyone welcomed Myra back from her leave of absence.

2. Declaration of Interest

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

- Declaration from tenant members that rent structure will affect them. Agreed no need to leave meeting for this – similar to rent increase discussions, the declarations were only for transparency.
- Declaration from KB & JO regarding membership of Pension scheme (Report 6.2). No need to leave meeting, declared for transparency purposes.
- 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
3. Rent & Service Charge Restructure Presentation and Policy Review		
<p>KB delivered a PowerPoint presentation to the meeting detailing the objectives of the review; the current structure; tenant consultation undertaken; actions taken to meet objectives and tenant feedback; proposed new structure; proposed rent calculation method; monthly rent comparisons; and number of conclusions. KB confirmed that the processes undertaken comply with tenant consultation requirements; proposed new rents pass the SFHA affordability model test; PHA average rents will not be adversely affected; the income generated from rents will not be adversely affected; and the new system will be simpler with fewer different rents. KB explained the need to have a fair system that can be easily explainable to tenants and prospective tenants. The meeting discussed the work undertaken to date, the proposals being made and further work that would need to be undertaken including further tenant consultation and then notification.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved suggested revised charging structure for consultation with tenants, following further review by staff and consideration by Resident and Customer Forum; - Final proposal and amended policy, following consultation, to be brought to October committee meeting for consideration and to agree final version for implementation. 	<p>KB</p> <p>KB</p>	<p>Oct</p> <p>29/10/19</p>
4. Minutes of Previous meetings		
<p>4.1 Minute of the Management Committee Meeting of 22 August noted. 4.2 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.</p> <p><u>Decisions Made:</u></p> <p>4.1 - Minute approved - proposed by AW, seconded by JB, Minute signed by Chair. 4.2 – Minute for CoM 29/10/19 – as Chair will be absent from this meeting it was approved that any approved minute at meeting will be signed by whoever chairs the meeting.</p>	<p>IF</p> <p>CoM</p>	<p>29/10/19</p>
5. Items Requiring Decision / Approval		
<p>5.1 Regulatory Compliance Self-Assessment Action Plan Update and Draft Annual Assurance Statement</p> <p>The Chair reminded the meeting of the Annual Assurance Statement (AAS) return requirement, the work committee had undertaken to date, and the action plan put in place. The Chair asked JO to present the report to the meeting. JO presented the report, advising for discussion and decision. Committee noted progress update on action plan and confirmed no changes to reporting systems at present but that this will be kept under review. The meeting considered and discussed the draft AAS. The meeting noted that the SFHA had issued a document “Suggested Clauses for Use in Annual Assurance Statement” following the issue of the meeting paperwork. Discussed this and delegated authority to JO to review and include anything deemed relevant to the Pineview final AAS for committee review at the</p>		

