

Report To:	Management Committee Meeting
Agenda Item:	5.1. Minute of Management Committee Meeting of 19 February 2025 held in Pineview office and on MS Teams
Prepared By:	Joyce Orr, Director
Date Issued:	16 April 2025
Meeting Date:	23 April 2025 at 6.15pm – Pineview Office & Teams

1. Sederunt				
P = In Person, T = On MS Teams				
Present: Morven Baigent (MB) Richard Bolton (RB) Linda Devlin (LD) Jamie Graham (JG) Frazer Lord (FL) Helena McNulty (HM) – joined 6.24pm Daniel Martyn (DM) – left 7.42pm Laura Nahar (LN) Aarti Passi (AP) Lyndsey Robinson (LR) Anna Welsh (AW)	P P P T T P T T P P P	Apologies Received: Robert Reid, SHO (RR) Absent: Leave of Absence:	In Attendance Due: Karen Byrne, HSM (KB) Isobel Ferguson, SFC SO (IF) Joyce Orr, Director (JO) Robert McGinlay (FMD) – left 7.16pm Daradjeet & Harman Jagpal, ILS – left 6.39pm Observers Due: None	P P P P T
Meeting started 6.18pm.				
All papers issued in advance of meeting unless detailed in minute.				
The Chair welcomed everyone to the meeting.				

2. Declaration of Interest
<p>The Chair reminded committee and staff to declare as appropriate and reminded everyone of confidentiality and collective responsibility. Declarations made:</p> <p>➤ Staff, and committee members RB and LR for Item 6.6 (EVH salary ballot).</p>

3. Decisions/Approvals Report
<p>Committee noted the decisions/approvals report issued on 19/02/2025 as an aid to ensure all decisions required are considered and made.</p>

4.1 DPO Annual Report – Daradjeet Jagpal, Information Law Solutions	Lead	Due By
<p>The Chair passed to Daradjeet Jagpal (DJ), DPO to present his report. DJ apologised for not being able to attend in person due to possible infection. DJ shared his screen and gave a PowerPoint presentation to committee to sit alongside and support his report already issued to members. DJ advised the committee on the work of the DPO (data protection and FOI/EISR matters) during 2024/25. DJ advised on data security incidents and FOI/EISR requests and advised on his view that this is positive transparency. DJ advised that staff compliance with requirements is very good and staff honesty and transparency at Pineview is a great strength for the Association. Committee noted recommendation to refresh data protection audit during 2025.</p>		

<p>A member queried whether DJ thought the low number of FOI requests, compared to some peers, was a good indicator re performance. DJ advised his opinion was that it was a good indicator of good performance and could indicate good staff-customer relationships. The transparency at Pineview also means lots of information is easily available and does not need requested. DJ advised that receiving the requests was also good as it could indicate that customers felt comfortable asking for information.</p> <p>Committee thanked DJ for his presentation and the assurance for committee and thanked ILS for their work with Pineview. Committee confirmed all matters noted and no additional queries to raise.</p> <p>Decisions Made:</p> <ul style="list-style-type: none"> ➤ Approved data protection audit to be undertaken 2025. 		IF/ILS	30/10/25
6.39pm – DJ and HJ left the meeting.			
4.2	SHARE e-learning demonstration	Lead	Due By
<p>Isobel gave a demonstration to committee members about how to access and use SHARE system. The system had great benefits for recording CPD and for allowing short bite sized learning with members being able to start, pause and return. Members discussed how to get logged on and noted that registration with Share is through the e-mail they use with Pineview and if they cannot remember their password they simply choose the forgotten password option and reset. Committee noted that the system looked really good and they simply needed to start using it to get value for money from membership.</p> <p>Action:</p> <ul style="list-style-type: none"> ➤ If anyone needs any assistance in accessing the system or would like a one to one demonstration on how to use, they should simply contact Isobel. 		CoM	
5.	Minutes of Previous Meeting(s) / Matters Arising	Lead	Due By
5.1 Minute of the Management Committee Meeting of 22 January 2025			
<p>Committee confirmed approval, with no matters arising outwith agenda. Proposer: MB Seconder: AP Chair to sign minute: LD</p>		IF/LD	
5.2 Decision Tracker Report			
<p>Committee noted items either complete, not due yet (either due to original timing or rescheduling), or part of this meeting. The Chair asked staff to present any matters that required consideration. Matters presented as below:</p> <ul style="list-style-type: none"> ➤ 20/11/2024 due by 14/02/2025 – damp and mould information and advice leaflet with use of pictures and less technical speak to be developed – KB confirmed complete and on website and new separate damp and mould section within repairs section of website for customers. ➤ 22/01/2025 due to 1902/2025 CoM meeting – VFM Statement - customer forum to review Feb 2025 – KB confirmed review undertaken and reported for decision at Item 6.7. 			
6.	Reports Requiring Decision/Approval/Discussion	Lead	Due By
6.1 Management Accounts to 31/12/2024			
<p>The Chair requested RM to present the management accounts. RM took the meeting through the quarter 3 accounts highlighting variances from budget and reasons. RM explained the letting expenditure at page 3 of</p>			

