

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	5.1. Minute of Management Committee Meeting of 21 August 2024 held in Golden Jubilee Hotel and on MS Teams
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	11 September 2024
<b>Meeting Date:</b>	18 September 2024 at 6.15pm – Golden Jubilee Hotel
<b>Item For:</b>	Approval

## 1. Sederunt

P = In Person, T = On MS Teams

<b>Present:</b>		<b>Apologies:</b>	<b>In Attendance Due:</b>	
Morven Baigent (MB)	P	Anna Welsh (AW)	Karen Byrne, HSM (KB)	P
Richard Bolton (RB) – Meeting Chair	P	Josephine McGinty (JM)	Isobel Ferguson, SFCSO (IF)	P
Linda Devlin (LD)	P	Robert McGinlay, FMD (RM)	Caitlin Gillespie, AHO (CG)	P
Jamie Graham (JG) – 6.48pm	T	Sinead Sharkey, AHO (SS)	Ben Keenan, HSO (BK)	P
Frazer Lord (FL)	T	<b>Absent:</b>	Joyce Orr, Director (JO)	P
Daniel Martyn (DM)	T	None	Robert Reid, SHO (RR)	P
Helena McNulty (HM)	P	<b>Leave of Absence:</b>	Gerry Will, MO (GW)	P
Laura Nahar (LN)	P	None	<b>Observers Due:</b>	
Aarti Passi (AP)	P		None	
Lyndsey Robinson (LR)	P			

The meeting started at 6.18pm.

DM, Chair, started the meeting and welcomed everyone. DM advised on Josie McGinty's decision to retire from Committee after over 32 years, so she can concentrate on her health. Everyone was very saddened to hear of Josie's retiral and asked that the Committee's thanks be passed on and a gift be arranged as a token of thanks.

DM was joining the meeting by Teams from Aberdeen and there were delays and stuttering on connection. As such, it was agreed that it would be better for RB, Vice Chair, to Chair the meeting.

JO explained that CG, BK and GW had been invited and were attending the meeting as part of their continuous professional development (CPD). SS had had to submit apologies. Committee welcomed the additional staff members to the meeting.

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

## 2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate and reminded on confidentiality and collective responsibility. Declarations made:

- **Staff for DB Pension review Item 6.4, Section 5**
- **Staff for EVH evaluation work – A.O.C.B. DM advised not received report so unable to discuss.**

## 3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued on 21/08/2024 as an aid to ensure all decisions required are considered and made. Paper copies were available at meeting.

