

Report To:	Management Committee Meeting
Agenda Item:	5.1 Minute of Management Committee Meeting of 22 November 2023
Prepared By:	Joyce Orr, Director
Date Prepared:	22 November 2023
Meeting Date:	17 January 2024 at 6.15pm – Office & Teams

1. Sederunt

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

<p>Present: Morven Baigent (MB) Richard Bolton (RB) Linda Devlin (LD) Jamie Graham (JG) Frazer Lord (FL) Daniel Martyn (DM) – Chair Aarti Passi (AP) Lyndsey Robinson (LR) David Syme (DS)</p>	<p>Apologies: Laura Nahar Anna Welsh</p> <p>Absent:</p> <p>Leave of Absence (LoA): Josephine McGinty(JM) (Jan 24) J Brechany(JB) – (Mar 24)</p>	<p>In Attendance: Karen Byrne, HSM Isobel Ferguson, FCSO Robert McGinlay, FMD Calum McLeod, SMO Joyce Orr, Director Robert Reid, SHO</p> <p>Observers: None</p>
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Joined Via Teams: Linda Devlin, Jamie Graham, David Syme

The Chair welcomed everyone to the meeting.
Leave of absence – Committee noted LoA request from JB and approved this until March 2024.

2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate with reminder of confidentiality and collective responsibility.

3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued 22/11/2023.

4. Budgets and Rent Review	Lead	Due By
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4.1 Budgets 2024/25 and Longer Term

The Chair asked RM (FMD) to present the report and take the meeting through the decisions required.

Committee considered the budget assumptions and proposals for 2024/25 and period to 31 March 2054. RM explained the longer period impact around rent increases. JO reminded meeting that the budgets contained no allowance for EESSH2/Net zero – committee noted this and agreed it was better to review when Scottish Government EESSH review complete. Committee discussed the base budget assumptions and noted positive and negative scenarios.

Decisions Made:

- Approved the non-rent rise assumptions to be used in the budget;
- Approved the draft budget as presented, to be reconsidered for final budget approval at Jan 2024 CoM with any expenditure/income updates at that time and the decision from committee on 2024 rent increase.

RM
RM

Jan 2024
CoM

<p>4.2 Rent Review – proposals for consultation</p> <p>The Chair asked KB to present the report and take the meeting through the decisions required.</p> <p>Committee considered and discussed the different rent increase options on rent levels and affordability, as well as on covering budget costs in the short, medium and longer term. Committee considered the Chancellor’s Autumn Statement and the position for increases in benefits (6.7%), pensions (8.5%), living wage increase to £11.44ph and national insurance cut. Committee considered rent charges and proposed increases from benchmarking groups including GWSF and SHN. Committee noted the five remaining capped rents and higher increases on these to bring into line with rent structure.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ➤ Decision for rent consultation at 6.7% (Sept CPI), 5% as per base budget (which is likely to require a couple of years rent increases above CPI in future), and 5.85% as mid-way point. ➤ Capped rents to be brought in line with rent structure rents for 01/04/24. 	<p>KB/IF</p> <p>KB/IF</p>	<p>15/12/23</p> <p>28/02/24</p>
<p>5. Minutes of Previous Meeting(s) / Matters Arising</p>		
<p>5.1 Minute of the Management Committee Meeting of 20 Sept 2023</p>		
<p>The Chair introduced the Minute. Minute noted and approved. Committee advised no changes required to final minute and no matters arising outwith Agenda for tonight’s meeting.</p> <p>Proposer: LD Seconder: JG Chair to sign minute: DM</p>	<p>Lead</p>	<p>Due By</p>
<p>5.2 Decision Tracker Report</p>		
<p>The Chair asked JO to present any matters that required consideration. JO advised that matters were either complete, not due yet or part of this meeting. Committee considered the outstanding matters as below:</p> <ul style="list-style-type: none"> ➤ 29/06/23 6.3 committee signing requirements – JB to be pursued following leave of absence. ➤ 23/08/23 6.9.5 Committee signing of financial regulations and procedures – Isobel will send out to members to sign and return and complete process. ➤ DB Pension - Chair had attended SHAPS session 16 Nov and provided feedback to the meeting. Chair explained pension offerings at PHA - four people on defined benefits (DB), remaining defined contributions. The Chair advised that the current contribution costs for the DB were not a concern financially, but the concerns related to possible future deficits and the last man standing element of the scheme. The Chair advised that this was an area for committee to consider further during 2024. <p>Committee confirmed all other matters noted and no additional queries to raise.</p>	<p>IF</p> <p>IF</p>	<p>2024</p> <p>12/01/24</p>
<p>6. Items Requiring Decision / Approval</p>		
<p>6.1 Management Accounts to 30/09/2023</p>		
<p>The Chair requested RM present the management accounts and advise on any matters to bring to committee’s attention and any decisions required. Committee noted spend under budget across the board but varies in different areas due to timing of spend and increased costs as discussed at budget</p>	<p>Lead</p>	<p>Due By</p>

