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| Report To: | Management Committee Meeting |
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| Agenda Item 4.1: | Minutes of Pineview Housing Association Ltd Committee Meeting Held in the Association's Office at 5 Rozelle Avenue on 29 th January 2019 at 6.00pm |
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| Prepared By: | Joyce Orr, Director |
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| Date Prepared: | 18 February 2019 |
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| Meeting Date: | 26 February 2019 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 | | | |
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| 1. | Sederunt | | |
| | Present: Jean Black (JB) Myra Frater (MF) Josephine McGinty (JMc) – Chair Victoria Phelps (VP) Anna Welsh (AW) | Apologies: Sharon Kane (SK) Winifred McPhail (WM) Jim O'Connor (JO'C) – Treasurer Karen Byrne (KB) – Housing Services Manager Special Leave: Gail Boyle (GB) Asa Brooks (AB) Kenny McGinty (KMc) – committee approved leave for meeting due to unexpected ill health on day. Absent Without Apologies: Jean Claude Faleu (JCF) | In Attendance: Howard Dales – FMD Joyce Orr (JO) – Director & Secretary Guest Speaker/Presenter: Graham Gillespie, Internal Auditor, Wylie & Bisset |
| | All papers issued in advance of meeting unless detailed in minute. Meeting started 6.00pm and closed 8.00pm. | | |

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| 2. | Declaration of Interest |
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The Chair requested that any interest be declared and members were reminded of their responsibility to declare any change to their committee eligibility status (copies of criteria from Rules on table), to declare any changes to register of interest entries and to remember their obligations regarding confidentiality and collective responsibility. Members and staff present reminded of code of conduct requirements.

- JO declared an interest in Item 6.04 Pensions. No other declarations made.

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| <p>Pre Meeting Policy Briefing Note The pre meeting policy briefing considered the five policies for review and was attended by JO and MF. A couple of suggested changes to reviews had come from this and would be discussed at relevant policy review item.</p> | | |
| <p>Item 3 – Graham Gillespie, Partner of Wylie & Bisset Internal Audit Annual Report</p> <p>Internal Audit Outcome Graham Gillespie (GG) presented the annual internal audit report detailing the outcomes of the November 2018 audit.</p> <p>Follow Up Audit</p> <ul style="list-style-type: none"> - 11 recommendations from previous audit(s), of which 8 were fully implemented and 3 partially implemented at the time of the November 2018 visit. The 3 partially implemented have since been fully implemented. <p>Void Management Audit</p> <ul style="list-style-type: none"> - Strong assurance (highest rating). Audit considered policy robust and being followed. KPIs appropriate and being regularly reported. - 3 recommendations, all low grading and to do with updating staff procedure due to recent staff changes – now complete. - Audit identified a number of areas where the Association is operating effectively and following good practice. <p>Rent Arrears & Income Management</p> <ul style="list-style-type: none"> - Strong assurance (highest rating). Audit considered policy robust and being followed. KPIs appropriate and being regularly reported. Audit confirmed write offs in line with policy. - 0 recommendations made. - Audit identified a number of areas where the Association is operating effectively and following good practice. <p>Audit Plan for 2019 GG advised that he had independently reviewed the Associations risk register; what risks auditors were identifying in the sector; and what areas of work had previously been covered by internal audit and when. Following this, GG had developed an audit plan proposal for committee to consider for 2019 as follows:</p> <ul style="list-style-type: none"> - ARC validation audit – May 2019 - Follow up audit - Purchasing & Procurement – due to it being last reviewed 2014 and issues being highlighted in the sector - Planned, Cyclical and Reactive Maintenance – due to it being a large area of spend; a core customer service area with reputational impact; it being last reviewed 2015; and issues being highlighted in the sector. <p>GG advised that it was recommended that a further audit of IT be held until 2020 to allow the new IT company and systems time to bed in. GG advised that it was recommended to leave a review of corporate governance until 2020 until the details of the new regulatory framework were known and given time to be implemented. GG advised that risk management is considered 6 monthly by the Association and that the internal and external auditors feed into this. Other areas that had not been re audited at Pineview since 2014</p> | | |