4.	Post AGM Signing and Decision Requirement - Isobel	Lead	Due By
	<p>IF confirmed all committee member signing requirements complete - these include Code of Conduct; Entitlements, Payments, and Benefits Policy; Role Description for Governing Body Members and Office Bearers; OSCAR Charity Trustee requirements; Individual declarations for photo consent, data protection, health and safety responsibilities; criminal convictions and eligibility to remain a committee member as per rules.</p> <p>IF advised DM and JO to sign Health &amp; Safety Statement - IF would arrange. There were no changes made to Office Bearers positions or external representative roles, or the existing committee structure and timetable for the year ahead, other than the additional meetings in October for strategic objectives review sessions.</p> <p><u>Office bearers and external representation:</u>  Chair – DM continue in role of Chairperson.  Vice Chairs (2) – RB and LD continue in Vice Chairperson roles.  Secretary – Director continue to fill this role.</p> <p><u>External reps:</u>  EVH – DM Pineview EVH representative.  SFHA – Director Pineview SFHA representative  GWSF – no official representative required, and meetings open to all.</p>	IF	30/08/24
5.	Minutes of Previous Meeting(s) / Matters Arising	Lead	Due By
	<p><b>5.1 Minute of the Management Committee Meeting of 19 June 2024</b></p> <p>Committee confirmed approval, with no matters arising outwith agenda.  <b>Proposer:</b> LN <b>Seconder:</b> MB  <b>Chair of approving meeting to sign minute:</b> RB</p>	IF/RB	
	<p><b>5.2 Decision Tracker Report</b></p> <p>Committee noted items either complete, not due yet (either due to original timing or rescheduling), or part of this meeting.  The Chair asked staff to present any matters that required consideration.  Matters presented as below.</p> <ul style="list-style-type: none"> <li>❖ 19/06/24, 5.2 – Frazer to arrange meeting with Joyce re committee reporting, if still required.</li> <li>❖ 17/04/24,4.2 – Joyce advised that Section 11 of business plan still to be updated, partially complete. Joyce to complete by 30/08/24.</li> <li>❖ 17/04/24, 6.1b – Isobel advised SFCSO job description to be drafted for Director to consider, then finalised and implemented by mid Sept.</li> <li>❖ 17/04/24, 6.2 – Isobel advised everyone registered for Share e-learning system and overview to be arranged by IF for IF demo with each member, either individually or as a group by end Sept.</li> <li>❖ 17/04/24, 6.2 – Isobel advised Share e-learning platform registration process and access update as above.</li> <li>❖ 29/05/24,6.4.2 – Karen advised SODP evaluation tool was to be complete by 30/08/2024 with confirmation to Sept CoM and reporting to Nov CoM.</li> <li>❖ 19/06/24, 6.4 – Karen explained more Paintwork contract savings required and will be discussed and decided at Agenda Item 6.7.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>FL</p> <p>JO</p> <p>IF/JO</p> <p>IF</p> <p>KB</p> <p>KB</p>	<p>-</p> <p>30/08/24</p> <p>16/09/24</p> <p>30/09/24</p> <p>30/08/24</p> <p>-</p>

