

Report To:	Management Committee Meeting
Agenda Item:	5.1 Minute of Management Committee Meeting of 29 May 2024
Prepared By:	Joyce Orr, Director
Date Prepared:	05 June 2024
Meeting Date:	19 June 2024 at 6.15pm – PHA Office and Teams

1. Sederunt

P = In Person, T = On MS Teams

Present: Morven Baigent (MB) Co-optee Richard Bolton (RB) Linda Devlin (LD) – arrived 6.20pm Frazer Lord (FL) Daniel Martyn (DM) – Chair Josephine McGinty (JM) Laura Nahar (LN) Aarti Passi (AP) Lyndsey Robinson (LR) Anna Welsh (AW)	T P P P P P P P P P	Apologies: David Syme (DS) Jamie Graham (JG) Absent: Leave of Absence: J Brechany	In Attendance: Karen Byrne (KB), HSM Isobel Ferguson (IF), SFCSO Ben Keenan (BK), HO Linda Macmillan (LM), AHO Robert McGinlay (RG), FMD Joyce Orr (JO), Director Robert Reid (RR), SHO Observers: Mary Frew Janette Murphy Karen Royal	P P P P P P P P P P P P P P P
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All papers issued in advance of meeting unless detailed in minute.

The Chair to welcome everyone to the meeting and thanked the customer forum members for attending.

2. Declaration of Interest

Reminder for committee and staff to declare as appropriate. Reminder of confidentiality and collective responsibility.

➤ **Staff regarding Pension, but no decision being made tonight so no need to leave meeting.**

3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued on 29/05/2024 as an aid to ensure all decisions required are considered and made.

4. Annual Return on Charter – submission due by 31 May 2024

a. Training Presentation

The Chair requested JO present the training presentation on the ARC. JO delivered a PowerPoint presentation giving an overview of ARC including its purpose, content, timelines and what it is used for. Committee and customer forum members confirmed that this was helpful to give context for the return.

b. ARC Return for 2023/24

The Chair requested KB present the report on the ARC. KB advised on the report and the proposed ARC return. KB took the meeting through the queries raised and answered on Decision Time regarding void times, 1 SHQS fail (gas issue), and tenancy sustainment question (noting that tenancies can end for very positive reasons). KB took the meeting through a comparison of indicators with those from the previous year. Committee noted improved performance outcomes in a number of areas. KB and RR answered questions that were raised regarding gas matter, and regarding volume of logged anti-social behaviour complaints (one incident could have numerous logs). JO advised some of the comments on outcomes to be updated for submission.

Lead

Due By

<p>Committee noted the outcome of the ARC internal audit visit, with the report giving strong assurance and highlighting several areas of good practice. IF confirmed that all stock and rent details required but outwith the ARC form had been updated on SHR portal.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ➤ Approved the 2023/24 ARC and stock return for submission to SHR, with updated comments. Delegated to Director to submit via SHR online portal. ➤ Decision Time to be updated with submission for reference. 	<p>JO</p> <p>JO</p>	<p>31/05/24</p> <p>07/06/24</p>
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>	<p>Lead</p>	<p>Due By</p>
<p>5.1 Minute of the Management Committee Meeting of 17 April 2024</p> <p>Committee confirmed approval of minute, with no changes required and no matters arising.</p> <p>Proposer: LD Seconder: FL Chair of meeting to sign minute: DM</p>	<p>IF</p>	
<p>5.2 Decision Tracker Report</p> <p>The Chair asked staff to present any matters that required consideration. Committee considered the outstanding matters as below. All other matters noted as either complete, not due yet or part of this meeting.</p> <p>JO apologised for input error resulting in items showing meeting date of 28/02/24 when should be 21/02/24 – report will be updated to correct date.</p> <ul style="list-style-type: none"> ❖ Joyce – 21/02/24 6.3.2 – updating business plan with approved 2024/25 targets – not completed yet. Will be updated by 14/06/2024 and include 31/03/24 outcomes. Noted that timing works better once year end outcomes know, therefore future updates to be timed for June. ❖ Frazer/Joyce – 17/04/24 4.2 – reporting ideas – Frazer had to cancel due to clash of meetings; new suitable date to be arranged – Frazer to advise. ❖ Karen – 17/04/24 8.2– complaints – KB confirmed that training and individual discussions had been completed before due date of 31/05/24. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p> <p>FL</p> <p>KB</p>	<p>16/06/24</p> <p>TBA</p>
<p>6. Reports Requiring Decision/Approval/Discussion</p>	<p>Lead</p>	<p>Due By</p>
<p>6.1 Management Accounts to 31/03/2023</p> <p>The Chair requested RM(FMD) to present management accounts and advise on any matters to bring to committee’s attention and any decisions required. RM took the meeting through the accounts highlighting variances from budget and reasons. RM advised that interest receivable was much greater than budget largely due to seeking best gains and budget underestimating so as not to rely on interest income as it can be very uncertain. Committee noted strong cash position and estimated cashflow for the year ahead. RM reminded meeting that cash reserves are allocated for future costs. The Chair reminded the meeting that there was no allowance for EESSH2/SHNZS within costs (as the requirements are not yet known as awaiting Scottish Government decisions), which will impact on cash position when considered.</p> <p>Committee considered ratio outcomes and benchmarking of outcomes. RM confirmed no covenant compliance concerns.</p> <p>Committee noted Q4 management accounts will form basis of annual financial statements, with adjustments as required.</p>		