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| <p>or 2015 were not seen as high risk areas at the Association but should be considered for review in 2020.</p> <p>Committee considered this with staff present at the meeting and agreed with the proposal, however, it was agreed to add a review of the Business Plan to the audit programme and purchase additional audit time for this if required. This addition reflects the common theme of regulatory engagement showing the need for organisations to have up to date business plans in place. The audit process would be intended to review the business plan document and the process of keeping it updated and reported on (not the 30 year financial element in detail as it was reviewed by Paul McNeil in 2018).</p> <p><u>Decisions Made:</u></p> <p>Committee approved the audit proposal from Wylie & Bisset with the addition of a review of the business plan and the purchase of additional audit time for this if required.</p> <p>JO and HD then left the meeting to allow the Committee and Internal Auditor to have private time without staff present. JO and HD were invited back to the meeting when this was complete.</p> | JO | May & Nov 2019 |
| <p>Item 4 – Minutes of Previous meetings</p> <p>4.1 Minute of Management Committee Meeting of 27/11/18 noted. Committee discussed the position of office bearers with recent changes.</p> <p>4.2 Previous Minutes Decisions Action Implementation Report noted and agreed.</p> <p><u>Decisions Made:</u></p> <p>4.1 - Minute approved - proposed JB, seconded MF, amended Minute signed by Chair JMc.</p> <p>- Matters Arising - Agreed office bearers positions as follows: Chair – Josephine McGinty Vice Chair – Victoria Phelps Treasurer – Jim O’Connor</p> | | |
| <p>Item 5 – Internal Management Business Plan Report</p> <p>JO presented the report, all items noted and the following items were discussed in detail.</p> <p>5.2 Priorities Outcomes to 30/11/18 – Committee noted that there had been 82 priorities due for completion to 30/11/18, with 65 fully complete, 11 partly complete and 6 not achieved. Discussed explanations for those not fully achieved. Committee noted that those not fully complete were not business critical and that they had all been planned in for completion at future dates.</p> <p>5.3 Performance KPI Outcomes (Non Finance) to 31/12/18 – Committee noted the majority of KPI targets met (36 fully achieved, 3 partly achieved and 9 not achieved). Committee discussed the reasons for those not fully achieved. Committee noted that overall performance was good especially as targets had been set to be challenging.</p> <p><u>Decisions Made:</u></p> <p>None required.</p> | | |

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| <p>Item 6 – Directors Report</p> <p>JO presented the report, all items noted and the following items were discussed in detail.</p> <p>6.02 Scottish Housing Regulator (SHR) - Discussed ongoing regulatory action within the sector by the SHR and learning that can be taken from these experiences. Noted unsuccessful appeal against regulatory action by Thistle HA. Noted SHR report on key lessons from its statutory intervention work. Committee considered the key lessons and the SHR’s suggested building blocks to good governance, and noted the positive position of PHA in regard to both areas. Noted SHR risk assessment and their priorities for 2019. Discussed the impending changes to the SHR consents framework.</p> <p>6.04 Pensions – JO left the meeting for this item due to a declared interest. HD presented item to committee. The Committee discussed the possibility of engaging a qualified pensions advisor to discuss with staff their options in terms of their pension arrangements. The Committee took the view that as a responsible employer, and given the wide range of options available to staff and the recent changes, that this was a good idea. The costs were discussed and the Committee considered these to be reasonable. Following a decision being made JO re-joined the meeting.</p> <p>6.05 GDPR – committee discussed the option of dates for committee GDPR training during February 2019.</p> <p>Decisions Made:</p> <p>6.04 – Pensions – The Committee unanimously agreed to approve the appointment of Chiene and Tait during 2019/20 to make a general presentation to all staff and to then discuss with those staff who wanted individual advice their pension circumstances.</p> <p>6.05 – GDPR - DPO GDPR training to be arranged for Mon 18/02/19 when there is a break in Drumcog training.</p> | <p>JO</p> <p>JO</p> | <p>31/05/19</p> <p>18/02/19</p> |
| <p>Item 7 – Finance & Corporate Services Reports</p> <p>7.1 Committee and Membership Report:</p> <p>JO presented the report, all items noted and the following items were discussed in detail.</p> <p>7.1.1 Applications for Membership – JO advised that five applications in report and two additional applications. Committee considered the seven membership applications.</p> <p>7.1.3 Committee Membership – Noted non-attendance and lack of contact from JC Faleu and removal from committee for this reason. Considered leave of absence request from Gail Boyle (for personal reasons). Discussed the details of several people interested in considering joining the committee as co-optees.</p> <p>7.1.4 Training – JMc, MF and AW provided feedback on training from 21/01/19 on homelessness and the role of housing associations. Discussed that Drumcog training on regulatory duties will be rearranged for later in the year when new regulatory framework in place. Noted events due and members will advise if wish to attend.</p> <p>7.1.5 Committee Diary – noted events planned.</p> <p>7.1.6 Committee attendance – noted overall attendance above target.</p> <p>7.1.7 Committee training – noted overall attendance just below target.</p> | | |