<p><b>5.3 Minute of AGM of 23/07/2024</b></p> <p>IF advised that minute presented for information and accuracy check only as minute will go to 2025 AGM for members to consider and approve.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Attending AGM committee members agreed accuracy (after update to M Landale name) for presenting to members at the 2025 AGM for approval.</li> </ul>	IF	23/07/25
<p><b>6. Reports Requiring Decision/Approval/Discussion</b></p>	Lead	Due By
<p><b>6.1 Management Accounts to 30/06/2024</b></p> <p>The Chair requested JO to present the management accounts and advise on any matters to bring to committee's attention and any decisions required. JO took the meeting through the accounts highlighting variances from budget and reasons. JO advised no matters of particular concern at Q1. In response to the committee query raised on the report portal regarding staff costs, JO advised that staff costs were higher than estimated due to temporary cover for long term absences and for cover whilst restructure recruitment ongoing. Committee noted that their decisions on restructure and additional THSO were made after budget approved, so likely to remain overbudget throughout year although SMO post being held will offset in part. JO advised that staff absences are being managed in line with absence policy and EVH advice. JO advised on maintenance costs accruals and that HSM will have team pursue timelier invoice chasing and processing so quarter management accounts more accurate with actual invoices rather than estimates for accrual. Committee noted strong cash position and estimated cashflow for the year ahead. JO reminded meeting that cash reserves are allocated for future costs and at present there was no allowance for EESSH2/SHNZS within costs (as the requirements are not yet known - awaiting Scottish Government decisions), which will impact on cash position when considered. Committee considered ratio outcomes and benchmarking of outcomes, and JO advised only area of concern is arrears, but this is improving. JO confirmed no covenant compliance concerns. JO confirmed accounts issued to lender.</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Management Accounts approved for publication on PHA website.</li> <li>➤ HS team to pursue timelier invoice chasing and processing.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	IF KB	28/08/24 Ongoing
<p><b>6.2 Treasury Management Quarterly Report to 30/06/2024</b></p> <p>The Chair requested JO to present the Treasury Management Report. JO took committee through the report on treasury management position as at 30/06/24. Committee noted cash and loan position, with loan debt continuing to decrease. JO advised cash movement (£200k) in NWBS accounts, since report written, to earn more interest. JO confirmed no current or projected liquidity issues, no policy compliance issues, and no concerns to bring to committee attention. JO advised that CPI rate had increased to 2.2% in July, RPI increased to 3.6%. JO confirmed that costs for maintenance and service contracts still increasing above inflation. JO advised that there were no policy compliance issues, and no recommended change to policy or strategy.</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved retention of existing policy and strategy without change.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</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 report was to allow committee to consider the quarter review, updates from May 2024, and interim policy review. JO advised on recommendation to reduce post mitigation score for Risk 8 - Lack of Committee from 10 to 6, following successful AGM election process and outcome. JO shared response from Scottish Government (SG) on net zero position update, with SG advising they are looking to bring their stakeholder group together in October to consider final design, ahead of SG publishing its final response – so Oct the earliest this could be known. Committee discussed queries raised in report portal re risks - 28 inflation; 74 energy costs; 71 pandemic; 27 covenant breaches; 76 rent controls Discussed the reversing of Risk 71 pre mitigation scoring. Committee noted risks scoring 10 or more and confirmed no additional requests for changes to risk register. Committee noted and approved interim update to Policy to reflect decision at May 2024 CoM in respect of internal audit outcome decisions.</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved amended score for Risk 8.</li> <li>➤ To reverse likelihood and impact scores pre mitigation for Risk 71.</li> <li>➤ To review position regarding Risks 28 and 74 at Nov 2024 review.</li> <li>➤ Approved interim review to policy.</li> <li>➤ Approve risk register for updating business plan and website.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p> <p>JO</p>	<p>04/09/24</p> <p>04/09/24</p> <p>20/11/24</p> <p>04/09/24</p> <p>04/09/24</p>
<p><b>6.4 Business General Report</b></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><b>6.4.1 Performance Indicators Outcomes to 30/06/2024</b></p> <p>JO passed to FCSO and HSM to speak to Key Performance Indicators (KPIs) not met and those Performance Indicators (PIs) brought to committee attention. IF updated Committee anonymously on staff sickness outcomes and impact of long-term absences. IF advised absences due mostly to non-work related matters with some serious life threatening conditions. IF advised no work related absence concerns to bring to committee’s attention. KB advised on housing services KPIs not met and plans to address. Committee noted the updated housing services PIs on report portal with more information. KB updated on queries in report portal and provided further updates as below.</p> <p>Voids and relets - KB advised that there had been further discussion within the team regarding relet times and void loss, and that recent voids demonstrated improved performance.</p> <p>Home dissatisfaction - KB advised that the tenant dissatisfaction with home when moving in related to only 2 people and KB gave details of dissatisfaction. Committee suggested that if there are repairs still to be complete after a tenancy has started, then this should be put in writing and given to the tenant at the time of signing the missive. Committee advised that staff should then ensure that there is regular contact with the tenant to advise on repairs and any</p>		

