

Report To:	Management Committee Meeting
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Agenda Item 3.1:	Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 24 April 2018 at 6.00pm
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Prepared By:	Joyce Orr, Director
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Date Prepared:	26 April 2018
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Meeting Date:	29 May 2018 at 6.00pm
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Minutes - Rule 62 - SFHA Charitable Model Rules (Scotland) 2013
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62. Minutes of every general meeting, Committee Meeting and sub-committee meeting must be kept. Those minutes must be presented at the next appropriate meeting and if accepted as a true record, signed by the Chairperson of the meeting at which they are presented. All Minutes signed by the Chairperson of the meeting shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.

Item			
1.	Sederunt		
	Present: Jean Black (JB) Gail Boyle (GB) Asa Brooks (AB) – co-optee Myra Frater (MF) Josephine McGinty (JMc) Jim O'Connor (JO'C) Victoria Phelps (VP) Anna Welsh (AW)	Apologies: Amanda Smith (AS) Winifred McPhail (WM)	In Attendance: Karen Byrne (KB) Joyce Orr (JO) – Director
		Special Leave: Sharon Kane (SK)	Linda Ewart Graham Gillespie
		Absent Without Apologies:	
	JO issued summary report highlighting items that required decisions. Committee noted, as agreed March 2018, the meeting agenda now detailed items for approval, decision, feedback or update. All papers issued in advance of meeting unless detailed in minute. Meeting started 6.00pm.		

2.	Declaration of Interest
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Chair requested that any interest be declared – all confirmed none

Item	Action	By
<p>Item 3 – Minutes of Previous meetings</p> <p>3.1 Minute of Management Committee Meeting of 27/03/18 noted. 3.2 Minute of Staffing Sub Committee Meeting of 10/04/18 noted. 3.3 Previous Minutes Decisions Action Implementation Report noted and agreed.</p> <p><u>Decisions Made:</u></p> <p>3.1 - Minute approved - proposed JB, seconded VP, signed by Chair JMc. 3.2 - Minute approved - proposed JO’C, seconded GB, signed by Chair JMc.</p>		
<p>Item 4 – Internal Management Business Plan Report</p> <p>JO presented the report, all items noted and the following items discussed in detail.</p> <p><u>4.2 Committee Annual Appraisal Outcome Report and Committee Recruitment Policy Review</u> – Linda Ewart (LE) was in attendance and presented outcome report finding to meeting. Agreed that changes to process this year (joint collective assessment and individual discussion re Chair’s performance) were positive changes and worked well. LE advised that committee should keep reviewing format and content of meetings and ensure that only matters that require to come to committee are considered. The meeting discussed the suggestions within the report and the progress with these to date.</p> <p>JO requested that committee consider the proposals for the review of the committee recruitment policy taking into account the report. JO presented proposed changes. Following discussion, committee thanked LE for her presentation and advised that she was welcome to remain for the remainder of the meeting or to leave – LE advised she would remain until the end of agenda item 4.</p> <p><u>4.3 Risk Management Policy and Register Review</u> – a member raised a query about risk score being gross (before controls applied) or net (after controls applied). JO advised scores were net and explained that committee had previously decided only to have net scores as it was thought that having both gross and net scores was confusing, and that the net score was the current position. Discussion took place about the merits of both ways. The internal auditor advised that he could see the pros and cons of both options and what was important was that risk was actually being considered and discussed. Discussed that layout could be changed to make clearer with current net scoring system. The internal auditor advised that there were no obvious risks missing from the register and he had nothing to add</p> <p><u>4.4 Internal Audit Plan 2018/19</u> – the internal auditor (GG) presented the audit plan proposal to the meeting and explained the reason behind the areas chosen. GG explained some of the current risks areas being identified within the housing association sector and explained that most of these were recently reviewed at PHA by the internal auditor or by other means, for example data protection was looked at during 2017/18; IT was currently being reviewed with impending tender (therefore further review 2019/20); governance was partly reviewed with Linda Ewart’s work and by internal auditor attending meetings (would be recommended as part of 2019/20 audit plan). It was requested that draft report on ARC and ESSH audit be brought forward to 18 May 2018 so that an update could be given to committee at the meeting of 29/05/18 where the ARC and ESSH will require to be approved. JO & KB then left the meeting to allow committee to have a closed session with the internal auditor, following which they were invited back to the meeting.</p> <p>Following discussion, committee thanked GG for his proposal and advice and advised that he was welcome to remain for the remainder of the meeting or to leave – GG advised he would remain until the end of agenda item 4.</p>		

