

Agenda Item 3.2:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 28 February 2017 at 6.00pm
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Date Prepared:	16 March 2017
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Meeting Date:	28 March 2017
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Author:	Joyce Orr, Director
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Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013

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			
1.	Sederunt		
	<p>Present: Jean Black (JB) Gail Boyle (GB) Myra Frater (MF) Josephine McGinty (JMc) Jim O'Connor (JO'C) Winifred McPhail (WM) Amanda Smith (AS) Anna Welsh (AW)</p>	<p>Apologies: Kenny McGinty (KMc) Aziz Yasin (AY)</p>	<p>In Attendance: Karen Byrne (KB) – Housing Services Manager Joyce Orr (JO) – Director Linda Ewart – Governance Alliance Scotland Olwyn Gaffney - SHARE</p>
	<p>GB was welcomed to the meeting as a returning committee member.</p> <p>JO apologised for the lack of a Committee Summary Report for the meeting and for errors in item numbering on agenda and clarified correct numbering: Share = Item 9; 2017 Annual Governance Review Process = Item 10; Correspondence = Item 11; AOCB = Item 12.</p> <p>Meeting started 6.00pm</p>		

2.	Declaration of Interest
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No declarations made.	
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Item	Action
<p>Item 8 – SHARE E-Learning Demonstration</p> <p>Olwyn Gaffney (OG) of SHARE provided Committee with an overview demonstration and brief training session on the SHARE E- Learning system for Committee members. OG issued manual to members on how to use the system.</p> <p>Access to system is through SHARE’s website http://www.share.org.uk/en/e-learning, PHA committee members with e-mail addresses have already been registered and just need to click on “here” button to access. Email = that used by PHA for individual members, Password = contact Isobel/Joyce for default password (members should change password at first login). OG advised members that if they have any problems accessing the system they can simply contact her at SHARE on 0141 550 7595.</p> <p>OG explained how this self-learning tool works and that it records what you do and shows the time you have spent learning which can be useful for demonstrating your learning history. The system currently has 6 learning topics and these will be added to over time (Introduction to housing associations; Committee/Board roles and responsibilities; Introduction to housing management; Introduction to housing maintenance; Introduction to finance; Introduction to development). OG explained how members can do assessments and can get a certificate if achieve over 80%. If you do not achieve 80%+ the system will let you see the answers to learn from for a future assessment.</p> <p>Committee thanked OG for her time and advised that they would consider using the system as it looked useful. OG left the meeting at 6.30pm.</p> <p><u>Decisions Made:</u> Committee members to consider accessing system over the next few months and feed back.</p>	<p>CoM</p>
<p>Item 9 – 2017 Annual Governance Review Process</p> <p>Linda Ewart (LE) was in attendance to launch the 2017 programme. LE highlighted the importance of the annual review to ensure that Pineview Housing Association (PHA) complies with requirements of the Association’s rules and the SHR’s Regulatory Standards of Governance and Financial Management. LE explained the need to review individual contributions annually alongside the need to review the effectiveness of the collective governance of PHA, as required from 2015. LE detailed how PHA combines these requirements:</p> <ol style="list-style-type: none"> 1. Carries out the collective assessment using the management committee performance review template (to be returned to office this year by 14/03/17); 2. LE collates returned templates and provides feedback at the collective assessment workshop (28/03/17 this year); 3. LE hosts individual review meetings, where LE and the individual member confidentially review the member’s own individual contribution while taking into account the collective assessment outcomes and complete an individual committee member review form. This allows each individual member to consider how well they think they are doing individually and as part of the collective committee. LE records this confidentially for PHA and the individual member. PHA retains completed forms for regulatory compliance evidence only (confidentially held). The individual meeting will also consider the member’s review of the Chair’s contribution to PHA (using the feedback template). 4. Feedback meeting to the Chair on the outcome of the Chairs review with LE and the Director. 5. LE produces report for PHA on the findings of the 2017 annual review, including committee collective performance; individual Committee member effectiveness, including 	