<p>delays. Committee advised that this was important for tenants' satisfaction and in case the matter results in a complaint.</p> <p>Repair satisfaction – KB advised that there was a theme of contractors being recalled and therefore not meeting right first time. Karen advised that this was being addressed through contractor liaison meetings.</p> <p>Adaptations – KB advised on delays with GCC grant award. KB advised that there were 7 applications as at 30/06/2024 and that time to complete would be long due to delay in grant award. It was suggested that it might be beneficial to have an additional completion measurement this year of time to completion from date the Association was advised of grant award, as this was the only time period the Association had any control over.</p> <p>Committee noted the PIs brought to their attention in the report and noted the update KB provided at the meeting on legionella compliance and EPC position. Committee noted good performance achieved with actions being implemented to seek ongoing improvements..</p>		
<p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved planned actions for addressing underperformed KPIs and PIs.</li> <li>➤ Any repairs still to be complete after a tenancy has started, are to be put in writing and given to the tenant at the time of signing the missive. Staff to ensure that there is regular contact with the tenant to advise on repairs updates and explain any delays. Update Sept CoM.</li> <li>➤ Contractor liaison meetings to be planned in regularly with more regular meetings for any nonperforming contractors. Update Sept CoM.</li> <li>➤ Additional performance measurement for time to complete adaptations to be reported Nov CoM to illustrate actual performance from grant approval date.</li> </ul>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>20/11/24</p> <p>04/09/24</p> <p>04/09/24</p> <p>20/11/24</p>
<p><b>6.4.2 Strategic Objective Delivery Plan (SODP) to 30/06/2024</b></p> <p>KB advised on good outcomes achieved and reported.</p> <p>KB brought the following planned actions to committee attention:</p> <ul style="list-style-type: none"> <li>- Estates work has been impacted in Q1 due to staff absences. Programmes now in place.</li> <li>- Ongoing work by team to increase number of tenants accessing additional support.</li> <li>- Health and safety matters being pursued as priority to achieve full compliance.</li> <li>- Wider action spend will progress throughout year.</li> <li>- Energy efficiency matters are pending SGovt review outcomes.</li> <li>- Van replacement will be considered as/when required.</li> <li>- Environmental projects planned for Q2 onwards.</li> <li>- Participation opportunities being pursued, and number will increase throughout year.</li> <li>- Evaluation tool will be completed as per Tracker Report at 5.2 above.</li> </ul> <p>Committee commented on the good value in wider role activities with the costs that are being achieved and great community benefits also being achieved.</p>		
<p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved proposed actions for outcomes as identified.</li> <li>➤ Strategic Objective 2, Priority 2 Outcome Evaluation tool to be established by 30/08/2024 with confirmation to Sept CoM and reporting to Nov CoM.</li> </ul>	<p>All</p> <p>KB</p>	<p>Ongoing</p> <p>11/09/24</p> <p>20/11/24</p>
<p><b>6.4.3 Strategic Objectives Review</b></p> <p>Committee noted the outcome of the expressions of interest process and considered the follow up proposal from Alison Smith, Allpark, and the recommendation of the Pineview Director.</p>		

<p>Committee asked how the stakeholder engagement aspect would be addressed. JO advised that PHA staff would do this through normal engagement practices with the Customer Forum, our consultation register, our newsletters, our website and through ongoing engagement with customers and other stakeholders.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Award contract to Alison Smith on the follow up proposal received.</li> <li>➤ Sessions to be held on Wed 9<sup>th</sup> and 23<sup>rd</sup> October at Pineview offices at 6.15pm with all committee attending in person (other than Jamie, who we will try to accommodate through Teams).</li> </ul>	<p>JO CoM</p>	<p>04/09/24 09/10/24 23/10/24</p>
<p><b>6.4.4 Internal Audit 2024/25 Plan Change Request and Tender</b></p> <p>Committee considered and discussed the recommendation from Internal Audit Manager from Wbg (formerly known as Wylie Bisset) to change Visit 3 of the internal audit plan from ESSH2 to Budgetary and Financial Controls, and reasoning for proposal (S Government proposals not finalised yet). Committee noted procurement due for 2025 onwards internal audit auditor appointment, with tender anticipated to be issued Sept 2024.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved change to Visit 3 of 2024/25 internal audit, with review to consider Budgetary and Financial Controls rather than ESSH2 – decision to be confirmed to internal audit manager.</li> </ul>	<p>JO</p>	<p>04/09/24</p>
<p><b>6.4.5 Pension Financial Assessment and DB Review</b></p> <p>Financial Assessment - Committee were pleased to note the “Low Risk” outcome from the SHAPS annual financial assessment and the submission made within timeframe.</p> <p>Defined Benefit (DB) Review - DM advised no need for staff to leave meeting regarding DB pension as no specific decision being made. Following the query correspondence with TPT SHAPS in May/June 2024, the Association had been advised on 10/06/2024:</p> <p style="color: green;">We will be discussing preparation for the valuation at the next Employer Committee (EC) meeting. The timeline is not yet available however based on past experience I would anticipate that the EC will receive the preliminary Scheme Committee proposal in <u>March 2025</u>. This is when consultation will commence between both committees. The EC and TPT will keep employers update on progress, I hope that we will be in a position to confirm the valuation outcome, deficit contributions, if required, and the terms of the repayment plan by <u>September 2025</u>; the timescale is heavily dependent on the consultation process as you would expect.</p> <p style="color: green;">Deficit contributions are normally introduced 18 months after the valuation date, so would be payable from <u>1 April 2026</u>.</p> <p style="color: green;">In respect of the Scheme Benefit Review (the court case you refer to), the timing of the outcome of this is estimated to be Q2 2025. Any impact of this on the 2024 valuation will be discussed with the committees as part of the valuation planning and an update will be shared with employers when the position is known.”</p> <p>DM advised on his recommendation that the committee await the outcome of the valuation and its impact, in order to have updated information to use for any decision making. DM advised of conflicting information in pension environment about the potential outcome and impact on affordability (for staff members), risk</p>		