Item	Action	By
<p><u>4.5 Performance Management KPIs to 31/03/18 and Proposals for 2018/19 (non finance)</u> – discussed the outcomes to the year end and the proposals for 2018/19. Committee noted the good performance and the areas where they would like to see improvements during 2018/19 (staff sickness rates; debt management; tenant satisfaction with standard of home when moving in; out of hours emergency post inspections; and adaptation completion times).</p> <p><u>4.6 2017/18 ARC & EESSH Return Update</u> – JO advised that work ongoing and approximately 74% complete. Discussed that a number of the figures will be the same as those in Item 4.5 although some may change slightly following audit checking. JO confirmed that internal auditor will be auditing ARC & EESSH return on 10 and 11 May 2018 prior to them being brought to committee for approval.</p> <p><u>4.7 2018 Fraud Statement</u> – JO confirmed that the Association had not been subject to fraud or attempted fraud during 2017/18. JO explained good practice recommendation of having a fraud register even if only to record formally that no fraud has taken place.</p>		
Decisions Made:		
<p>4.2 - <u>Committee appraisal outcome report and committee recruitment policy review</u> – suggestions from the report to be implemented as detailed in papers. Update on progress to be presented to committee January 2019 (most already addressed and a few planned in for completion by Nov 2018).</p>	JO	30/11/18
<p>Policy review approved for implementation.</p>	JO	01/05/18
<p>4.3 - <u>Risk Management Policy and Register Review</u> –</p>	JO	01/05/18
<p>Policy review approved.</p>	JO	01/05/18
<p>Layout of risk register to be changed to following: Hazard; Potential Risk</p>	JO	01/05/18
<p>Consequence; Impact if Occur; Control Measures in Place; Likelihood to</p>	JO	01/05/18
<p>happen (with control measures in place); Risk Score.</p>	JO	01/05/18
<p>Approved reviewed register, amended as above, to be issued to all committee</p>	JO	01/05/18
<p>members.</p>	JO	27/11/18
<p>Scoring system (gross and/or net) will be examined further at next review.</p>	JO	27/11/18
<p>4.4 - <u>Internal Audit Plan 2018/19</u> – approved recommended audit plan from</p>	JO	May & Nov
<p>internal auditor to review ARC; rental income and arrears management; void</p>		
<p>management; and follow up review. ARC audit to be undertaken during May</p>		
<p>and remaining audit planned for November.</p>		
<p>4.5 - <u>Performance Management KPIs to 31/03/18 and Proposals for 2018/19 (non</u></p>	JO	08/05/18
<p><u>finance)</u> – approved proposed KPIs for 2018/19 for incorporating into</p>		
<p>business plan, with quarterly reporting as per reporting timetable, with areas</p>		
<p>of concern to be brought to attention sooner as required.</p>		
<p>4.7 - <u>2018 Fraud Statement</u> – approved Fraud Statement and establishment of a</p>	JO	31/05/18
<p>digital register.</p>		
<p>At this point, GG and LE thanked committee and left the meeting.</p>		
Item 5 – Directors Report		
<p>JO advised that all items within report were for update only, with no decisions required. Committee confirmed they had considered the report and had no queries to raise. A member advised that they noted the update to the pension review and that seeking an alternative quote was sensible. JO updated on quote received.</p>		
Decisions Made:		
<p>5.03 - Pensions – HD to bring report to committee for decision on who ten engage for pension review work.</p>	HD	25/05/18