<p>report. Committee noted strong cash position and estimated cashflow for the year ahead. JO reminded meeting that there was no allowance for EESSH2 within costs, which will impact on cash position when considered. JO advised new committee members that management accounts and financial reports can be areas that new members can be apprehensive of. JO reminded new members to please just ask any question and advise of any learning they would like in this, and any other areas, of committee work.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Management Accounts approved for issue to lender and website publication. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	RM/JO	29/11/23
RM left the meeting at 7.01pm.		
<p>6.2 Risk Management Quarterly Review</p> <p>The Chair requested JO to present the report for decision and/or update. JO presented updates progressed since August 2023 review. JO explained the proposed amendments for this review and requested committee to note, discuss and consider. Committee discussed the splitting of risk 28 to have a separate risk for Interest rates and Inflation Rates, with proposed alternative scoring for interest rate risk. Committee discussed the proposed renaming of Risk 73 and how best to name – agreed “Disruption to supply chains”.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved proposed amendments – business plan and website to be updated. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	15/12/23
<p>6.3 Business General Report</p> <p>The Chair requested JO lead the presenting of the report for decision and/or update. JO advised a lot in report and acknowledged the input of other team members who had undertaken various elements and would present on these. The committee discussed the following elements within the report.</p> <p>6.3.1. IT Support Tender & Contract - JO presented and committee noted outcome of tender process and currently in standstill period.</p> <p>6.3.2. External Financial Audit Services - JO presented and committee noted expression of interest advertisement and subsequent negotiation process.</p> <p>6.3.3. Data Protection Officer (DPO) Services - JO presented and committee noted expression of interest advertisement and subsequent negotiation process.</p> <p>6.3.4. SHR – Regulatory Framework Review Consultation - JO presented and committee considered and discussed consultation document and draft proposed response, with amendment as per note in Decision Time.</p> <p>6.3.5. Performance outcomes to 30/09/23 – JO advised 11 of 14 KPIs outwith target, with a drop in performance from 30/06/23. KB, RR and CM advised on KPIs not met and plans to improve, and also highlighted non “key” performance indicators to bring to committee attention.</p> <p>Debts - RR provided a detailed breakdown of arrears cases. RR advised that the non-payment by a number of tenants is having a greater impact on debt</p>		

<p>than the payments being made by those in agreements. RR advised the committee that there are around 36 cases that need more detailed focus. RR advised that he needs to spend more direct time with team to work on turning these around.</p> <p>Voids and settling in visits - RR advised that more direct involvement with team by both him and CM should also assist to further reduce void time and void loss. RR will be monitoring settling in visits and ensuring prioritised within team. RR and KB updated on HMO void – committee requested written request to councillors to assist with this for addressing housing need and rent costs for others.</p> <p>Anti-social behaviour and estate management – RR advised there would be more audit by him in both areas for improvements to be pursued. RR advised that he would also be reviewing and managing any staff non-performance that may be identified in any non-performing areas.</p> <p>Repairs and maintenance - CM updated on performance. CM advised it was his responsibility to ensure targets were being achieved and he would be addressing this. As part of this CM will be making sure more post inspections are carried out and will be increasing tenant liaison. CM advised that he will be increasing the number of contractor liaison meetings he carries out.</p> <p>6.3.6. Strategic Delivery Plan outcomes to 30/09/23 – KB presented and committee noted the outcomes to 30/09/23. Committee noted improvements being pursue during Q3 to 31/12/23. Meeting discussed that while there were matters outstanding, a lot had been achieved. JO advised that the volume of work related to the strategic delivery plan was quiet substantial and that this should perhaps be reviewed for the next plan due in 2025.</p> <p>6.3.7. Operational Priorities outcomes to 30/09/23 - JO presented and committee noted 37 operational priorities complete, 15 not completed. Committee noted the five highlighted areas brought to committee attention and the plans to address.</p> <p>6.3.9. Internal Audit Phase 2 Outcomes - JO presented and committee noted outcomes. JO passed to KB and RR who updated on the rent setting and allocation audits and progress with implementation of management responses. RR advised that the waiting list review is ongoing and once complete, the waiting list will then be divided and managed by ongoing annual reviews carried out on a monthly basis.</p>		
<p>Decisions Made:</p>		
<p>6.3.1. IT Support Tender & Contract - approved continued authority to staff to award contract and agreement on the operational service to be delivered.</p>	JO/IF	01/12/23
<p>6.3.2. External Financial Audit Services - approved continued authority to staff to award contract and agreement on the operational service to be delivered.</p>	JO	31/03/24
<p>6.3.3. Data Protection Officer (DPO) Services - approved continued authority to staff to award contract (unlimited service) and agreement on the operational service to be delivered.</p>	JO	01/02/24
<p>6.3.4. SHR – Regulatory Framework Review Consultation - determined consultation response to be submitted to SHR.</p>	JO	15/12/23
<p>6.3.5. Performance outcomes to 30/09/23 – committee noted proposals to improve and requested:</p>		
<p>> detailed update at reporting of Q3 outcomes on what actions have been carried out, what improvement has been achieved as a result, and what further action is being taken.</p>	CM/RR/ KB	Feb 2024 CoM
<p>> GCC Councillors for area to be written to requesting assistance in respect of HMO void.</p>	KB	15/12/23