<p>accounts, explaining difference from figures on page 4 (due to staff time allocation). RM advised that for those that are different he plans to provide a bit more narrative in future accounts to make this easier for committee to review. RM advised that the 2025/26 budget was written to reflect non staff costs in maintenance costs, so management accounts will relate to budget headings in 2025/26.</p> <p>Committee noted:</p> <p>Staff allocation and ECT costs for owners and sharing owners to be amended by HSM during Q4 for year-end position – no surplus here, simply cost allocation issue.</p> <p>Confirmed spend on wider role activity as per previous business decision.</p> <p>Staff costs – contingency has been used, with some of this simply allocated to clerical costs. Overall staffing costs higher with staff restructure work preparation and implementation, and sickness cover.</p> <p>Maintenance costs underspend mostly due to timing of works.</p> <p>Recent storm damage will increase reactive maintenance spend.</p> <p>Professional fees higher due in part to Drumcog framework tender costs to be part recharged out to other members.</p> <p>Staff training budget overspend for year due to new staff, staffing changes and staff development costs. Some costs could be reclassified general expense.</p> <p>Pension deficit likely to be reintroduced April 2026, but no details of cost from TPT as yet and not likely until mid-2025, so no provision made at this time.</p> <p>No cashflow or liquidity issues, and this is closely monitored.</p> <p>Ratios and benchmarking – no concerns to highlight. Debts remain greatest variance but reported and moving in right direction. Management and maintenance admin cost per unit now includes staff time allocation, as will budget for 2025/26 onwards, so more comparable to peers.</p> <p>Financial covenants all met and no cause for concern.</p> <p>Decision Made:</p> <p>➤ Approved management accounts for Q3, to be shared with lenders.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	28/02/25
<p>6.2 Treasury Management Report to 31/12/2024</p> <p>The Chair requested RM to present the Treasury Management Report, advise on any matters to bring to committee's attention and any decisions required.</p> <p>Committee noted:</p> <p>Cash and loan position as at 31/12/2024. Update on deposits – BoS time deposit matured 14/02/2025 (5.08%) and was reinvested with BoS to July 2026 at 2.54% (NWBS not taking deposits at this time).</p> <p>No forecast liquidity issues. CPI inflation for Jan 2025 published today at 3%.</p> <p>No additional borrowing requirements at this time.</p> <p>RM explained that with reducing interest rates (for interest income as illustrated with BoS reinvestment above), committee were being requested to consider repayment of Virgin Money loan debt – estimated debt for 28/02/2025 £508.3k. It was explained that there would also be legal expenses incurred for repayment and for release of security (181 units), for which we are awaiting a cost proposal from BTO. It was explained that the legal fees are costs that would be incurred whenever the loans are repaid, either early or at maturity.</p> <p>RM advised that VM loans existing maturity dates are Dec 2025, Dec 2029 and May 2031. RM explained that early repayment will save costs on ongoing interest; required valuations, and resources to service covenant compliance.</p> <p>Committee considered cash position and noted no liquidity issues would arise</p>		