<p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Management Accounts approved for lender and website. 	RM/IF	31/05/24
<p>6.2 Treasury Management Quarterly Report and Annual Review</p> <p>The Chair requested RM(FMD) to present the Treasury Management Report. RM took committee through the quarterly reporting on treasury management position as at 31/03/24, and fixed term deposits made in April and May. Committee noted cash and loan position. RM confirmed no liquidity issues, no policy compliance issues, and no concerns to bring to committee attention. RM confirmed SHR Loan Portfolio Return mirrors the loan position as reported. JO advised that there is no recommended change to policy or strategy. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved submission of Loan Portfolio Return to SHR by due date. ➤ Approved retention of existing policy and strategy without change. 	RM/JO -	30/06/24
<p>6.3 Risk Management Review & Disaster Recovery Plan 6 Month Review</p> <p>Risk Management</p> <p>The Chair requested JO to present the report for decision and/or update. JO advised report was to allow committee to consider the quarterly review, consider updates from Feb 2024 review, including opinions of both internal and external auditors both of whom had no concerns, and to determine the register. JO presented updates on Risks 28, 70, 15, 8 and explained reasoning to request the removal of risks 55 (as covered under duty of care risk) and 62 (as unlikely at present). JO requested that committee consider their approach to Risk 32 Pensions. DM, Chair, explained the position with pensions and 4 staff remaining in DB scheme. DM explained the last man standing provision of the DB scheme and the risk of deficit payments. DM explained the staff conflict of interest with this matter and therefore why committee were leading directly. DM explained that committee are looking to seek some professional advice regarding the risk associated with the DB option (having previously taken the appropriate HR advice on how to address with staff). It was noted that committee would consider further in June.</p> <p>JO updated on the May 2024 internal audit assessment of the Association's risk management and the draft outcome report. The audit report gave a strong assurance rating, identified two low level recommendations, 2 observations and identified several areas of good practice in the Association's approach. JO explained that the SMT would normally determine management response, however, given the strategic importance of risk management it was felt appropriate for committee to consider report and proposals from staff for management responses. Committee considered, discussed and decided on audit recommendations and the proposed responses.</p> <p>Committee noted risks scoring 10 or more and confirmed no additional changes for risk register.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved updates and proposals including removal of Risks 55 and 62, with risk register and business plan to be updated by 30/06/2024. ➤ Committee to further consider pension risk at June CoM meeting – Chair will pursue regarding advice options meantime and report back to June CoM. 	JO DM	30/06/24 19/06/24