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<p>the review of the continued effectiveness of longer serving committee members (9 year rule); Chairpersons effectiveness; training needs analysis; and succession planning. Report to 30 May CoM meeting.</p> <p>Committee thanked LE for her presentation and explanation. LE left the meeting at 6.50pm.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> - Approved suggested change to individual review template and Chair review template. - Committee members and staff who attend committee meetings to complete committee performance review template and return to office by 14/03/17 for forwarding to LE. IF to collate and return. - Collective assessment workshop to be undertaken at 28/03/17 CoM Meeting. - Chair review templates to be completed by committee members and staff who attend committee meetings. Return by 11/04/17 for forwarding to LE. IF collate and return. - Individual review meeting appointments to be arranged for 24 & 26 April (Chair last appointment to allow feedback on Chairs review outcomes). - Outcome report to 30/05/17 CoM Meeting. 	<p>JO CoM/ JO/KB/HD/IF</p> <p>LE/CoM CoM/ JO/KB/HD/IF IF/JO/CoM</p> <p>LE</p>
<p>Item 3 – Minutes of Previous meeting</p> <p>Committee considered the Minute of Management Committee Meeting of 31/01/17.</p> <p><u>Decisions Made:</u> Minute approved as presented. Proposed JOc, Seconded MF. Signed by Chair.</p>	<p>IF</p>
<p>Item 4 – Internal Management Business Plan Report</p> <p>Committee noted the report and considered its content. The meeting discussed the proposed changes to the business planning timeline and discussed that timing could be quite tight for some matters, for example, management accounts, performance reporting etc. Committee requested that JO revisit this for next meeting.</p> <p><u>Decisions Made:</u> Revised timeline approved for implementation, subject to review at March meeting, and with following:</p> <ul style="list-style-type: none"> - JO bring review of timeline to March CoM meeting for further consideration; - Priorities for year ahead to May CoM; - Priorities reporting – Mar, June, Sept, Nov; - Annual accounts to May CoM - subject to further review at March CoM; - Inclusion of all required returns and dates; - Inclusion of annual governance timetable; - Director’s appraisal May (from 2018) and November (from 2017); - No CoM meeting July other than post AGM meetings; - AGM planned for July. <p>Additional entry to include:</p> <ul style="list-style-type: none"> - internal audit visit November each year. 	<p>JO</p>
<p>Item 5 – Finance & Corporate Services Reports</p>	

Item	Action
<p>5.1 Membership & Committee Report: Committee noted the report and considered its content. 5.1.1 - The meeting considered 2 Share applications. 5.1.3 - The meeting discussed arrangements for the 2017 Annual General Meeting (AGM) booked for 04/07/17. 5.1.4 - The meeting discussed Committee Membership, role descriptions, annual review and chair succession planning. 5.1.5 - Members fed back on training undertaken – Drumcog (ACS) Health & Safety Training for Committee members – very positive and useful training, would recommend. 5.1.6 - Members noted committee diary to 2 April 2017 and discussed attendance at EVH governing body members’ event to be held 02/04/17.</p> <p><u>Decisions Made:</u> 5.1.1 - Approved Share applications 749 and 750 – signed and sealed. 5.1.3 - Approved AGM for 4 July at Community Centre. 5.1.4 - Committee to highlight any suggestions for Committee membership. JO to pursue those who have shown an interest in perhaps joining Committee and to pursue any additional alternative options. JO to work on Committee Role Descriptions and present March if possible. 5.1.5 - JO to bring copies of Health & Safety training slides to March CoM meeting. 5.1.6 - JB & MF to attend EVH event of 02/04/17. IF will book.</p> <p>5.2 Staffing & Health & Safety and Wellbeing Report: Committee noted the report and considered its content. 5.2.1 - The meeting discussed staff sickness and correspondence from SHR. Committee confirmed that they were well aware of absence levels and were satisfied with the absence management work being carried out. Committee discussed and agreed response to SHR. 5.2.2 - Committee discussed the health & safety incident with the external ashtray and were satisfied with the investigation and follow up work undertaken. 5.2.3 - Committee discussed recruitment and associated equal opportunities monitoring for Housing Services Officer (Maintenance) [(HSO(M)] post. 5.2.4 - Committee discussed EVH/Unite salary ballot and PHA response. 5.2.5 – Meeting discussed the Director’s appraisal process. Office bearers JB, MF & JM fed back that appraisal had taken place and KMc would be writing up notes for JO personnel file. Office bearers advised of no concerns to report back but should other members wish to raise anything they should do so with the Chair or Vice-Chair.</p> <p><u>Decisions Made:</u> 5.2.1 - Approved response to SHR on staff sickness management. 5.2.3 - KB to attempt to commence employment of HSO(M) prior to departure of temporary HSO(M) if possible – to enable up to a week crossover. 5.2.4 - Approved implementation of EVH/Unite salary proposal if approved by EVH and Unite members. 5.2.5 - Committee members to raise any concerns regarding performance of Director with Chair or Vice Chair at any time.</p> <p>5.3 Gifts and Hospitality Report: Committee noted the report and considered its content and approved record for signing.</p>	<p>IF JO/IF CoM JO JO JO JB/MF/IF</p> <p>JO KB JO/HD/IF CoM</p>