<p>agreement with the compliance self-assessment summaries and their assurance on compliance. Committee confirmed the finalised compliance self-assessment evidence summaries for publication on website.</p> <p>Committee supported the proposal to take the draft AAS to the September Customer Forum meeting for the forum to consider and comment on before the matter returns to the Sept committee meeting for finalising for submission.</p> <p>JO advised that it was the view of the senior staff team that the self-assessment process would support a conclusion that the Association is compliant with the regulatory requirements. However, JO reminded committee that any <b><u>decision on compliance</u></b> is a strategic decision and <b><u>must always be made by the Committee</u></b>, and it is the Committee who must be assured that the Association is complaint. Committee confirmed their understanding of their responsibility for this.</p> <p>JO took committee through the matters for decision by committee. Committee considered each matter and:</p> <ul style="list-style-type: none"> <li>➤ Confirmed their understanding of the SHR AAS Guidance.</li> <li>➤ Confirmed that they have seen and considered appropriate evidence to support their level of assurance.</li> <li>➤ Confirmed they had considered their assessment of compliance and their assurance.</li> <li>➤ Confirmed their view that the approach at Pineview allows them to reach an objective and evidence-based judgement on compliance, ensuring sufficient evidence and information, and where necessary independent assurance.</li> <li>➤ Advised of their decision that there were no areas of material non-compliance to declare.</li> <li>➤ Approved that the draft assurance statement be considered at the September Customer Forum meeting to shape the final version to be brought to the Sept 2024 CoM meeting finalise and for approval for submission to the SHR.</li> <li>➤ Confirmed that there was no change to their approach to the AAS process.</li> </ul> <p>Committee thanked staff for all their work which results in this assurance.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ Draft AAS to go to the September Customer Forum meeting for the forum to consider, comment and shape the final version to be brought back to the Sept 2024 CoM meeting for approval and then submission to the SHR.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO/KB</p> <p>JO</p>	<p>12/09/24</p> <p>18/09/24</p>
<p><b>6.6 Membership and Committee Report</b></p> <p>The Chair requested IF present the report for committee decision making. IF presented one Share application for decision. Committee noted position re retirement of Josie McGinty after 32 years and recognised her long commitment. IF reminded committee of training opportunities, and advised training booked for LR 28/08/24 on questions to ask about housing management; and that AP was booked on SFHA Risk Conference for 25/09/2024. IF updated on Drumcog committee training, with session due Oct and work being undertaken by KCHA on the next two-year programme.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ Share membership approval.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>IF</p>	<p>-</p>
<p>DM left the meeting at 7.40pm due to connection issues.</p>		



## 6.7 Housing Services Assurance Report

The Chair requested KB present the report for decision and/or update.

KB advised the report required two decisions with other matters for performance and assurance reporting purposes.