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<p>meeting of 29/10/19. A few spelling errors were identified for rectification in final version. SK fed back on information from recently attended governance conference on AAS and presentation from SHR CEO Michael Cameron. The meeting discussed the signing of the AAS for submission to the SHR as the Chair will not be at the 29/10/19 meeting. JO advised she would be attending a GWSF event on annual assurance statements and may get some other ideas from this.</p> <p><u>Decisions Made:</u></p> <p>Following decisions made:</p> <ul style="list-style-type: none"> - Draft AAS approved subject to changes delegated to JO – taking into account SFHA document and any learning from GWSF event – any changes to be incorporated into a final draft for the CoM to consider, amend and approve at the meeting of 29/10/19. - In chair’s absence the Vice-chair is to sign the final AAS, if any unforeseen issue with availability then Treasurer will sign. 	<p>JO</p> <p>JMc/JO’C</p>	<p>29/10/19</p> <p>29/10/19</p>
<p>5.2 Committee and Membership Report:</p> <p>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 cancellation of 28 share memberships following annual review after the AGM for non-attendance in line with Rule 11.1.3.</p> <p>5.4.3 Governing Body Specific Matters – DM advised no device requirement for committee portal. JO advised MD had advised outwith meeting that he would use own device.</p> <p>5.4.4 Training – Meeting noted feedback from members – all positive. SK fed back on Governance Conference and sessions on regulatory compliance; committee recruitment; outcomes from regulatory engagement and preparing for Freedom of Information – SK would recommend conference. VP updated on SQA programme being undertaken on Governance of Scottish Housing Associations. DS fed back on the Drumcog health and safety training and discussed importance of health and safety having a positive culture within an organisation – JO confirmed the location of the Health & Safety Control Manual. JO gave feedback on behalf of WMc. Committee noted Drumcog training arranged for 21/10/19 (Regulatory & Legal Duties of Committee) and the other external events available for committee to consider/attend.</p> <p>5.4.5 Committee Diary - Noted committee diary for Sept/Oct. Discussed importance of someone attending EVH SHAPS support group – DM to confirm if able to attend.</p> <p>5.4.6 Committee attendance – noted overall attendance above target.</p> <p>5.4.7 Committee training – noted overall attendance at events.</p> <p>Chair reminded everyone of advising of apologies in advance if unable to attend any meeting, training etc.</p> <p>Noted customer forum, committee and staff xmas lunch venue of the Leonardo Inn (previously Pond Hotel), with date 13/12 or 20/12.</p> <p><u>Decisions Made:</u></p> <p>5.4.1 – Share Membership Application – application approved, share 826.</p> <p>5.4.5 –Diary – DM to confirm if able to attend EVH SHAPS event 25/10/19.</p>	<p>IF</p> <p>DM</p>	<p>18/10/19</p>

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<p>5.3 Policy Reviews The Chair advised a number of policy reviews to be considered. Noted delay to usual for implementation time due to Oct staff leave. The Chair asked JO to present reports 5.3.1 – 5.3.8 and KB to present report 5.3.9.</p> <p>➤ 5.3.1 Data Retention Policy JO presented the report, advising this was a new policy. The meeting discussed the purpose of the proposed policy and the proposed retention periods. <u>Decisions Made:</u> Policy approved for implementation, with a 3 yearly review (review being sooner if required by changes in legislation or on recommendation of DPO).</p> <p>➤ 5.3.2 CCTV Systems Policy JO presented the report, advising this was a new policy. The meeting discussed the purpose of the proposed policy and the use of CCTV by the Association in respect of the office premises. <u>Decisions Made:</u> Policy approved for implementation, with a 3 yearly review (review being sooner if required by changes in legislation or on recommendation of DPO).</p> <p>➤ 5.3.3 Domestic Abuse Policy JO presented the report, advising this was a new policy. JO advised policy largely adapted from that use by Almond HA. The meeting discussed the purpose of the proposed policy and the Chair explained the Association’s commitment to the CiH Make a Stand Pledge. The meeting discussed some amendments to the draft to allow the policy to flow better and more accurately reflect actions that can/may be taken. <u>Decisions Made:</u> Policy approved for implementation, following amendments to be made. Policy to be posted on Association’s website and comments invited. Any proposed changes from customers to be considered and Committee to review policy further if required.</p> <p>➤ 5.3.4 Personal Relationships at Work Policy JO presented the report, advising this was a new policy. The meeting discussed the purpose of the proposed policy and how it would complement the Code of Conducts and the Entitlements, Payments and Benefits Policy. The meeting discussed some amendments to the draft to allow clarification within the policy. <u>Decisions Made:</u> Policy approved for implementation, following amendments to be made.</p> <p>➤ 5.3.5 Personal Safety Policy JO presented the report, advising that this was an existing policy for review. The meeting discussed the intention of the policy and suggested amendments to clarify that actions are in place to mitigate risk rather than being able to remove it completely. <u>Decisions Made:</u> Policy approved for implementation, following amendments to be made.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>21/10/19</p> <p>21/10/19</p> <p>29/10/19</p> <p>21/10/19</p> <p>21/10/19</p>