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| <p><u>Decisions Made:</u></p> <p>7.1.1 - Applications for Membership – seven applications approved.</p> <p>7.1.3 - Committee Membership –</p> <ul style="list-style-type: none"> - Approved leave of absence request for GB until April 2019. - Confirmed decision from 4.1 for VP to take up position of Vice Chair from this point forward, with view for standing as Chair in future. - Decision made to invite those interested in joining the committee to the GDPR training of 18/02/19 and to the CoM meeting of 26/02/19. - Those present confirmed appraisal appointments with Linda Ewart. <p>7.2 Staffing & Health & Safety Report:</p> <p>JO presented the report, all items noted and the following items were discussed in detail.</p> <p>7.2.1 – Staff attendance and absence – figures to 31/12/18 and comparative noted. JO updated on current absences.</p> <p>7.2.2 – Health, Safety and Wellbeing – noted no accidents or incidents. Noted property insurance incidents. Noted update on HWL, including pending employee wellbeing survey to be issued during February. Noted latest position with EVH and Unite JNC on pay negotiations. Noted planned ACS audit 20/02/19.</p> <p>7.2.3 – Recruitment Equalities Monitoring – noted update on recent recruitment process (housing assistants).</p> <p>7.2.4 – Recruitment Policy Review – noted recommendation for review of policy with no changes following successful recruitment.</p> | <p>IF</p> <p>JO</p> | <p>05/02/19</p> <p>18/02/19</p> |
| <p><u>Decisions Made:</u></p> <p>7.2.4 – Recruitment Policy Review – approved recommendation for review of policy with no changes.</p> | <p>IF</p> | <p>15/02/19</p> |
| <p>7.3 Gifts, Hospitality & Donations Report:</p> <p>JO presented the report, all items noted. JO presented correspondence from Scottish Churches Housing Action charity requesting subscription for 2019. Committee suggested a donation of £50.</p> | | |
| <p><u>Decisions Made:</u></p> <p>Approved donation of £50 to Scottish Churches Housing Action for 2019.</p> | <p>IF</p> | <p>28/02/19</p> |
| <p>7.4 Complaints & Compliments Report:</p> <p>JO presented the report, all items noted. Committee pleased to note that case study demonstrated staff were adhering to policy and procedures. Committee were pleased to note the compliments received.</p> | | |
| <p><u>Decisions Made:</u></p> <p>None required.</p> | | |
| <p>7.5 Final Draft Budget and Proposed Rent Increase for 2019/20:</p> <p>HD presented the report and explained the differences from the November 2018 report. HD explained that the estimated surplus had reduced due to the inclusion of Clerk of Works fees and carry forward of temporary staff costs (approximately £30,000).</p> <p>HD explained differences from 2018/19, with a reduced overall surplus (by approximately £223,000) due to planned cyclical expenditure in external property painterwork and work to meet new regulations in respect of fire, CO and heat alarms.</p> | | |

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| <p>HD updated committee on the rent increase consultation, with greatest support for increase of 2.4% (CPI inflation only as at Sep 2018). Committee asked for clarification of the impact of the proposed budget and rent increase on long term projections (LTPs) and viability. HD advised that LTPs were okay with the CPI only increase and the budgeted expenditure. Committee discussed and considered the assumptions and proposals made.</p> <p>Decisions Made:</p> <p>Rent and Service Charge increase for tenants of 2.4% (other than HMO); Management fee and non-direct costs for sharing and outright owners to be increased by 2.4%.</p> <p>Budget approved for 2019/20 and to be forwarded to lenders in line with loan covenant requirements.</p> | <p>IF/KB</p> <p>HD</p> | <p>28/02/19</p> <p>01/05/19</p> |
| <p>Item 8 – Housing Services Reports</p> <p>8.1 Housing Services Update Report:</p> <p>JO presented the report in the absence of KB. All items notes with the following discussed in further detail.</p> <p>8.1.1 – Planned Maintenance - Discussed current kitchen/boiler contract, good performance and customer satisfaction and recommendation to appoint MCN for 2019/20 contract as permitted under the framework.</p> <p>8.1.2 – Cyclical Maintenance – discussed tender for 5 yearly electrical tests. Committee were pleased to note inspections undertaken to ensure gutter cleaning carried out satisfactorily.</p> <p>8.1.4 – Gas Servicing and Maintenance of ex district heating properties - committee considered recommendation that a decision on the long term position was delayed for a year to allow sufficient quality control of the work and performance of the installer to be assessed.</p> <p>8.1.5 – Arrears – Committee were disappointed to note sizable increase in arrears, whilst noting explanation given. JO advised that KB was prioritising debt recovery within the housing services team.</p> <p>Decisions Made:</p> <p>8.1.1 – Planned Maintenance – approved appointment of MCN for 2019/20 kitchen and boiler replacement contract.</p> <p>8.1.2 – Cyclical Tender – MF, JMc & JB offered to attend tender opening.</p> <p>8.1.4 – Gas Servicing and Maintenance of ex district heating properties – committee approved recommendation to delay decision to Jan 2012.</p> | <p>KB</p> <p>KB</p> <p>KB</p> | <p>30/04/19</p> <p>28/02/19</p> <p>28/01/20</p> |
| <p>Item 9 – Policy Reviews</p> <p>9.1 Handling a Serious Complaint or Grievance Against the Director – Policy & Procedure</p> <p>JO presented the report and explained the proposed new policy, developed to better meet the regulatory guidance on notifiable events. Committee considered the proposed policy and made the following changes:</p> <ul style="list-style-type: none"> - 6.1 SSSC will be formed of 3 members to match HSSC quorum - Appendix to be added detailing the Association’s current employment solicitors, and kept updated. <p>Decisions Made:</p> <p>Approved adoption and implementation of new policy, with above amendments, with a 3 yearly review.</p> | <p>JO</p> | <p>15/02/19</p> |