KB explained the position regarding costs exclusive of VAT – committee requested that all costs reported to them be on the same basis as the budget and include VAT and separate out but detail any professional fees if not budgeted for separately.

KB advised on ground maintenance tender outcome and the need for CoM approval as costs outwith budget. KB advised recommended contractor is Linear (who are also currently providing interim cover) on 2-year contract with 1 plus 1 plus 1 option. KB advised contract tender process had included additional quality assessment and contract had various KPI and a 13-week cancellation clause - to try to prevent reoccurrence of previous ground maintenance issues pre Linear. Committee raised concerns about the increase in costs outwith budget, especially as the budget figure had already been increased. Committee asked for clarification on what the contract covered and whether it would be more cost effective to take in house. KB advised on the ground maintenance marketplace with increased costs and the difficulty in getting labour. KB advised that the shortage of labour resulted in it being difficult for contractors to maintain a steady workforce without considerably increased costs. KB explained the contract responsibilities of the contractor and that tenants were responsible for their own gardens. KB advised that there were a lot of common ground areas near to Pineview stock which belonged to other landlords or landholders and recognised that lack of maintenance there reflected on Pineview areas. KB advised that bringing in house would bring many additional costs through employment, equipment, material etc. and that if specialist ground maintenance companies were struggling to secure labour it would be difficult also for Pineview. Committee discussed the increased cost outwith budget and how this needed to be considered alongside tenant satisfaction. Committee discussed the need for tenants to be made clearly aware of what ground maintenance responsibilities lay with Pineview and which with tenants. KB advised that she was recommending that committee approve the recommendation to accept the successful tender from Linear. Committee advised they were not comfortable with increased costs but recognised that there was little alternative option.

KB updated on paintwork tender and the need for more savings to get nearer budget figure, and again a committee decision was required due to costs outwith budget estimates. KB advised that additional savings, where possible, will be made where it will have the least impact on ongoing maintenance lifespans and costs, for example, it would be better to have savings on render painting as this was largely decorative, rather than treatment of fences as this is both decorative and protecting to extend lifespan. KB advised that she was recommending that committee approve the recommendation to accept the successful paintwork tender, subject to further cost savings being agreed to within 10% of the budget, with this being delegated to the HSM to conclude. Committee advised that 10% of such a large contract was a considerable amount of money and again they were concerned about costs. KB advised on the tender process and this being the most economically advantageous tender and the need for the work to be undertaken. Committee discussed the impact of rising costs outstripping inflation as is noted in Risk Management Report at Item 6.3.