<p>from early repayment. Committee considered the need for spend for SHNZS but given this has not yet been finalised by the Scottish Government and any implementation would be further down the line, it was decided that the better use of funds at this time would be to repay the VM loans.</p> <p>Committee noted NWBS loans are fixed on low rates and financially best to retain these loans as can still get higher investment interest.</p> <p>RM reported no treasury management policy compliance issues.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved recommendation of early repayment of VM loans and associated expenditure for loan security release. Aim to conclude by year end. <p>Committee confirmed all matters noted and no additional queries to raise.</p>	RM/JO	31/03/25
7.16pm RM left meeting		
<p>6.3 Risk Management Quarterly Review</p> <p>The Chair requested JO to present the risk management report for decision and/or update. JO presented the report and committee noted:</p> <p>No proposed change to any risk scoring. Proposed amendments are updates on actions and an additional mitigation measure for risk 29. Committee noted risks scoring 10 or more, with no committee changes proposed.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Approved proposed updates to risk register for implementation, with website and committee portal to be updated (no change for auditors). <p>Committee confirmed all matters noted and no additional queries to raise.</p>	JO	28/02/25
<p>6.4 Membership and Committee Report</p> <p>The Chair requested IF present the report for committee decision making. IF presented the report and committee noted:</p> <p>No shareholding membership applications to consider. No concerns regarding Share register as at 31/01/2025.</p> <p>Note committee training bookings and 2025/26 Drumcog programme.</p> <p>Committee members provided training feedback –</p> <p>Lyndsey, 29/11/24 – GWSF Conference – good event with good use of technology (Slido) for audience participation. Useful session on possible uses for AI in housing.</p> <p>Linda/Dan, 13/12/24 – EVH SHAPS Group Governing Body Event – Linda fed back on session highlighting deficit liabilities and concerns regarding future liabilities. Linda advised awaiting outcome of 2024 valuation.</p> <p>Linda/Frazer, 20/01/25 – Employment Law for Committee (Drumcog) – Frazer feedback on useful of session in giving assurance about his and Pineview's knowledge and good session for members with less experience.</p> <p>IF updated on committee annual review appointments.</p> <p>Committee discussed proposal to bring forward AGM to Tues 24 June 2025.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ LN and HM confirmed suitable appointments for annual review. ➤ Approved Tues 24/06/2025 for 2025 AGM. 	IF IF	24/02/25 24/06/25
<p>6.5 Business General Report</p> <p>The Chair requested JO to present the report for decision. JO presented report and committee discussed the following elements:</p>		

