

Report To:	Management Committee Meeting
Agenda Item:	5.1. Minute of Management Committee Meeting of 23 April 2025 held in Pineview office and on MS Teams
Prepared By:	Joyce Orr, Director
Date Issued:	14 May 2025
Meeting Date	21 May 2025 at 6.15pm – Golden Jubilee Hotel & MS Teams

1. Sederunt

P = In Person, T = On MS Teams

Present: Richard Bolton (RB) – left 7.55pm Linda Devlin (LD) Frazer Lord (FL) – joined 7.35pm Helena McNulty (HM) Laura Nahar (LN) Aarti Passi (AP) – joined 6.20pm Lyndsey Robinson (LR)	T P T P T T T	Apologies Received: Morven Baigent (MB) Jamie Graham (JG) Daniel Martyn (DM) Anna Welsh (AW) Absent: Leave of Absence:	In Attendance : Karen Byrne, HSM (KB) Isobel Ferguson, SFCSO (IF) Caitlin Gillespie (CG) Ben Keenan (BK) Joyce Orr, Director (JO) Robert Reid, SHO (RR) Linda Ewart Observers:	P P T P P P T
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Meeting started 6.17pm.

All papers issued in advance of meeting unless detailed in minute. Issued 16/04/2025.

The Chair welcomed everyone to the meeting.

2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate and reminded everyone of confidentiality and collective responsibility, and importance of keeping register of interest updated.

Declarations made:

➤ **None.**

3. Decisions/Approvals Report

This report.

4.1 Annual Committee Review Feedback Report

Lead	Due By

The Chair welcomed Linda Ewart (LE) to the meeting and invited LE to present the annual committee review feedback report. LE facilitated the feedback report with a powerpoint presentation, taking committee through the key messages from the review process. LE explained the annual review process requirement and the approach of Pineview. LE thanked everyone for their contribution to the collective assessment, the individual meetings and the process overall. LE summarised the outcomes including the assessment of skills, knowledge, experience, diversity and objectivity; contribution and effectiveness; training priorities; succession planning; nine year provision resolution; and recruitment. LE discussed the importance of viewing trends rather than snap shots. LE and committee discussed recruitment, and the potential benefits of exit interviews with members standing down. LE gave her opinion that PHA was an attractive organisation for volunteers. LE passed to JO to present JO written element of report. JO took committee through the report asking committee to provide clarity on, and decide upon, the suggestions within the Feedback Report; approve

<p>proposed timing for a progress review to be reported to the Sept 2025 CoM meeting; consider the Committee identified training and proposals to achieve; note succession planning; and to determine the committee resolution on the member with service of nine years plus.</p> <p>Committee discussed succession plan and need for committee recruitment and encouraging tenants and involving other local groups such as G15, Men Matter etc. Committee discussed meeting format and set up and location of hybrid meetings and etiquette protocol to assist Chair. JO advised that vast majority of reports are issued a week in advance of the committee, and monitoring system set up to measure performance. Committee encouraged staff team to keep going with tenant engagement and build on success of 2025 rent consultation. Staff sought clarity from committee on reporting suggestions – committee present advised they were satisfied with reporting and did not think anything else could be stripped out, or subcommittee would need to be introduced, which members were not keen on. Chair suggested that committee meet outwith a committee meeting to discuss in detail and feedback any suggestions to staff. Committee acknowledged their requirement to lead on their learning and sector engagement as all information is shared. The Chair feedback on a suggestion from the 14/04/2025 Drumcog committee training session for office bearers of the local RSLs to meet up outwith training to share ideas and learning.</p> <p>Committee determined their resolution in respect of Rule 37.6 and 43.2 to support the continued committee membership, and standing for re-election as may be required, for Anna Welsh.</p> <p>Committee confirmed that they were satisfied with the process of the annual review which they found useful. Committee thanked LE for her work with the Association. IF thanked committee for their speed in arranging review meetings and making the process run smoothly. Committee noted updated SFHA guidance released in Jan 2025, which staff will review and bring any suggested amendments to committee for their consideration and decision.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Committee approved the 2024/25 feedback report. ➤ Committee to meet/liaise outwith committee meeting to consider any reporting changes and feedback to staff. ➤ Staff to keep suggestions table updated and provide a progress review to the September CoM meeting. ➤ Committee to prioritise their identified training and proposals to achieve. ➤ Staff to pursue further committee recruitment with tenants and local groups and then advertise further afield following AGM if required. ➤ Committee determined resolution for Anna Welsh continuing. ➤ Chair to liaise with other Drumcog Chairs for possible office bearers meeting outwith training. 	<p>-</p> <p>CoM</p> <p>JO</p> <p>CoM</p> <p>JO</p> <p>IF</p> <p>LD</p>	<p>-</p> <p>18/06/25</p> <p>17/09/25</p> <p>Ongoing</p> <p>Ongoing</p> <p>24/06/25</p> <p>20/08/25</p>
7.05pm LE left the meeting		
<p>4.2 Regulatory Compliance Review</p>	<p>Lead</p>	<p>Due By</p>
<p>The Chair requested JO present the report for decision and/or update. JO took committee through the report advising that the purpose of the report was to confirm the regulatory compliance work being undertaken and to highlight how this relates to annual assurance statement (AAS) process. Committee discussed their existing approval for interim review years involving staff reviewing regulatory compliance evidence and providing committee with tracked changes of the previous years approved evidence. The tracked</p>		