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<p><u>Decisions Made:</u> Approved register entries - signed by JB, MF & JMc.</p> <p>5.4 Disposals Report: Committee noted the report and considered its content.</p> <p><u>Decisions Made:</u> Repayment of HAG to be processed on receipt of invoice from Scottish Government.</p>	<p>IF</p> <p>JO/IF/HD</p>
<p>Item 6 – Housing Services Update Report Committee noted the report and considered its content.</p> <p>6.1 - The meeting discussed the Drumcog Reactive Maintenance Procurement framework process.</p> <p>6.2 & 6.3 - The meeting discussed the update on the planned and cyclical work for 2016/17 and approved work for 2017/18.</p> <p>6.4 - KB updated the meeting on the current position with the district heating system. KB reported that issues had now stabilised and whilst the system still had issues they were now no worse than what they had been before the installation of the temporary plant. KB advised that a meeting was planned for 01/03/17 with specialist consultant Cadogans to begin option appraisal and costing process.</p> <p>6.5 - The meeting discussed the increase in rent arrears and asked for details of action being taken to reduce arrears for year-end outturns. KB updated that arrears are outwith target and housing services officers have individual action plans in place to address arrears performance. KB advised that there was no update from Shared Ownership repossession case at present.</p> <p>6.6 - The meeting discussed the update from the January customer and resident forum meeting and Committee asked for the following points to be raised at future meeting with Councillor:</p> <ul style="list-style-type: none"> - Request to GCC to consider speed bumps for Tallant Road; - Request to GCC to consider Tallant Road being made one way; - Pavement sweeper needed more regular to deal with dog fouling; - Peel Glen Road needs resurfacing; <p>JO reminded members that 2018 was a council election year and local residents (including committee members) should make this most of this by raising matters with their Councillors. WM reminded the meeting of the local Community Council meetings for raising such issues – meetings held at 6.00pm in the Community Centre on the 2nd Monday of each month. KB asked the meeting for their view on the request from the forum for Pineview to consider cleaning food bins for residents. The meeting discussed that food bins, like other bins, are households responsibility and that households should clean them, other than those for tenements which the Association would clean (as with other bins currently). The meeting discussed the cost implication of any changes and the need to increase rents to meet the cost.</p> <p>6.7 - KB updated the meeting on the Glasgow Housing Register delay in progress by GCC.</p> <p>6.8 - KB updated the meeting on the Drumcog Common Allocation Policy (CAP), the work to date, and advising that Drumchapel were not taking part due to a different allocation system.</p> <p><u>Decisions Made:</u></p> <p>6.1 - Approved award of PHA contracts from Drumcog reactive maintenance framework.</p> <p>6.4 - Continued delegated authority for district heating works as required, with option appraisal and tender proposal to follow.</p> <p>6.5 - Intensive arrears work to be pursued to improve performance.</p> <p>6.6 - Food bin cleaning responsibility to remain with households, other than tenements.</p> <p>6.7 - Approved joint Drumcog consultation event of 24/04/17 for changes to allocation policies through proposal for Drumcog Common Allocation Policy (CAP).</p>	<p>KB KB KB/JP/ML KB KB</p>

Item	Action
5.8 - Drumcog CAP to be considered at May CoM for approval.	KB
<p>Item 7 – Directors Report Committee noted the report and considered its content. JO advised that Pensions should be Item 7.04 and other items number in ascending order thereafter – JO apologised for error.</p> <p>7.01 Decisions Between Meetings: The meeting noted the decision taken for wages ballot and agreed with decision made.</p> <p>7.02 Scottish Housing Regulator (SHR): The meeting noted the update matters. JO advised that at staff meeting she had reminded staff of the importance of whistleblowing if they had concerns and that whistleblowing concerns should be made in line with the Association’s policy. JO advised that staff had been reminded that whistleblowing can be beneficial in the same way as complaints, and should be encouraged. JO advised that this also applied to committee.</p> <p>7.03 Scottish Charity Regulator (OSCR) JO distributed copies of the new OSCR guide “Being a Charity in Scotland” which sets out the key information committee members need to know about their role as charity trustees.</p> <p>7.04 Pensions Committee noted letter from SHAPS confirming deficit contributions for 2017.</p> <p>7.05 EVH Members to advise if they wish to attend EVH committee meeting 06/03/17. Members to advise if would like to attend Governing Body Members Event of 02/04/17 – JB and MF attending but others can attend too if would like. Costed event so only to be booked if can attend. EVH A-Z Guide 2: Social Housing – available to all members.</p> <p>7.06 Stock Condition Survey, Life Cycle Costings and 30 year budgets Committee noted update on work in this area.</p> <p>7.07 Glasgow City Council: Update noted.</p> <p>7.08 Drumcog: Update noted. JO encouraged members to attend Drumcog joint committee training on financial planning/monitoring to be held at Cernach HA 20/03/17.</p> <p>7.09 Wider Action Updates: Noted no updates.</p> <p>7.10 SFHA: Noted updates, no queries.</p> <p>7.11 GWSF: Noted updates. Agreed JO would attend forum meeting of 16/03/17 on learning lessons from associations who have faced difficult times. Discussed affiliation for 2017/18 and recommendation to continue membership. Discussed GWSF draft strategic priorities for 2017/18.</p>	