<p>➤ Decisions made on audit report recommendations as follows:</p> <ul style="list-style-type: none"> - Link risks to strategic objectives once the 2025-28 objectives determined and being implemented. Tie in with a quarterly review. - Further actions detailed only where there are actions identified. - Risk appetite low, with proportionate mitigations and to be considered on a project by project basis. Policy to be updated at next quarterly review to reflect decision. - Target risk score - not to implement as disproportionate to risk and benefit. - Committee attend risk management training with Drumcog 17/06/2024 – apologies from LD as not available. <p><u>Disaster Recovery Plan 6 Month Review</u> The Chair requested IF to present the report for decision and/or update. IF advised report is to allow committee to consider the six monthly review and associated updates and proposed revisions. Committee noted the proposals and the impact of the changed IT infrastructure. Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved proposed revisions for policy update and implementation. ➤ Approved Appendices be update by 31/05/2024. <p>RM was invited to leave or remain for the rest of the meeting- left @7.20pm.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>CoM/IF</p> <p>IF</p> <p>IF</p>	<p>08-11/ 25</p> <p>-</p> <p>21/08/24</p> <p>-</p> <p>17/06/24</p> <p>14/06/24</p> <p>31/05/24</p>
<p>6.4 Business General Report – All staff</p> <p>The Chair requested staff present the report for decision and/or update. The committee discussed the following elements within the report.</p> <p>6.4.1 Performance Indicators Outcomes to 31/03/2024 JO passed to FCSO, HSM and SHO to speak to KPIs not met and those PIs brought to committee attention. KB advised on housing services targets not met and plans to address. The meeting noted the outcomes that differed to the ARC due to additional PHA indicator requirements, for example, on ASB complaints the PHA indicator also has a time element. JO advised on desire to increase the volume of repair satisfaction surveys and could be achieved when carrying out inspections. KB advised that repairs satisfaction reported on 'last repair' per ARC guidance and as tenants can report more than one repair then the total number of satisfaction survey completed is therefore a higher number. DM, on behalf of committee, expressed thanks for the work undertaken by the staff team to achieve improvements in outcomes, especially rent arrears. Committee noted priority for increasing volume and timeliness of settling in visits (as part of tenancy sustainment and satisfaction work). IF advised anonymously on staff sickness outcomes and action being taken. Committee confirmed all matters noted and no additional queries to raise.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved improvement proposals for addressing KPIs and PIs. <p>6.4.2 Strategic Objective Delivery Plan (SODP) to 31/03/2024 KB advised on good outcomes achieved and reported. KB highlighted 4 areas brought to committee attention within the report (ESSH2/SHNZS, CAB appointment, evaluation measurement tool, and green office strategy) and the proposed actions to address. KB advised that the CAB income generated report was reported through the May 2024 Housing Services Report as</p>	<p>KB</p>	<p>Ongoing</p>

<p>reported at Item 6.6. IF updated that the Green Office Strategy objective had now been completed and was in place. Committee confirmed all matters noted and no additional queries to raise. Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved proposed actions to outcomes identified: <ul style="list-style-type: none"> - EESSH2/SHNZS – awaiting Scottish government publishing. - Staff reminding customers of CAB appointments and pursuing. - Outcome evaluation tool to be implemented for reporting on June outcomes (to Aug CoM). 	<p>KB KB KB</p>	<p>TBC Ongoing 21/08/24</p>
<p>6.4.3 Regulatory Standards Compliance Self-Assessment 2024 JO advised on background and previous committee decisions as detailed in the report. JO advised that, as requested by committee, the staff team have completed tracked changes of self-assessment evidence documents for committee to consider, and the finalised document be the base of the 2024 self-assessment evidence. Committee confirmed that they had considered the tracked changes documents provided, were in agreement with the proposals suggested and had no further suggestions to add at this stage. Committee confirmed all matters noted and no additional queries to raise. Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved self-assessment evidence documents to be finalised and used for 2024 version. ➤ Approved that enhancement suggestions are progressed and reported back to Aug CoM as part of Annual Assurance Statement process. 	<p>JO JO</p>	<p>21/08/24 21/08/24</p>
<p>6.4.4 Pension Deficit Correspondence and DB Review Committee had already discussed, considered and decided as at Item 6.3. Committee confirmed all matters noted and no additional queries to raise. Decision Made:</p> <ul style="list-style-type: none"> ➤ See Item 6.3 above – to June CoM. 	<p>CoM/JO</p>	<p>19/06/24</p>
<p>6.4.5 Staffing Changes and Staff Structure Review JO advised on background and proposals within the report to keep SMO position vacant and create 3 year SMO traineeship; relocate resources within housing services team to make best use of existing skills and enable career development opportunities. Committee discussed the current difficulties with recruiting staff within the sector, especially maintenance technical and finance staff. Committee members outwith the sector confirmed the same difficulties. There was discussion around the risk that existing staff could be trained and then leave. However, it was recognised that any staff member could leave and the terms and conditions of employment have a clause for staff to payback the cost of vocational training if they leave within a 12 month period of completion. Committee noted that staff were keen to learn and develop and that this was a great strength within the team. JO highlighted the increasing age of some members of the more senior staff team and the benefits of training staff members for succession opportunities. Committee were concerned that performance may slip if members of the team were out at training and day release learning. RR advised that the work that had been done to improve performance was done across the board so that various members of the team knew what to do, and that this should mitigate partly if key team members are on training. RR advised that it also presents opportunities for other member of the team to enhance their skills and experience levels. JO advised that</p>		