<p>changes documents to be issued to Committee during May for consideration at either the 2025 May or June CoM meeting (ARC and customer forum at May). Committee discussed existing AAS reporting as per section 5 of the business plan and agreed to continue this.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Committee approved process for the 2025 regulatory compliance review. ➤ Committee approved that AAS reporting continues in line with section 5 of the business plan, with draft report to the August 2025 CoM meeting. 	<p>JO JO</p>	<p>21/05/25 20/08/25</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 19/02/2025</p> <p>Committee confirmed approval, with no changes and no matters arising. Proposer: LN Seconder: AP Chair to sign minute: LD</p>	<p>IF</p>	<p>30/04/25</p>
<p>5.2 Note of Committee and Staff Strategy Day Meeting of 21/03/2025</p> <p>Committee confirmed approval, with no changes and no matters arising. Proposer: LR Seconder: AP Chair to sign minute: LD</p>	<p>IF</p>	<p>30/04/25</p>
<p>5.3 Decision Tracker Report</p> <p>Committee noted Items either complete, not due yet (either due to original timing or rescheduling), or part of this meeting. Updates provided at meeting:</p> <p>DM - 21/08/2024 6.4.5 DB Pension – JO provided update on behalf of DM advising no valuation outcome results from TPT expected until summer.</p> <p>IF - 19/02/2025 7.1 – S.26 Hybrid Working Policy implementation – IF explained other priorities and confirmed will be complete by 30/04/2025.</p> <p>IF - 19/02/2025 7.1 – S.27 Menopause Policy implementation – IF explained other priorities and confirmed will be complete by 30/04/2025.</p>	<p>DM IF IF</p>	<p>17/09/25 30/04/25 30/04/25</p>
<p>6. Reports Requiring Decision/Approval/Discussion</p>	<p>Lead</p>	<p>Due By</p>
<p>6.1 Business Plan Report</p> <p>The Chair requested JO to present the report for decision. JO presented report and committee discussed the following elements:</p> <p>1. Strategic Goals, Delivery Plan and Business Plan Update. Committee noted the update position following the 21/03/2025 strategy day, with the need for targets to be finalised. Committee noted that the business plan update planner; cover and contents; and sections 3 & 6 updated; and section 4 to be updated.</p> <p>Matters for decision:</p> <ul style="list-style-type: none"> ➤ Approved that staff team populate the strategic goals delivery plan with targets from strategy day, and committee consider and decide upon at May CoM meeting. ➤ Approved that the SWOT (SCOT) and PEST at section 4 of the Business Plan be updated by the end of April 2025 / early May. <p>2. G15 Pantry Cupboard Committee discussed proposal for involvement of Pineview staff with the project as part of wider tenant engagement and Pineview promotion. Discussed the housing surgery concept, either with or without Drumcog support. Committee noted customer forum support for project through the</p>	<p>JO JO</p>	<p>21/05/25 30/04/25</p>