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<p>➤ 5.3.6 Employee Members of the UK Reserve Forces Policy JO presented the report, advising that this was an existing policy for review. Some word changes requested and completion of section on sick pay. <u>Decisions Made:</u> Policy approved for implementation, following amendments to be made.</p> <p>➤ 5.3.7 Committee Performance Review Policy JO presented the report, advising that this was an existing policy for review. Discussed and agreed proposed changes. <u>Decisions Made:</u> Policy changes approved for implementation.</p> <p>➤ 5.3.8 Committee Succession Planning Policy JO presented the report, advising that this was an existing policy for review. Discussed proposed changes. Spent time considering how long someone should serve as Vice Chair and Sub Committee Chair – enough time to get experience but not too much or little that generates an issue if someone leaves. Agreed to retain existing policy time of two years. Discussed the need for members to serve in these roles in order to meet this requirement. <u>Decisions Made:</u> Policy changes approved for implementation.</p> <p>➤ 5.3.9 Drumcog Common Allocation Policy KB presented the report, advising on work to date and work still required. Discussed the delay due to partnership working with Drumcog members; trying to agree matters and to fit in with different committee cycles. KB confirmed that actual allocations being made by Pineview are being made in line with legislative requirements with staff checking for under occupation cases prior to each let being made to ensure compliance. KB took the meeting through the proposed changes and explained how they fitted with the legislative requirements. KB updated on the consideration of an equalities compliance audit of the proposed amended policy. KB requested permission to finalise policy in partnership with Drumcog and then undertake the required consultation during October. <u>Decisions Made:</u> Approved delegated authority to KB to finalise policy in partnership with Drumcog; issue copy to committee; undertake consultation during October and report update at October CoM meeting.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>KB</p>	<p>21/10/19</p> <p>21/10/19</p> <p>21/10/19</p> <p>29/10/19</p>
6. Items For Update		
<p>The Chair reminded the meeting that these agenda reports are for updating; that members should advise of any clarification required for staff to advise; and that staff should advise of any updates since time of writing reports.</p> <p>6.1 – Business Plan Report JO advised report for noting and discussion as required. All items noted with following discussed.</p> <p>6.1.2 Returns – Noted returns made since previous meeting and those to be approved/confirmed at meeting. Noted all returns within required timescales. Noted date for Loan Portfolio Return should read 28/06/19.</p>		

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<p>6.1.3 Priorities Outcomes to 31/08/19 – Noted outcomes against targets and discussed reasons for those not met and agreed the new targets for these. <u>Decisions Made:</u> None required.</p> <p>6.2 Director’s Report JO advised report for noting and discussion as required. All items noted with following items discussed.</p> <p>6.2.4 Pensions – JO confirmed that JO and KB had an interest, as previously declared. JO updated on Defined benefit (DB) Pension scheme and confirmed that figures within report for ongoing contributions relate to those that follow the relevant valuation such that it is the 2018 triennial valuation that will lead to proposed future service contributions of 32.8% from April 2020. JO advised that the detail of past service deficit payments specific to Pineview and ongoing contribution rates are due to be issued by SHAPS by 30/09/19, which JO will forward on to committee members. Committee discussed the anticipated outcomes and their impact on Pineview and staff. The meeting discussed the need for financial planning in respect of this matter and for consultation with staff regarding any changes to contribution rates and any changes to the DB pension scheme. Discussed that previous advice was sought from Gordon Birrell of Chiene and Tait and committee would like to consider developing the previous review when the figures for Pineview are received.</p> <p>Discussed the benefit of a committee member attending the planned SHAPS support group meeting of Friday 25/10/19 10.30am – 12noon for committee members which will be led by Gordon Birrell. DM advised that he would try to attend and will confirm nearer the time.</p> <p>6.2.7 Drumcog – meeting noted and discussed current position with Kendoon HA (KHA). Agreed to await further information from KHA before make any further decision on how to proceed.</p> <p>6.2.11 NASSO Awareness Group (NAG) – discussed request to share information with Glasgow City Council (GCC) without the information sharing protocol (ISP) not being signed and GCC confirming that the ISP had not been updated since 2012 and that it needs to be reviewed to be GDPR compliant. JO updated the meeting on advice from Pineview DPO.</p> <p><u>Decisions Made:</u></p> <p>6.2.4 – Pensions</p> <ul style="list-style-type: none"> - JO to issue valuation outcome to committee when received. - Enquiry to be raised with Gordon Birrell re undertaking further review. - DM to confirm if can attend EVH SHAPS support group event <p>6.2.11 – NASSO – committee approved that Director liaise with DPO and provide information to GCC as required to protect any residents and staff.</p> <p>6.3 Staffing & Health & Safety Report: JO advised report for noting. All items noted with following items discussed. JO presented the report, advising for noting and discussion. All items noted.</p> <p>6.3.2 Health and Safety and Wellbeing – committee noted the near miss incident and were pleased with action taken. Committee were pleased to note Pineview successful accreditation with HWL Bronze Award, and encouraged work to continue to maintain and aim for Silver. Noted update on organisational stress risk assessment survey.</p>	<p>JO</p> <p>JO</p> <p>DM</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>DM</p> <p>JO</p>	<p>TBA</p> <p>18/10/19</p> <p>18/10/19</p> <p>18/10/19</p>