<p>committee could consider to temporarily increase the staffing budget and staffing levels for a period of time to support team development and succession planning, with a commitment to get back to the substantive staff structure within a determined timeframe. It was decided that the office bearers could form a sub-group to be delegated authority to take this matter forward, starting discussion on this with the Director next week following her 6 month appraisal. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Office Bearers (DM, LD, RB) to form sub-group with delegated authority to consider proposals with Director/HSM in more detail and make decisions for implementation (including additional budget expenditure and changes outwith standard recruitment policy), reporting back to CoM from June 2024. ➤ FMD to be advised on budget implications as decisions made. <p>6.4.6 Internal Audit Visit 1 Update JO advised on outcomes from May internal audit work:</p> <ul style="list-style-type: none"> - Follow up – actions confirmed as implemented. - ARC – strong assurance – considered at Item 4 on ARC. - Risk Management – strong assurance – considered at Item 6.3. <p>JO advised that tender process for 2025+ internal audit will be undertaken Aug – Oct 2024, so auditor can attend Jan 2025 CoM meeting for 2025 audit plan.</p> <p>JO advised that Section 7. to 15. of report is for noting/update and asked if committee had any queries or clarification matters to raise - committee confirmed all matters noted and no additional queries to raise.</p>	<p>OB/JO/ KB</p> <p>JO</p>	<p>19/06/24</p> <p>Ongoing</p>
<p>6.5 Membership and Committee Report</p> <p>The Chair requested IF to present the report for decision and/or update. IF presented report with committee considering two Share applications. Committee noted membership register and committee membership as at 30/04/2024. Committee noted potential tenant member attending June CoM meeting to observe, and other interested parties to be pursued. Committee noted training opportunities and encouragement to attend Drumcog training on risk management and internal audit due Mon 17/06/2024, especially given observation from Pineview’s internal audit report on risk management, and the due internal audit tender. IF updated on delay with SHARE e-learning platform due to technical issues. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved Share membership applications (C Irvine; L Caird). ➤ Members to attend Drumcog training 17/06/2024 if possible. 	<p>IF CoM</p>	<p>17/06/24</p>
<p>6.6 Housing Services Assurance Report</p> <p>The Chair requested KB to present the report for decision and/or update. KB advised on updated format to Housing Services (HS) Assurance report incorporating graphs for visually aiding performance monitoring, and that these will be amended further to read more clearly. KB addressed queries raised in Decision Time:</p> <ul style="list-style-type: none"> - Repairs performance will improve as year goes on as number increases, and also staff time during April/May was focussed on ARC and audit. - Factoring debt – policy based on good practice and action being taken. 		