Item	Action	By
<p>Item 6 – Finance & Corporate Services Reports</p> <p>6.1 Committee and Membership Report: JO presented the report, all items noted and the following items discussed in detail. 6.1.1 Applications for Membership – 2 applications for consideration. 6.1.4 Training - Discussed training undertaken. Feedback provided on events attended. Noted next Druncog event 21/05/18 on “Learning from Customer Complaints”. Discussed SHAPS event 30/05/18 and strategy day 01/06/18. <u>Decisions Made:</u> 6.1.1 - Applications for membership – approved membership application 789 - 790. 6.1.6 – Confirmed committee attendance to strategy day of all those present.</p> <p>6.2 Staffing & Health & Safety and Wellbeing Report: JO presented the report and advised that all items within report were for update only, with no decisions required. Committee were pleased to note the start made with HWL sessions. <u>Decisions Made:</u> None required.</p> <p>6.3 Gifts, Hospitality & Donations Report: JO presented the report, all items noted. JO advised of annual request from Scottish Cancer Support charity for Association to take out advert at £40. <u>Decisions Made:</u> Register approved and signed. Approved donation to Scottish Cancer Support Charity.</p> <p>6.4 Complaints & Compliment Report: JO presented the report, all items noted. KB provided a complaint case study (ref 578). KB advised case prompted conversations about flexibility and the learning outcome was for staff to be flexible, admit a mistake and apologise. <u>Decisions Made:</u> None required.</p>	<p>IF</p>	<p>31/05/18</p>
<p>Item 7 – Housing Services Reports</p> <p>7.1 Housing Services Update Report: Committee were advised that all items within report were for update only, with no decisions required. Committee confirmed they had considered the report and had no queries to raise. <u>Decisions Made:</u> None required.</p> <p>7.2 2017/18 Year End Write Off Report: KB presented the report, taking committee through the proposals and the reasons for requesting write off approval. KB confirmed all write off requests related to non traceable former tenants only. All items noted. <u>Decisions Made:</u> Debt and credit write offs approved: Debt £19,977.11, Credit £7,289.86. Post meeting update – HB overpayment received for case 1207 on 24/04/18, increasing debt from £1,837.21 to £1,876.94. Total debt written off increased to £20,016.84.</p>	<p>IF</p>	<p>30/04/18</p>

Item	Action	By
<p>Item 8 – Policy Reviews</p> <p>8.1 Risk Management Policy: As detailed at Item 4.3.</p> <p>8.2 Fraud & Bribery Policy: JO presented the report and took committee through the proposed changes. <u>Decisions Made:</u> Approved adoption of proposed revised policy, with clarification that HSM/Director will verify their FCSO entries to the fraud register.</p> <p>8.3 Data Protection Policy: JO presented the report and discussed with Committee the DPO’s proposal to delay review until May 2018. <u>Decisions Made:</u> Approved delay of policy review until May CoM.</p> <p>8.4 Rechargeable Repairs Policy KB presented the report and advised Committee that no changes were proposed. <u>Decisions Made:</u> Approved adoption of revised policy with no changes.</p> <p>8.5 Staff & Committee Expenses Policy: JO presented the report and took committee through the proposed changes. <u>Decisions Made:</u> Approved adoption of proposed revised policy.</p> <p>8.6 Committee Recruitment Policy: As detailed at Item 4.2.</p>	<p>JO</p> <p>JO</p> <p>JO/DPO</p> <p>KB</p> <p>JO</p> <p>JO</p>	<p>01/05/18</p> <p>01/05/18</p> <p>29/05/18</p> <p>01/05/18</p> <p>01/05/18</p> <p>01/05/18</p>
<p>Item 9 – Correspondence Committee noted correspondence issued during month.</p>		
<p>Item 10 – A.O.C.B</p> <p>The Chair allowed the following AOCB:</p> <p>10.1 EVH Annual Conference 26-28 October 2018, St Andrews –3 places to be booked for early discount rate and decision nearer time regarding who will attend.</p> <p>10.2 EVH CHAS wall unveiling ceremony 03/05/18 – no one able to attend.</p> <p>10.3 EVH SHAPS committee event 30/05/18 – JMc’s place confirmed, GB on waiting list and to be confirmed after 21/05/18</p> <p>10.4 SHARE AGM 14/06/18 5.30pm Saracen House, Possilpark – JO will attend and any committee member keen to attend to contact JO for arrangements.</p>	<p>IF</p> <p>JO</p> <p>JO</p>	<p>31/05/18</p> <p>22/05/18</p> <p>14/06/18</p>
<p>There being no other business, the meeting closed at 8.05pm.</p>		

Minute

Approved by: Jean Black

Seconded by: Myra Frater

Signed by

Chairperson: Josephine McGinty

Date: Tuesday 29 May 2018