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| <p>9.2 Flexi Time & TOIL JO presented the report and explained the proposed revisions. <u>Decisions Made:</u> Approved adoption and implementation of revised policy.</p> | IF | 15/02/19 |
| <p>9.3 Safety Policy & Procedures (Personal Safety) JO presented the report and explained the proposed revisions. <u>Decisions Made:</u> Approved adoption and implementation of revised policy.</p> | IF | 15/02/19 |
| <p>9.4 Training & Development JO presented the report and explained the proposed revisions. Committee considered the proposed revised policy and added the following changes:</p> <ul style="list-style-type: none"> - Update to clarify there is a current staff development and performance review form (under section on The Role of the Manager) - Update to state that attendance “may” be voluntary at section on Sharing the Knowledge, as it could be compulsory on occasion - Replace first paragraph at section on Monitoring & Review as this work is operational. Replace with “Monitoring and management of staff training will be delegated to staff.” - Remove appendix for training delivered form. <p>Committee suggested that corporate services also retain record of training undertaken for management purposes, and not to simply rely on individuals keeping their own record. <u>Decisions Made:</u> Approved adoption and implementation of revised policy, with above amendments and corporate services to maintain an ongoing record of training undertaken by all staff members.</p> <p>9.5 Anti-Social Behaviour JO presented the report and explained the proposed interim revisions with a proposal to delay the full review until April 2019 for implementation from May 2019 to match the timing of the relevant aspects of the Housing (Scotland) Act 2014 coming into force. <u>Decisions Made:</u> Approved adoption and implementation of interim revised policy with further review to April CoM meeting for adoption from May 2019.</p> | IF | 15/02/19 & ongoing |
| <p>Item 10 – Correspondence Committee noted correspondence issued during month. JO presented additional correspondence on the following:</p> <ul style="list-style-type: none"> - GWSF open meeting of 17/01/19 was cancelled due to a burst water mains in the area. To be rearranged for March 2019. - Correspondence that Neil Anderson retires from Kendoon HA on 31/01/19 and Wendy McCracken has been appointed as Interim Director prior to Neil’s departure. | | |
| <p>Item 11 – A.O.C.B The Chair permitted the following to be dealt with under AOCB: 11.1 - Insurance Renewal – HD provided an update on the insurance renewal process and the proposal from our brokers to enter a long term agreement (LTA) for property insurance to get the best rates.</p> | | |

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| <p><u>Decisions Made:</u> Approved LTA as recommended by broker.</p> | | |
| <p>11.2 - AGM – JO advised that Community Centre not available for 2019 AGM and ask committee for suggestion regarding alternative venues. Discussed options of local schools and St Mark’s hall.</p> | HD | 31/03/19 |
| <p><u>Decisions Made:</u> Agreed to try for St Mark’s hall for agreed date of 2 July.</p> | | |
| <p>11.3 - VP explained the CIH “Make a Stand” pledge which has been developed by the Chartered Institute of Housing in partnership with Women’s Aid and the Domestic Abuse Housing Alliance. It was created to encourage housing organisations to make a commitment to support people experiencing domestic abuse. Making the pledge involves meeting the following four criteria by September 2019:</p> <ol style="list-style-type: none"> 1. Put in place and embed a policy to support residents who are affected by domestic abuse. 2. Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff. 3. Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse. 4. Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse. <p>Committee discussed the benefits of supporting such a campaign.</p> <p><u>Decisions Made:</u> Approved that PHA sign up to the campaign.</p> | IF | 28/02/19 |
| <p>There being no other business, the meeting closed at 8.00pm.</p> | JO | 28/02/19 |

Minute Approved by: Jean Black

Seconded by: Myra Frater

Signed by Chairperson: Josephine McGinty

Date: Tuesday 26 February 2019