<p>6.3.6. Strategic Delivery Plan outcomes to 30/09/23 – committee approved suggestions for improvement during Q3 and requested: > detailed update at reporting of Q3 outcomes on what actions have been carried out, what improvement has been achieved as a result, and what further action is being taken.</p> <p>6.3.7. Operational Priorities outcomes to 30/09/23 – approved the planned actions to address the five highlighted areas brought to committee attention, with detailed update at reporting of Q3 outcomes on what actions have been carried out, what improvement has been achieved as a result, and what further action is being taken.</p> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>	<p>CM/RR/ KB/IF</p> <p>CM/RR/ KB</p>	<p>Feb 2024 CoM</p> <p>Feb 2024 CoM</p>
<p>6.4 Membership and Committee</p> <p>The Chair requested IF to present the report for committee decision making. IF presented Share application for decision. Committee had approved JB leave of absence request at Item 1. JO explained that Drumcog training for Jan 2024 session was being rearranged for April 2024 in order to have regulatory review complete and published prior to training session. IF explained the committee annual appraisal system for new members. Members noted that collective assessment due for Jan 2024 meeting. The Chair advised that he was unable to make the original date for the Jan 2024 meeting, and asked members if they would approve a change of date, by either bring forward or delaying by a week. It was discussed that delaying by a week could have implications for rent increase for housing benefit, so would be better to bring forward to 17/01/2024. JO advised that we would need to also check with Linda Ewart (for collective assessment) and Graham Gillespie (internal auditor) for date suitability. Members were happy with 17/01/2024 if suitable to Linda Ewart and Graham Gillespie.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> ➤ Share membership application approved. ➤ JO to pursue Linda Ewart and Graham Gillespie for Jan 2024 meeting date. Post Meeting – 17/01/2024 determined as date of meeting and members advised and Decision Time updated. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>IF JO</p>	<p>01/12/23</p>
<p>6.5 Housing Services Report</p> <p>The Chair requested KB to present the report for committee decision making. KB advised that the new format was still a work in progress and that she and JO will further review format during December with view for amending for implementation Feb 2024.</p> <p>KB provided an update on ground maintenance and contract position. CM confirmed nothing to bring to committees attention on annual fire risk assessment reports now received – CM advised PHA compliant and following action plan.</p> <p>Committee requested information on actions to address performance concerns regarding the below, which KB updated on: > Repair satisfaction – to be addressed by increased contractor management and increased tenant follow up by CM as per Item 6.3.5.</p>		