<p>donation budget, which is delegated to the forum. Committee discussed option for the Association to support directly in the first year of the project with the idea of paying £852 to cover cost of £1 first year annual membership fee for all Pineview general needs tenants, with any sum not taken up through membership to be used as a "pay it forward" option for those who could not afford a shop – this would be a one off first year support sum.</p>		
<p>Matters for decision:</p> <ul style="list-style-type: none"> ➤ Approved involvement of Pineview staff with the project, ideally with Drumcog partners but as standalone if no support from others. Delegation to staff team for operational set up and management. ➤ Decision made for one year one off funding support to value of £1 per PHA general needs household, with any sums not taken up for membership to provide fund for "Pay it Forward" support. 	KB/JO	31/05/25
	JO/IF	30/06/25
<p>3. Committee and staff strategy review day Friday 21 March 2025 Attending Committee members gave feedback on the day, which was enjoyed by those attending. Morning session was more interactive, which was beneficial. Recognised that afternoon sessions are always more deflated after lunch, especially when reviewing a topic such as risk management. Committee advised that it was useful to get staff views directly and for relationship building between committee and wider staff team. Discussed timing of event and location, and suitability for future years.</p>		
<p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Decision made to retain as annual event on second last Wednesday of March, with timings 9.30 – 3.15pm, and at Auchentoshan for 2026 if venue available. ➤ Committee to diary in for 20/03/2026. 	JO	20/03/26
	CoM	20/03/26
<p>JO advised that Sections 4. to 14. of report were for noting/update, and there had been no comments or queries raised by members. JO drew committee attention to:</p> <ul style="list-style-type: none"> - section 5.3 SHR updates (engagements, risk assessment and AAS visits); - section 7.1 on SHNZS update; - section 8.1 and confirmation from BTO that that discharges for virgin money repaid loans had been registered; and - section 14 on staff speaking at events and link of this to new strategic goals. <p>JO asked if any queries from committee who confirmed all matters noted and no additional queries to raise.</p>		
<p>6.2 Membership and Committee Report</p> <p>The Chair requested IF present the report for committee decision making. IF presented the report and committee noted and made following decisions: Committee considered the three shareholding membership applications (two initially and one additional received on day of meeting). Committee noted Share register statistics as at 31/03/2025, with no concerns to raise. Committee noted the committee declarations, attendance and training summaries. Committee noted training attended by members –</p> <ul style="list-style-type: none"> FL – 11/03/2025 - Understanding treasury Management (SHARE). FL – March – commencing Managing Successful Programmes – ongoing programme. LR – March – commencing GOSHA (SHARE) – ongoing programme. HM/LD/LR – 14/04/2025 – The Role of Office Bearers (Drumcog) 		

<p>LD feedback on progress with GOSHA and LD and HM feedback on Drumcog training. LD encouraged members to attend Drumcog training for benefit of training and networking with other Drumcog members. LD advised that dates of Drumcog training not correct – IF advised she would check back with KCHA who were leading on this.</p> <p>Committee note 2025 AGM arrangements and request for Proxy Forms in case unable to attend on the day. Committee noted arrangements for standing down in compliance with Rule 39.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved the three applications for Share membership ➤ Drumcog committee training dates to be checked and confirmed. ➤ Approved proposals for AGM. 	<p>IF IF IF/JO</p>	<p>30/04/25 21/05/25 24/06/25</p>
<p>FL joined meeting at 7.35pm</p>		
<p>6.3 Annual Insurance Report</p> <p>The Chair requested IF/KB present the report for committee decision making. IF advised that the purpose of this annual report was to provide assurance to committee on the insurance renewal exercise, including an update on current market conditions; the outcome of the renewal process and breakdown of costs vs budget; details on summary claims history, and to discuss and seek decision on proposal for long term agreement from QBE. Discussed that insurance is a service covered by regulated procurement, so the Association requires to tender for provision for 2027 onwards. This meant that three year deal from QBE could not therefore be recommended by staff. KB advised that insurers had confirmed agreement for a two year deal for 2025/26 and 2026/27 (on stock insurance) with annual uplift of 2.5%.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved 2 year deal proposal from QBE for 2025/26 and 2026/27. <p>Committee confirmed assurance and satisfaction with reporting on insurance position with all matters noted and no additional queries to raise.</p>	<p>KB/IF</p>	<p>30/04/25</p>
<p>6.4 Housing Services Assurance Report</p> <p>The Chair requested KB to present the report for committee decision making. KB advised that the report purpose was to provide committee with Housing Services Manager’s confirmation of housing services outcomes.</p> <p>KB advised that as no queries raised in Decision Time, she would concentrate on decision matters unless committee wanted to raise anything at the meeting. KB advised on the further streamlining of the Assurance Report and reminded committee of the greater detail within the supplementary report for additional detail behind the assurance for members reference and evidence. KB asked if there were any queries / further clarifications on the non-decision items - committee confirmed all noted and advised that the good work achieved was acknowledged by CoM and asked that this be shared with wider staff team.</p> <p>KB explained that decisions were sought from committee regarding medical adaptations front funding and the award of the Drumcog gas contract.</p> <p>1.2 Adaptations - discussed the timing of funding approval and associated delay in carrying out adaptations. KB requested Committee approve a £10,000 front funding fund that can be used for carrying out adaptations whilst awaiting funding allocation approval – this would then be claimed when funding approval received, so would have neutral cost impact for Pineview. Committee discussed and advised that this would be beneficial on an ongoing basis.</p>		

