

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 25 February 2021
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Prepared By:	Joyce Orr, Director
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Date Prepared:	16 March 2021
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Meeting Date:	25 March 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 Linda Devlin (LD) Myra Frater(MF) Dan Martyn (DM) Fiona Murphy (FM) Victoria Phelps (VP) David Syme (DS)	Apologies: Josephine McGinty (JMc) Special Leave: Matthew Dillon (MD) - approved Sharon Kane (SK) - approved Winifred McPhail (WM) Anna Welsh (AW) Committee gave ongoing approval. Absent Without Apologies:	In Attendance: Karen Byrne (KB) – Housing Services Manager Isobel Ferguson (IF) – Finance & Corporate Services Officer Lucy Neilson (LN) - FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter(s): Daradjeet and Harman Jagpal (ILS), DPO – Annual Report
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All papers issued in advance of meeting unless detailed in minute. Following some MS Team issues, the meeting started at 6.10pm. The Chair welcomed the new members 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 - interest in EVH salary ballot by members employed by EVH members – RB, LD (as son EVH member employee); FM, VP, KB, IF, JO

Item Details	Action	By
3. Guest Speaker – Daradjeet and Harman Jagpal, ILS - DPO Annual Report		
<p>The Chair invited Daradjeet Jagpal (DJ) to present the Data Protection Officer's (DPO) annual report to the meeting.</p> <p>DJ took the meeting through the previously issued report, highlighting the 'all-inclusive' scope of the role and the work undertaken. DJ summarised the work undertaken during the previous 12 months. DJ explained that all staff have direct access to the DPO service and this has helped with openness and transparency on data protection matters.</p> <p>DJ explained the training undertaken with staff during the year to ensure they are kept updated on their data protection requirements. DJ advised that two guides for Committee had been developed (GDPR and FOISA) and would be issued to Committee for their reference. DJ advised that he was liaising with staff to provide a recorded webinar for further Committee training.</p> <p>DJ updated on the data protection audit completed in August 2020, and the 'substantial' assurance level provided, with several areas of good practice identified. DJ advised that it would be very difficult and highly unusual for an organisation to be awarded the higher 'full' assurance level. DJ advised on the data protection staff home working survey undertaken, with high levels of awareness demonstrated and no significant areas of concern to be addressed.</p> <p>DJ explained the DPIA work undertaken during the year on possible office visitor attendance logging for Covid-19 Test and Protect purposes, and that this will be reviewed and adapted as required if office based services resume.</p> <p>DJ advised that there had been no need to liaise with the ICO on behalf of PHA, and there had been no complaints to the ICO, and no reportable data security breaches.</p> <p>DJ summarised the data security incidents over the last year and the common theme of email communication. The number of incidents, eight, was not high but was unusually high when compared to other RSL clients. The meeting discussed that staff were being open and upfront when incidents happened and were reporting these to the DPO which was a very positive position and to be encouraged.</p> <p>DJ summarised the work undertaken during the year in respect of FOISA and EISRs requests. DJ confirmed that all requests and disclosed information are published online in the PHA disclosure log- https://pineview.org.uk/disclosure-log/</p> <p>DJ confirmed quarterly returns are submitted to the Scottish Information Commissioner (SIC) as required. DJ confirmed there had been no complaints to the SIC and no enforcement action or decision notices in relation to PHA during the year.</p> <p>DJ thank the Committee for their time and asked if any questions – Committee advised the report was comprehensive and self-explanatory and therefore no queries to raise. DJ thanked Committee for the renewal of appointment for a further 2 years and that ILS looked forward to further developing their work and partnership with PHA.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> - None. 		