<p><u>1. Performance Outcomes to 31/12/2024 and proposed 2025 targets</u></p> <p>Committee noted positive outcomes, explanations and actions for targets not met. Committee considered proposed 2025 targets, noting targets either as is; tighter to maintain momentum; or amended to be more realistic but still challenging. Committee asked if staff team had been involved in the proposal of targets – this was confirmed. Committee raised a query on factoring arrears target and whether this was feasible given current debt levels – KB advised that team believed the target was achievable due to payment arrangements in place for most cases. Committee requested that their thanks be passed onto the staff team for efforts to achieve ever better KPI outcomes and proposing targets for 2025/26.</p>		
<p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved proposed targets for 2025/26, with business plan to be updated. for 1 April 2025, in line with business plan planner timeline. 	JO	30/06/25
<p><u>2. Strategic Objectives Delivery Plan to 31/12/2024</u></p> <p>Committee noted good outcomes on penultimate quarter reporting of the 2022/23/24 delivery plan. Committee considered matters highlighted at 2.3 regarding targets not met and reasons given. Committee asked if achievements in wider action are appreciated within wider community, with the work involved acknowledged – KB confirmed this was the case.</p>		
<p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved conclusion of delivery plan to be reported to May 2025 CoM. 	JO/KB	24/05/25
<p><u>3. Strategic Objectives Review</u></p> <p>Committee discussed the progress made with the development of a skeleton delivery plan to support the proposed 4 strategic goals. JO advised on the involvement of the customer forum with both the goals and the skeleton delivery plan. Committee noted the updated skeleton provided following SMT and customer forum meetings of 13/02/2025. JO advised on consultation responses from auditor and SHR.</p> <p>JO explained the rationale for proposing that the delivery plan target setting be undertaken through committee and staff group work at the 21/03/2025 strategy review day to determine targets for delivery plan. Committee approved approach and the Chair requested that all committee members think about KPIs and bring their ideas and suggestions to the strategy day for this. Committee noted the operational work that will be undertaken by staff team to devise operational workplans that will sit below the delivery plan, to enable goals, projects, and outcomes to be delivered.</p>		
<p><u>Decision Made:</u></p> <ul style="list-style-type: none"> ➤ Approved naming of proposed four goals. ➤ Approved proposed skeleton delivery plan, with projects and outcomes. ➤ Approved that associated KPIs be determined at 21/03/2025 committee and staff strategy day. All attending committee members to think about this and bring their ideas and suggestions to the strategy day. ➤ Approved proposed next steps, including update on website; implementation from April 2025 and launch open meetings for customers. 	<p>JO</p> <p>JO</p> <p>CoM/JO</p> <p>JO</p>	<p>-</p> <p>-</p> <p>21/03/25</p> <p>30/04/25</p>
7.42pm DM left meeting		
<p><u>4. 2025 Committee and Staff Review Day</u></p> <p>Committee noted that the agenda for the strategy day has been issued through Decision Time, with the strategic goals launch and delivery plan targets for the morning session, and risk awareness and linking risks to strategic goals for the</p>		

<p>afternoon session. Noted apologies from JG. MB confirmed attendance from lunch onwards. AP, FL, HM, LD and LR confirmed.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ DM, LN & RB to confirm ability to attend. ➤ Members to advise of any dietary requirements. <p>5. Behaviours Framework - “Acting with Courtesy and Consideration” JO explained the review undertaken by the staff team at their 29/01/2025 quarterly staff day. Committee noted staff recommendation to approve review with no changes.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Committee approved update of Framework with review of the behaviour “Acting with Courtesy and Consideration” without change. <p>JO advised that Sections 6. to 15. of report was for noting/update, with no queries raise through Decision Time. JO asked if any queries from committee who confirmed all matters noted and no additional queries to raise.</p>	<p>CoM CoM</p> <p>JO</p>	<p>07/03/25 07/03/25</p> <p>28/02/25</p>
<p>6.6 Staffing and Health and Safety Quarterly Report</p> <p>The Chair requested IF to present the report for committee decision making. Committee noted sickness absence at 11.51% against a target of <5.5%. Committee noted the impact of long term absences(LTA). IF confirmed the management of absence in line with policy, and that all LTAs were now ended. Committee considered EVH salary consultation – proposal for year 1 at 4% (above budgeted 2.6%), with year 2 & 3 proposal for Oct CPI & 1.5%. Staff and members with an interest (LR & RB) left meeting for committee to have private discussion re ballot proposal. After much discussion staff, LR and RB were invited to return to meeting.</p> <p>Committee noted Employment Rights Bill and proposed changes, anticipated to be effective @ Oct 2026.</p> <p>Committee noted health and safety updates including update to HSCM; matters involving ECT van and staff wellbeing programme continuing.</p> <p>Decision Made:</p> <ul style="list-style-type: none"> ➤ Committee agreed “Yes” response to EVH salary consultation. <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>Committee agreed to suspend standing orders at 8.15pm.</p>	<p>IF</p>	<p>11/03/25</p>
<p>6.7 Housing Services Assurance Report</p> <p>The Chair requested KB to present the report for committee decision making. KB advised that as she was conscious of time for meeting, and as no queries raised in Decision Time, she would concentrate on decision matters unless committee wanted to raise anything at the meeting – committee advised they were supportive of this approach.</p> <p>Drumcog reactive maintenance framework tender outcome – KB updated on outcome of process and recommendation for Pineview to participate in the framework and to appoint the 27 successful contractors. KB confirmed that additional contractors can be appointed outwith the framework as required, such as for lots with no returns.</p> <p>Value for Money Statement – KB updated on review by customer forum and proposal to adopt as reviewed by forum, with website and committee portal to be updated.</p>		