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<p>6.3.3 EVH/ACS – DM updated the meeting on his report from the EVH management committee of 02/09/19.</p> <p><u>Decisions Made:</u></p> <p>6.3.2 – HWL - maintain Bronze Award and consider aiming of Silver. - outcome of stress risk assessment survey to be reported to November sub committee meeting for consideration.</p>	<p>JO IF</p>	<p>Ongoing 12/11/19</p>
<p>Chair requested suspension of standing orders to continue meeting to 8.20pm – approved.</p>		
<p>6.4 Gifts, Hospitality & Donations Report: JO advised report for noting. All items noted with following items discussed. <u>Decisions Made:</u> None required. Register signed.</p> <p>6.5 Housing Services Update Report: KB advised report for noting, with one decision now required. All items noted with following items discussed.</p> <p>6.5.2 Cyclical Programme – KB advised likely to be delay with gutter cleaning contract due to contractor workload, but PHA pursuing to agree required completion date.</p> <p>6.5.3 Arrears – committee noted additional information given for arrears as requested. KB advised work being undertaken by team to try to reduce rent arrears. Meeting discussed factoring arrears and the ongoing legal action for case SO51. Discussed the differing options open available and advice received from Solicitor. Agreed KB to discuss options with Solicitor on 25 September and then e-mail committee for a decision on how to proceed. <u>Decisions Made:</u></p> <p>6.5.3 – Arrears – KB to liaise with Solicitor re case SO51 on 25/09/19. Pursue discussion with lenders re their legal fees. If lender not willing to co-operate then contact committee for decision on how to proceed.</p> <p>6.6 Welfare Reform Action Plan as at 31/08/19: KB advised report for noting. Committee noted update provided and discussed benefit of having a quarterly update to action plan. <u>Decisions Made:</u> Welfare reform action plan to be kept updated on an ongoing basis and report to committee quarterly. KB to determine reporting timetable and include in next housing services update report.</p>	<p>KB</p> <p>KB</p>	<p>25/09/19</p> <p>29/10/19</p>
<p>7. Correspondence</p>		
<p>Committee noted correspondence issued. Chair asked if anything additional to consider – nothing raised.</p>		
<p>8. A.O.C.B</p>		
<p>There being no other business, the meeting closed at 8.20pm</p>		

Minute Approved by: Jean Black Seconded by: Sharon Kane

Signed by Vice Chairperson: Josephine McGinty Date: 29 October 2019