<p>> Arrears debts – as discussed at Item 6.3.5 with RR.</p> <p>> HMO void and complaint progress – as discussed at Item 6.3.5 with RR/KB.</p> <p>> Management of estate management services – SMO to improve through more effective management of estate caretaking service. SHO to ensure housing services staff undertaking audit inspections and ensuring standards achieve, with SHO also spot checking.</p> <p>KB referred to supplementary report on mould and damp cases, and advised team are using funding resources to assist tenants where / if applicable.</p> <p>KB advised committee on the Tenant Satisfaction Survey (TSS) Action Plan updates and the Tenant and Customer Participation Action plan updates. KB sought committee opinion on merging these during 2024 – committee happy to delegate decision to KB as long as reported on.</p> <p>The meeting discussed the Associations newsletter. JO advised that this was a digital publication following previous decision by committee. This gave a reduced carbon footprint. There is a register of customers who prefer a paper copy and this is printed and sent to them. It was agreed that it would be beneficial to get tenants views on newsletter.</p> <p>Committee advised that they found graphs helpful for visualisation.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved updates/actions in TSS Action Plan Update. ➤ Approved updates/actions in Tenant & Customer Participation Action Plan. ➤ Approved proposal from HSM to merge both Action Plans during 2024 as HSM deems appropriate. ➤ Management of estate management services – SMO to improve through more effective management of estate caretaking service. SHO to ensure housing services staff undertaking audit inspections and ensuring standards achieve, with SHO also spot checking. Update to be provided in Q3 reporting. <p>Committee confirmed all other matters noted and no additional queries to raise.</p>	<p>KB</p> <p>KB</p> <p>KB</p> <p>CM/RR</p>	<p>Qtrly</p> <p>Qtrly</p> <p>Qtrly</p> <p>Ongoing 21/02/24 CoM</p>
<p>6.6 Policy Review Section</p>	<p>Lead</p>	<p>Due By</p>
<p>6.6.1 H.02 Drumcog Common Allocation Policy</p> <p>Committee noted outcome of consultation and proposed changes to policy. KB updated on Drumcog members committees timelines for approval.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved policy review, as proposed, for implementation. <p>6.6.2 G.04 Disaster Recovery Policy</p> <p>Committee noted the minimum proposed changes to policy, with appendices to be updated by 30/11/2023.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved policy review, as proposed, for implementation, with appendices to be updated by 30/11/2023. 	<p>KB</p> <p>IF</p>	<p>08/12/23</p> <p>30/11/23</p>
<p>7. Items for Updating</p>	<p>Lead</p>	<p>Due By</p>
<p>7.1 Complaints & Compliments Quarterly Report</p> <p>IF advised report for update. Committee noted outcomes, trends, and learning from complaints case study. IF/RR/KB updated on completed staff training on complaint handling.</p> <p>Committee confirmed all other matters noted and no additional queries to raise.</p>		

<p>7.2 Staffing, Health and Safety Six Month Detailed Report IF advised report for update. Committee noted ACS audit rescheduled, by ACS, to 29/11/23. Committee noted absence outcomes, staffing update and health and safety updates including schedule of drills and office inspection outcomes. Committee confirmed all other matters noted and no additional queries to raise.</p> <p>7.3 Gifts, Hospitality and Donations Quarterly Report IF advised report for update. Committee noted outcomes 01/04 – 30/09/23, and proposals for Q3. IF reminded everyone of collection for Drumchapel Foodbank for anyone who was able to donate. Committee confirmed all other matters noted and no additional queries to raise.</p> <p>7.4 Equalities Action Plan Update Report to 30/09/2023 JO advised report for update. Committee noted progress against the Equality Action Plan, highlighting staff training completed and due; and tracked changed version of Action Plan. Committee confirmed all other matters noted and no additional queries to raise.</p> <p>7.5 Treasury Management Report to 30/09/2023 JO advised report for update. Committee noted outcomes and position as at 30/09/23 and compliance with banking covenants. JO updated on reinvestment agreed for BoS maturing deposit due 06/12/2023. Committee confirmed all other matters noted and no additional queries to raise.</p>		
<p>8. Correspondence</p>		
<p>Nothing additional.</p>		
<p>9. A.O.C.B.</p>		
<p>The Chair allowed the following A.O.C.B</p> <ol style="list-style-type: none"> 1. Kingsridge Cleddans Housing Association - JO updated on Director position and recruitment. JO advised PHA had offered assistance meantime. 2. SHARE Membership – JO updated on changes to Share’s membership cost criteria. JO advised she is pursuing CEO to discuss and will bring back to committee for decision making. 		
<p>10. Date of Next Meeting</p>		
<p>Director’s Appraisal – Wed 06/12/2023 – DM, DS, RB, LD (RB apologies)</p> <p>Committee – Jan meeting to be determined as per Item 6.4.</p> <p>Post meeting, determined and advised as: Wednesday 17/01/2024 6.15pm – Office and Teams</p>		
<p>There being no further business the meeting closed at 8.08pm</p>		

Minute Approved by: L Devlin

Seconded by: J Graham

Signed by Chairperson: D Martyn
of meeting approving

Date Approved: 17 January 2024