<p>Committee noted that the highlighted position regarding the repair right first time drop in performance had been discussed at Item 6.4 and was being addressed. Committee welcomed the additional information and clarification for tenant safety matters in respect of 1 cold water storage tank, roof anchors, damp and mould inspection access, and 1 EICR outwith date (SHR advised). Committee were pleased to note the small reduction in arrears. Committee were pleased to note the updates on tenant &amp; resident engagement and the Customer Forum.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Ground maintenance contract to be awarded to Linear following the standstill period.</li> <li>➤ Other landowners to be pursued to try to improve appearance of wider area.</li> <li>➤ Tenants to be made clearly aware of what ground maintenance responsibilities lay with Pineview and which with tenants.</li> <li>➤ Paintwork cost savings and contract award to be delegated to HSM, with condition that costs are within 10% of budget, subject to agreement with contractor and standstill period. Update to Sept CoM.</li> <li>➤ Any reports to committee on costs to include VAT and any additional related costs not budgeted for separately.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p> <p>KB</p>	<p>04/09/24</p> <p>30/09/24</p> <p>30/09/24</p> <p>18/09/24</p> <p>Ongoing</p>
<p><b>7. Policy Review</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>7.1 F3.1 Financial Regulations and F3.2 Financial Procedures</b></p> <p>The Chair requested JO present the report for decision and/or update. JO advised the report was to request that committee consider an early review of the Financial Regulations and Financial Procedures with the recommended changes from staff. JO advised that the policies review has been brought forward to reflect:</p> <ul style="list-style-type: none"> <li>- changes in staffing structure,</li> <li>- to incorporate updated references to guidance,</li> <li>- to reflect authorisation changes given the increased cost of spend over the last few years (this was omitted from the review in 2023) and</li> <li>- to reflect changed practices as our systems have changed / developed over the past year.</li> </ul> <p>JO advised that FMD have led the review (taking on board their experience with other clients within the sector) and this has been reviewed and supplemented by the Senior Finance and Corporate Services Officer, the Housing Services Manager and the Director. Committee commented on the assurance to them with having FMD involved.</p> <p><b>Decisions Made:</b></p> <ul style="list-style-type: none"> <li>➤ Approved review of the Financial Regulations and Financial Procedures with policy folder and committee portal to be updated and auditors advised.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO/IF</p>	<p>04/09/24</p>
<p><b>8. Items for Update / Noting Only</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p>The Chair advised that the Items at Section 8 were for update and noting, with no queries raised in report portal, and therefore asked staff to quickly update given time of 8.05pm.</p> <p><b>8.1 Complaints and Compliment Quarterly Report to 30/06/2024</b></p> <p>IF confirmed outcomes to 30/06/2023. Committee noted outcomes, trends, and learning. Committee were pleased to note compliments received.</p>		

<p>IF advised that a review of complaint recording had been undertaken and RR was implementing improvements with housing services team. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>8.2 Staffing and Health and Safety Quarterly Report</b>  IF advised on information to Committee in relation to Attendance Management, Staffing Issues and the Health and Safety and Wellbeing of Staff. Committee noted sickness absence as reported at Item 6.4. IF apologies for incorrect figure in original report and referred committee to updated report on staff absence costs.  IF updated on recent recruitment and housing assistant posts on offer. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>8.3 Gifts, Hospitality and Donation Quarterly Report to 30/06/2024</b>  IF advised report for noting only, with no concerns to bring to committee attention, no decision required and no queries on report portal. IF advised that AP had donated her AGM prize voucher to the Drumchapel Foodbank. Committee confirmed all matters noted and no additional queries to raise.</p> <p><b>8.4 Quarterly Update on Tenant/Customer Participation Action Plan</b>  KB advised report for noting only, with no concerns to bring to committee attention, no decision required and no queries on report portal. Committee noted update on Action Plan – to be published on website. Committee confirmed all matters noted and no additional queries to raise.</p>	RR            KB	Ongoing            04/09/24
<b>9. Correspondence</b>		
Nothing additional.		
<b>10. A.O.C.B.</b>		
<p>The Chair permitted the following:</p> <ul style="list-style-type: none"> <li>➤ EVH evaluation work – JO to pursue EVH for update and copy in office bearers.</li> <li>➤ Stock tour – RR referred to his e-mail to committee and asked committee to determine dates for their requested stock tour – agreed Thurs 29/08/2024 and Wednesday 04/09/2024, splitting stock into two areas. RR can arrange other visits outwith these dates for those unable to make.</li> </ul>	JO  RR	30/08/24  29/08/24 04/09/24
<b>11. Date of Next Meeting(s)</b>		
18/09/2024 – Committee of Management – PHA office and Teams 09/10/2024 – Strategic Objectives review session 1 – PHA office 21/10/2024 – Drmcog committee training on Treasury Management - DHC 23/10/2024 - Strategic Objectives review session 1 – PHA office		
<p>The Chair thanked everyone for their attendance and input. RB was thanked for filling in as meeting Chair and doing an excellent job.</p> <p>There being no other business, the Chair closed the meeting at 20:15pm.</p>		

Minute Approved by: Linda Devlin                  Seconded by: Morven Baigent

Signed by Chair of

Meeting who approved: Dan Martyn

Date Approved: 18 September 2024