<p>Paintwork tender – KB advised on tender returns being well over budget (with budget having already been increased considerably). KB advised more work needed to be undertaken on tender to see where cost savings could be made. Responding to a committee query, KB confirmed that there are community benefit clauses were within paintwork contract tender.</p> <p>Committee noted tenant safety/compliance updates, with no concerns.</p> <p>Committee note improvement in rent arrears and thanked staff for this. Noted evictions as last resort but implemented where required.</p> <p>Committee discussed the request from GCC for 67% lets for section 5 homelessness cases. Committee noted the national housing emergency and the need for partnership working. It was discussed that 67% of available lets after transfer need cases would assist both existing tenants in housing need and assist GCC with homelessness. Committee agreed wording to advise GCC that PHA will aim to achieve 67% lets for section 5 referrals.</p> <p>Committee noted the outcome from May customer forum meetings and the delay until June for the forum to consider new Fire Safety Policy.</p> <p>KB updated on dog death allegation and media enquiry. Committee noted that there was no liability for Pineview but that a timelier conclusion could have been achieved for enhanced service delivery to the customer.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved that KB review paintwork tender in more detail with QS and bring a further report to June CoM for decision. ➤ Approved that 67% of post need transfer lets be given to GCC for Section 5 homeless referrals. HSM to determine process for this and advise GCC. 	<p>KB</p> <p>KB</p>	<p>19/06/24</p> <p>14/06/24</p>
<p>At 8.15pm committee considered and approved suspension of standing orders to 8.45pm.</p>		
<p>7. Policy Review</p>	<p>Lead</p>	<p>Due By</p>
<p>7.1 Tenant / Customer Participation Policy Review & 2024/25 Action Plan</p> <p>The Chair requested that KB present the report for decision and/or update. KB advised on the revision of policy with minimal changes proposed. KB advised on Action Plan for year ahead drafted as per report, including ongoing actions from 2022/23 tenant satisfaction survey improvement plan – now all in one plan. Committee noted customer forum consultation and equality impact assessment completed.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved policy review, as proposed, for implementation. ➤ Approved reviewed Action Plan for 2024/25 for implementation and publication. <p>7.2 New Policy – Fire Policy</p> <p>The Chair requested that KB present the report for decision and/or update. KB advised this was a new policy developed in response to the 2023 Duty of Care internal audit. KB advised that the Policy had been issued to April 2024 CoM meeting. KB advised that the draft not been considered at May customer forum meeting due to other business over running and would now be considered at June customer forum meeting.</p> <p>Committee enquired as to who would take on SMO duties identified in policy whilst no one filling position – KB advised that she would fulfil role while training of trainee SMO being carried out with some actions delegated.</p>	<p>KB</p> <p>KB</p>	<p>14/06/24</p> <p>14/06/24</p>

Decision Made:			
➤ Approved adoption of new policy once policy updated to have SMO duties redesignated to HSM (with delegation option), and once consultation completed at the June 2024 customer forum meeting.		KB	01/07/24
8.	Items for Update / Noting Only	Lead	Due By
8.1	Quarterly Update on Tenant/Customer Participation Action Plan and Tenant Satisfaction Survey Improvement Plan KB advised that the report for noting. Committee asked for clarification on frequency of issuing property plans to tenants and KB advised this was planned for every September. Committee noted that future quarterly updates will be put into a table format for ease of reading and reviewing. Committee confirmed all matters noted and no additional queries to raise.	KB	21/08/24
9.	Correspondence		
	Nothing additional to that issued throughout the month or with reports.		
10.	A.O.C.B.		
	Nothing raised.		
11.	Date of Next Meeting(s)		
	Wed 04/06/24 Director's Appraisal – Dan, Linda, Richard Mon 17/06/24 Drumcog training - Drumchapel Housing Co-op office - all Wed 19/06/24 Management Committee Meeting – PHA Office and Teams – all		
The Chair drew the meeting to a close and thanked everyone for their attendance and input. There being no other business, the meeting closed at 8.30pm.			

Minute Approved by: Laura Nahar

Seconded by: Josepine McGinty

Signed by Chair of Meeting who approved: Linda Devlin

Date Approved: 19 June 2024