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<p>7.12 SHARE: Demonstration at beginning of meeting.</p> <p><u>Decisions Made:</u> 7.01 - Ratified decision between meetings from January 2017. 7.03 - Members to read OSCR guide and raise any queries with JO or at future meeting. 7.05 - Members to advise if wish to attend EVH events of 06/03/17 and/or 02/04/17. 7.06 - JO and HD to continue to prioritise 30 year budget work. 7.08 - Members to advise on attending Druncog training of 20/03/17. 7.11 - JO to attend forum meeting 16/03/17 and provide feedback at 28/03/17 CoM meeting. 7.11 - Approved affiliation for 2017/18 and to continue each year unless future recommendation to cease. 7.11 - No comments for GWSF draft strategic priorities.</p>	<p>CoM CoM JO/HD CoM JO JO/IF</p>
<p>Item 8 – Policy Reviews</p> <p>JO recommended that JO review the policy review schedule during 2017 to try to achieve a better spread of reviews over the 10 management committee meetings in each year and aim to have a limit of 4 reviews at any one meeting. The meeting discussed the proposal and the balance of work across meetings and agreed this would be beneficial.</p> <p><u>Decisions Made:</u> JO to review policy schedule as discussed.</p> <p>8.1 Disposals Policy: Committee noted the report and considered its content. JO explained recommended revisions.</p> <p><u>Decisions Made:</u> Approved reviewed policy for implementation.</p> <p>8.2 Whistleblowing Policy: Committee noted the report and considered its content. JO explained recommended revisions.</p> <p><u>Decisions Made:</u> Approved reviewed policy for implementation.</p> <p>8.4 Right to Compensation for Improvements Policy: Committee noted the report and considered its content. KB explained recommendation to delete policy and incorporate as a section within Repairs & Maintenance Policy.</p> <p><u>Decisions Made:</u> Approved recommendation to be implemented, subject to presentation to next Resident and Customer Forum Meeting.</p> <p>8.5 Personal Safety Policy: Committee noted the report and considered its content. JO explained the review and advised that there were no changes identified by staff through the risk assessment and review process undertaken. As such, the policy was being recommended for review with no changes.</p> <p><u>Decisions Made:</u> Approved recommendation to be implemented.</p>	<p>JO</p> <p>JO/HD</p> <p>JO</p> <p>KB</p> <p>JO/IF</p>

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<p>8.6 Recruitment Policy: Committee noted the report and considered its content. JO explained recommended revisions.</p> <p><u>Decisions Made:</u> Approved reviewed policy for implementation.</p>	JO/IF		
<p>Item 11 – Correspondence Committee noted the correspondence.</p>			
<p>Item 12 – A.O.C.B The following A.O.C.B was allowed by the Chair:</p> <p>Insurance Tender: JO update on the current insurance tender and advised that the tender was being conducted through the Public Contracts Scotland (PCS) portal. JO advised that the PCS system provides a full secure audit trail of when submissions are made, when they are opened and incorporates the submitted tender documents. The system is secure as these details are not available until after the tender online postbox is opened, which is date and timestamped online. The meeting discussed this and that using this system could remove the need for tender openings with committee members requiring to be present. The meeting discussed this possibility and agreed to use the Insurance Tender process as a trial of this, which if successful would be incorporated into a future review of tendering processes.</p> <p><u>Decisions Made:</u> Consultant Maureen Batten authorised to unlock online PCS tender postbox after closing date (07/03/17 at 12.00noon) and produce tender report for JO and HD to consider and confirm contents of by checking portal. JO will updated tender register with details. Delegated authority to JO to award insurance contact to most economically advantageous tender submission reviewing quality and price.</p>	<p>JO/HD</p> <p>JO</p> <p>JO</p>		
There being no other business, the meeting closed at 7.50pm.			
Minute Approved By:	<i>Gail Boyle</i>	Minute Seconded By:	<i>Winnie McPhail</i>
Signed By Chairperson:	<i>Jean Black</i>	Date:	<i>28 March 2017</i>