<p>2.2 Gas contract – KB explained the background to the gas contract position; the most recent tender; the involvement of Scotland Excel; City Building negotiations and cost proposals. Meeting discussed previous tender process and TUPE, and legal advice at time. Noted cost increase just under 29%, which had not been budgeted for. Discussed other conditions City Building want to include regarding annual uplifts moving forward. Committee discussed and whilst unhappy, recognised there was little alternative option at this stage.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Section 1.2 Medical Adaptations Funding – approved annual front funding allowance of £10,000, to be claimed for repayment to Pineview each year when funding allocation approved by GCC. ➤ Section 2.2 Award of Druncog Gas Contract – delegated authority to HSM to take forward, with approval of contact on an year to year renewal. ➤ Gas contract - Legal advice to be sought during year one on how matter could be resolved and committee kept updated. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB</p> <p>KB</p> <p>KB</p>	<p>-</p> <p>01/05/25</p> <p>17/09/25</p>
<p>RB left meeting at 7.50pm due to connection issues</p>		
<p>6.5 Estates Action Plan</p> <p>The Chair requested RR present the report for committee decision making. RR advised the purpose of the report was to provide an update, and seek approval from committee, on the actions taken and planned to raise and maintain the standard of estate management across Pineview stock. Committee discussed the important balance of tenancy support and enforcement, and enhancing and maintaining quality service to tenants. Suggestion from committee member in Decision Time about getting local Councillors and MSPs involved and considering option of working jointly with Druncog members – perhaps a working party with these involved. Also suggestion of “skip days” and promoting these with tenants which could help with community involvement and tenant participation.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved the actions in the Action Plan with update to 17/09/25 CoM. ➤ Staff to pursue suggestion from committee member and update Sept. ➤ Update report to committee twice yearly (Sept and April), with any interim updated in Housing Services reports if/when required. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>RR</p> <p>RR</p> <p>RR</p>	<p>Ongoing.</p> <p>17/09/25</p> <p>Ongoing</p>
<p>6.6 Annual Write Off Report</p> <p>The Chair requested KB present the report for committee decision making. KB advised this report was provided to highlight former tenant / factored debt which has been unable to be recovered as well as credits which have been unable to be refunded during 2024/2025 and to seek approval for these debts / credits to be written off. KB confirmed that sums are written off financial account records only and a record is kept and pursued if get contact details.</p> <p>Decision Made:</p> <p>Approved the write offs within report £40,641.66 debts. £3,413.18 credits. Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB/IF</p>	<p>30/04/25</p>
<p>Committee agreed to suspend standing orders to continue the meeting past 8.17pm.</p>		