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4. Decisions / Approvals Summary Report		
<p>Chair advised summary report would be used to guide meeting and ensure all required decision made.</p> <p><u>Decisions Made:</u></p> <p>Detailed below under each section to which they relate.</p>		
5. Minutes of Previous Meeting(s) / Matters Arising		
<p>5.1 Minute of the Management Committee Meeting of 28 January 2021 noted, with no changes requested.</p> <p>5.2 Previous Minutes Decisions Action Implementation Report and progress updates noted. JO updated that 24/11/2020 Item 5.1 follow up on office bearer positions was now completed.</p> <p><u>Decisions Made:</u></p> <p>5.1 - Minute of 28 January 2021 approved - proposed by DM, seconded by DS.</p> <p>Minute to be signed by Chair when Covid19 restrictions lifted or alternative arrangements in place – IF to put arrangement in place for electronic signing as per other documents.</p>	IF	29/04/21
6. Items Requiring Decision / Approval		
<p>6.1 Treasury Management Report:</p> <p>The Chair introduced the report and asked JO to present for required decisions. JO advised no updates and no queries in Decision Time.</p> <p>Loans - JO advised on loan debt position at 31/12/20 and the impact of the ToE consent requirement by Clydesdale Bank (CB) on CB loan margins. JO advised that KHA's Government loan would be added to loan analysis. JO confirmed that all loan covenant requirements had been complied with and there were no forecasted compliance concerns. JO advised on the KHA loan debt repayment and associated costs.</p> <p>Investments and Cash – JO advised on distribution as at 31/12/20 and 31/01/21, and the holding of more instant access cash for ToE matters. JO advised that the current spread met the Treasury Management Policy requirement (Section 5.6g) and it was not anticipated that there would be any policy non-compliance. However, given the nature of bedding in the ToE it was requested that Committee continue the current delegation to the Director and Finance Agent to act outwith the Policy temporarily (for investment purposes) as may be required until 31/03/2021.</p> <p>JO explained the change to the section on Inflation to now include CPIH. Committee noted that inflationary figures were not representative of the higher cost increases that the Association is experiencing (Covid19 related and those anticipated due to Brexit).</p> <p>Committee confirmed all matters noted and no additional queries.</p> <p><u>Decisions Made:</u></p> <p>Loans - KHA Scottish Government loan to be added to loan analysis and management accounts for quarter to 31/03/21.</p> <p>Investments - continue the delegated authority to the Director and Finance Agent to act outwith the Policy for investment spread as may be required until 31/03/2021, consulting with Office Bearers.</p>	LN JO/LN	27/05/21 31/03/21

Item Details	Action	By
<p>6.2 Management Accounts to 31/12/2020: The meeting Chair introduced the report and asked LN to present for required decisions. LN advised no queries within Decision Time. LN took the meeting through the management accounts and report, explaining variances. LN advised that forecast savings on staffing may change due to additional temporary staff but should still be within budget. LN explained the variance in estate costs to 31/12/20 and projected to the year end, with a mixture of under and over spend variances behind the overall figure. This was a similar position with component replacement costs. LN explained the impact of Covid restrictions on carry forward spend from 2019/20. LN advised that there were no variances in the period that gave rise to concern. Committee noted the projected Cashflow statement to December 2021 and the projected impact of the ToE. Committee noted positive performance of KPIs against target. JO explained that it is important to note that arrears are expected to increase in monetary terms due to ToE additional arrears cases and covid restrictions on repossession actions. JO advised that whilst they are likely to increase in monetary terms, the increase will be even greater in terms of a % of rental income figure as the rental income will reduce due to rent decreases from 1 April 2021. Committee noted that key management personnel costs as a % of staff costs was higher than budget but that this was due to budgeted contingency rather than any overspend. Committee noted outcome of loan covenant calculations with all being comfortably met.</p> <p>Decisions Made: Management accounts approved as presented and authorised for forwarding to Clydesdale Bank as per covenant requirement. Summary version for publication on website.</p> <p>At this point LN left the meeting.</p> <p>6.3 Business Plan General Report: The meeting Chair introduced the report and asked JO to present for required decisions. JO advised updates to be provided on KHA office move and query in Decision Time re KHA consultants costs; and one decision required on subscriptions. 2 - Transfer of Engagements – JO updated that Kirsty Morrison (KHA consultant) was leading on KHA office move and this was planned for week commencing 01/03/21. JO updated that the costs allocated against KHA staff costs related to costs for wind up work and KHA ARC/ESSH return. JO advised that this was an estimate on the side of caution and that actual costs are anticipated to be less. It was confirmed to Committee that JO is reviewing all consultant invoice fees as they are submitted as requested. JO updated on subscriptions and the recommendation for virement during 2021 and a review of subscriptions during 2021 for 2022. 14 – SFHA Model Documents and Guidance – Committee noted publication and planned incorporation into PHA document reviews. Committee confirmed all matters noted and no additional queries.</p>	<p>JO</p> <p>IF/JO</p>	<p>01/03/21</p> <p>25/03/21</p>