Decision Made:			
➤ Approved Pineview participation in the Drumbog reactive maintenance framework, and the appointment of successful contractors, implementing go live date of 01/04/2025.		KB	01/04/25
➤ Approved Value for Money Statement as recommended by customer forum, with updating to website and committee portal.		JO	28/02/25
Committee confirmed all matters noted and no additional queries to raise.			
7.	Policy Review	Lead	Due By
7.1 NEW - S.26 Hybrid Working Policy			
Committee considered new policy to give a more formal structure to hybrid working arrangements that have developed since 2020 with Covid pandemic. Committee noted that while this was an operational policy it required committee approval given committee role as employer. Committee noted policy reflects existing practice so will really be an aid for staff guidance, especially new staff.			
Decision Made:			
➤ Approved recommendation to adopt policy for implementation – advising staff, updating website and committee portal.		IF	07/03/25
7.2 S.13 Behaviours Framework			
Considered at Item 6.5, Section 5.		-	
7.3 S.07 Disclosure Policy Review			
Committee noted the Association are awaiting updated code of practice, guidance and documents from Disclosure Scotland – anticipated April 2025. Chair raised that Page 2 needs updated meantime re objectives.			
Decision Made:			
➤ Approved current version for continued implementation until Disclosure Scotland documents available, with intention to bring update review to May 2025 CoM meeting. Update to Page 2 meantime re objectives.		IF	21/05/25
		IF	07/03/25
7.4 H.00 Value for Money Statement			
Considered at Item 6.7, Section 8.		-	
7.5 S.05 Dignity at Work Policy			
Committee considered revised policy incorporating model policy rewrite by EVH, with model tailored to meet Pineview needs. Committee were pleased to note all staff involved in formulating sexual harassment risk assessment.			
Decision Made:			
➤ Approved recommendation to adopt revised policy for implementation – advising staff, updating website and committee portal.		IF	07/03/25
7.6 NEW - S.27 Menopause Policy			
Committee considered new policy as recommended by EVH, with model EVH Policy tailored to meet Pineview needs. Committee noted that while this was an operational policy it required committee approval given committee role as employer. Committee noted policy reflects existing wellbeing practice so will really be an aid for staff guidance and formalising support.			
Decision Made:			
➤ Approved recommendation to adopt policy for implementation – advising staff, updating website and committee portal.		IF	07/03/25

8.	Items for Update / Noting Only	Lead	Due By
	<p>JO advised that Reports in this section are for updating/noting, with no decisions requested. 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 Tenant Participation/Satisfaction Action Plan – quarterly update noted and date 2024 to be revised to 2025..</p> <p>8.2 Gifts, Hospitality and Donation Report – quarterly report noted.</p> <p>8.3 Welfare Reform Action Plan – six month update noted.</p> <p>8.4 Complaints and Compliment – quarterly report noted.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>		
9.	Correspondence		
	Nothing additional to that already issued.		
10.	A.O.C.B.		
	MB raised awareness of possible community joint working opportunities for staff to investigate with Glasgow Tree Lovers Society.	RR	09/05/25
11.	Date of Next Meeting(s)		
	<p>Fri 21/03/2025 - Committee and staff strategy review day.</p> <p>Wed 23/04/2025 - Management Committee Meeting - PHA office and Teams</p>		
	<p>The Chair thanked everyone for their attendance and input.</p> <p>There being no other business, the Chair closed the meeting at 8.35pm.</p>		

Minute Approved by: L. Nahar

Seconded by: A Passi

Signed by Chair of
Meeting who approved: L Devlin

Date Approved: 23 April 2025