7. Policy Reviews	Lead	Due By
<p>7.1 Review - S.07 Disclosure Policy Committee considered the proposed review of the Association’s Disclosure Policy following the release of the April 2025 Code of Practice relating to the Disclosure (Scotland) Act 2020.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved adoption of revised policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. 	IF	14/05/25
<p>7.2 Review – G.15 Notifiable Events Protocol Committee considered the proposed review of the Notifiable Events Protocol, with changes incorporated to reflect the changes to the SHR guidance which was updated in Feb 2024.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved adoption of revised policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. 	JO	14/05/25
<p>7.3 Review - F.01 Audit Policy and procedures - Isobel Committee considered proposed review of the Audit Policy and Procedures noting no material changes suggested by staff or FMD Financial Services.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved adoption of revised policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. 	IF	14/05/25
<p>7.4 Review – F.06 Donations and Wider Actions Policy Committee considered the proposed review of the Donations and Wider Action Policy, with changes to reflect delegation to Customer Forum; clarity of donations to PHA and wider action ToE funding.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved adoption of revised policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. 	IF	14/05/25
<p>7.5 Get Governance Suite Review JO explained the SFHA Get Governance suite of good practice/model policies and their associated review dates. JO explained proposal to amend review timing of Pineview governance policies, that are based on SFHA model policies of guidance, to align more closely with SFHA reviews.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved request to review relevant governance policies to align more closely to SFHA review proposals. 	JO	14/05/25
<p>7.6 Review - S.20 Smoke Free Policy Committee considered the proposed review of the Association’s Smoke Free Policy, with changes relating to updates and clarity only.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved adoption of revised policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. 	IF	14/05/25
<p>7.7 New - S.26 Neonatal Care Leave and Pay Policy IF explained the new policy to reflect staff entitlement introduced through Neonatal Care (Leave and Pay) Act 2023, effective 06/04/2025. IF advised terms and conditions of employment have been revised to comply. Proposed</p>		

<p>policy is based on EVH model policy tailored to meet Pineview needs. IF advised that whilst this is an operational policy it requires committee approval given committee role as employer. Committee considered the proposed policy.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved adoption of proposed policy for implementation – to update policy folder, advise staff, and update website and committee portal as relevant. <p>7.8 Health and Safety Policy - Reported through Item 8.1.</p>	IF	14/05/25
<p>8. Items for Update / Noting Only</p>	Lead	Due By
<p>JO advised that Reports in this section are for updating/noting. The Chair advised there were no comments or queries raised in Decision Time and asked if staff had any updates or if committee had any questions to raise.</p> <p>8.1 Staffing and Health and Safety 6 Month Detailed Report Committee noted Sickness Annual Absence at 12.16%; impact of long term absences (LTA), with absence rate of 2.33% excluding LTAs; management of absences in line with policy; and LTAs have ended. Noted cost of absences. Committee noted the terms and conditions of employment updated 01/04/2025 and issued to staff for signing. Committee noted the health and safety updates including the Health & Safety Control Manual, with the updated version to be issued to staff by 30/04/2025. Committee noted the update on schedule of drills and work to be completed.</p> <p>8.2 Gifts, Hospitality and Donation Report – quarterly report. Committee noted the update on donations, gifts and hospitality for year ending 31/03/2025. Committee noted and agreed with the focus of Customer Forum of spending the donations budget on local charities, events and good causes.</p> <p>8.3 Complaints and Compliment – quarterly report. Committee noted service delivery complaints and outcomes for year 2024/25. Noted learning from complaints and actions to improve service delivery. Noted compliments received in quarter. IF explained difference in reporting methods of Scottish Housing Regulator (ARC) and the Scottish Public Sector Ombudsman. Committee noted the resultant different result produced.</p>	IF IF/RR	30/04/25 14/05/25
<p>9. Correspondence</p>		
<p>Nothing in additional to that already issued.</p>		
<p>10. A.O.C.B.</p>		
<p>SFCSO presented an overview of the Fire Evacuation Procedure for the office. The committee confirmed their understanding of the actions to be taken upon discovering a fire and the steps involved in evacuating the office. No questions or concerns were raised.</p>		
<p>11. Date of Next Meeting(s)</p>		
<p>Wed 21/05/2025 - Management Committee Meeting – Golden Jubilee Hotel</p>		
<p>The Chair thanked everyone for their attendance and input. There being no other business, the Chair closed the meeting at 8.17pm.</p>		

Minute Approved by: Lyndsey Robinson

Seconded by: Laura Nahar

Signed by Chair of Meeting who approved: Linda Devlin

Date Approved: 21 May 2025