Item Details	Action	By
<p><u>Decisions Made:</u> Approved virement of subscription costs as may be required for 2021 costs and a review of subscriptions during 2021 for 2022 budget review.</p> <p>6.4 Staffing & Health & Safety Report: The meeting Chair introduced report and asked staff members to present for required decisions. IF updated that there was now a staff member absence that is likely to be a long term absence. KB took Committee through the recent and ongoing recruitment work. KB presented the request to increase 32hr AHO post to 35hr (2 x 17.5hrs), and the proposed recruitment approach for approval. KB advised that the request to extend the temporary SHO contract to 31/12/2021 had changed since writing of report due to SHO securing alternative longer term employment. The request was now to recruit a SHO temporarily to 31/12/21. KB advised that the post was not in the staff structure and was not required on a permanent basis but would be of great benefit for this temporary period to assist KB with management of service and staff in the period post the ToE while matters settle. IF advised Committee on the SPSO Model Complaints Handling Procedure (MCHP) update and plans for implementation from 1 April. Committee considered the EVH salary ballot document for their decision. Committee confirmed all matters noted and no additional queries.</p>	<p>LN LN</p>	<p>31/03/22 25/11/21</p>
<p><u>Decisions Made:</u> Approved increase in AHO post to 35hrs pw, split into two 17.5hr posts, effective 1 April 2021, by recruitment process requested. Approved recruitment (either direct or through agency) for temporary SHO to 31/03/21. Approved "YES" for EVH salary ballot response with JO to submit.</p>	<p>KB KB JO</p>	<p>01/04/21 01/04/21 28/02/21</p>
<p>6.5 Gifts, Donations and Hospitality Report: The meeting Chair introduced report and asked IF to present for required decisions. IF advised no updates and no queries within Decision Time. IF detailed the three donation suggestions for Committee to consider. A suggestion was made from Committee member to consider a donation to the Asian community group that is based in the Stonedyke area – more details to be sourced and check of charitable status (as Rules require). Committee confirmed all matters noted and no additional queries.</p>		
<p><u>Decisions Made:</u> Approved PHA donations of £250 each to: - 3D Drumchapel (children and young families); - G15 Youth Project (12 – 25 year olds) - Antonine Court (learning or physical disability) Investigate status and opportunity to donate to Asian support group.</p>	<p>IF IF</p>	<p>31/03/21 31/03/21</p>
<p>6.6 Housing Services Report: The meeting Chair introduced report and asked KB to present for required decisions from updated report issued 24/02/21. 2 – Drumcog Gas Contract - KB advised on confirmation that a direct award can be made to City Building via the Scotland Excel Gas Boiler Maintenance Framework, and the value for money achieved.</p>		

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<p>3 – Five year property plans – KB advised that PHA would at this time of year send tenants a plan of all work anticipated for their home in the next five year period. However, it was recommended that this be paused at present due to the impact of Covid restrictions on 2020/21 works and the potential impact moving into 2021/22. It was discussed that the Association did not want to send out plans and then have to contact tenants to advise that works needed re-planned and tenants would then be disappointed. KB advised that confirmation of KHA stock position was also being worked on and that stock inspection and tenant consultation would be preferable before any plans determined, but that this was not effective to undertake at present due to Covid meeting restrictions. A suggestion was made from Committee that consideration also be given to shortening the period of the plans to three years as five years was a long period and items could change due to stock condition survey outcomes and regulations. It was also considered about whether or not the plans required to be issued each year if nothing had changed from the previous year, and it might just be that only new tenants required a plan.</p> <p>4 – Reactive Repairs – KB confirmed, as per response to query in Decision Time, there were no concerns regarding the nature of the one urgent repair nor of it worsening if not attended to sooner.</p> <p>6 – Drumcog Reactive Maintenance Framework – KB advised on delay in Stage 2 tender being published on PCS, which is now due to be issued with return end March 2021. As such, an extension of the existing contract to 30/04/21 is requested.</p> <p>7/8/9/10 – Arrears – meeting discussed arrears levels and the increase quarterly. KB advised Committee on the impact of UC delays and delay in being able to receive direct payments for arrears cases. KB advised on impact of Covid19 on a number of fronts including tenants losing employment, increased claims for UC, tenants reduced incomes due to furlough or reduced hours (without qualifying for benefit), and the court action restrictions. Committee advised that they understood these impacts but were still keen to see arrears levels reduce. JO advised there would be further information on arrears over the coming months to illustrate arrears relating to ToE changes. JO reminded Committee of the anticipated increase in arrears as a % due to lower rental income from 01/04/21, as discussed at Item 6.2. Committee are requested to advise on any additional or amended reporting they would also like to have.</p> <p>12 – Estate Services – KB advised that 3rd caretaker now in post and work in Kendoon area had started especially in respect of bulk and rubbish.</p> <p>Other items – KB updated on HMO licence (submitted 24/12/20) and pursuit of GCC regarding the progress on this application. KB advised that ex KHA stock had been found not to have had roof anchors checked – this was now being arranged and in meantime work orders will highlight they are not to be used.</p>		
<p>Decisions Made:</p>		
<p>2- Drumcog Gas Contract – Approved award of contract to City Building LLP for a four year contract starting 01/04/2021.</p>	KB	01/04/21
<p>3 – Five Year Property plans – Approved pause on plans with staff to review period of plans and frequency of issue to tenants and report back to CoM September 2021.</p>	KB	30/09/21

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6 – Drumcog Reactive Maintenance Framework – Approved extension of existing to allow tender process to conclude for new framework 10/05/21. 7/8/9/10 – Arrears – reporting to be kept under review and Committee to advise of any additions or amendments required.	KB KB/JO/CoM	01/05/21 Ongoing
<p><u>Policy Reviews</u> None.</p>		
7. Items For Update		
<p>The Chair reminded members these item reports are for updating and should simply be noted unless staff have any additional updates and/or members require more information/clarification.</p> <p>7.1 Committee and Membership Report: The meeting Chair introduced report, advising no notes in Decision Time. Chair requested any updates or matters for clarification. JO advised of leave of absence request within report for SK and additional request from MD, both due to personal circumstances. Committee noted recommencement of Drumcog committee training programme and noted that it was unfortunate no one from PHA could make the 15/02/21 session due to other commitments. JO updated on Committee recruitment and advised that local residents who had shown a potential interest had advised that now was not the right time for them but agreed we could keep in touch and they would consider further when Covid and restrictions eased. JO advised that there was potential interest from 3 law students (similar to previous initiative) and JO had discussed with Chair and was now pursuing.</p> <p><u>Decisions Made:</u> Approved leave of absence for SK and MD for 3 months, return June.</p>	IF/JO	24/06/21
8. Correspondence		
No additional correspondence to that issued throughout month.		
9. A.O.C.B		
<p>JO requested raising of matter for Committee to consider re ToE reporting. JO advised on proposal to develop a section within Business Plan Report for transfer promises and showing achievement against these quarterly.</p> <p><u>Decisions Made:</u> Approved quarterly reporting within Business Plan.</p> <p>There being no other business, the meeting closed at 7.30pm.</p>	JO	29/04/21

Minute Approved by: Myra Frater

Seconded by: Daniel Martyn

Signed by Chairperson: _____

Date: _____