

<b>Report To:</b>	Management Committee Meeting
<b>Agenda Item:</b>	5.1. Minute of Management Committee Meeting of 18 September 2024 held in Pineview HA office and on MS Teams
<b>Prepared By:</b>	Joyce Orr, Director
<b>Date Prepared:</b>	8 <sup>th</sup> October 2024
<b>Meeting Date:</b>	20 November 2024 at 6.15pm – Golden Jubilee Hotel & Teams

## 1. Sederunt

P = In Person, T = On MS Teams

<b>Present Due:</b> Morven Baigent (MB) Linda Devlin (LD) Jamie Graham (JG) Frazer Lord (FL) Daniel Martyn (DM) Aarti Passi (AP) – joined 6.27pm Lyndsey Robinson (LR)	P P T T T T T	<b>Apologies:</b> Richard Bolton Helena McNulty Laura Nahar (LN) Anna Welsh (AW)  <b>Absent:</b>  <b>Leave of Absence:</b>	<b>In Attendance Due:</b> Karen Byrne, HSM (KB) Isobel Ferguson, SFCSO (IF) Joyce Orr, Director (JO) Robert Reid, SHO (RR)  <b>Observers Due:</b> None
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Meeting to start 6.15pm. All papers were issued in advance of meeting unless detailed in minute.

The Chair welcomed everyone to the meeting and asked that his thanks to Richard for taking over the chairing of the 21/08/2024 meeting be recorded in the minute.

## 2. Declaration of Interest

The Chair reminded committee and staff to declare as appropriate and reminded on confidentiality and collective responsibility. Declarations made:

- **Staff for Item 10.1 EVH evaluation work – staff to leave meeting.**

## 3. Decisions/Approvals Report

Committee noted the decisions/approvals report issued on 17/09/2024 as an aid to ensure all decisions required are considered and made.

## 4. Regulatory Compliance and 2024 Annual Assurance Statement

	Lead	Due By
LD advised on attending the Customer Forum meeting of 12/09/2024 and provided feedback. LD advised that the forum considered the Pineview annual assurance statement (AAS) process and proposed submission. LD advised that the forum members were very interested in the presentation and the reports and cross referencing that resulted in assurance. Committee considered the final draft AAS, confirming satisfaction with the AAS and process, with no changes to the process highlighted for 2025. <b>Decisions Made:</b> ➤ AAS to be signed by Chair and submitted to the SHR.	DM / IF / JO	31/10/24

## 5. Minutes of Previous Meeting(s) / Matters Arising

	Lead	Due By
<b>5.1 Minute of the Management Committee Meeting of 21 August 2024</b>  Committee confirmed approval, with no matters arising outwith agenda. Proposer: LD Seconder: MB Chair of approving meeting to sign minute: DM		

<p><b>5.2 Decision Tracker Report</b></p> <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"> <li>❖ 19/06/24, 5.2 – Frazer to arrange meeting with Joyce re committee reporting. Approved removal from report as agreed Frazer will contact staff if required.</li> <li>❖ 17/04/24, 6.1b – job description to be drafted for Director to consider, then finalise and implement. IF to complete by 30/09/2024.</li> <li>❖ 17/04/24, 6.2 – Share e-learning system overview – IF was to arrange demo with members. Agreed IF to arrange demo for Nov CoM.</li> <li>❖ 21/08/24. 4 – Health &amp; Safety Statement – now signed by both JO and DM.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p> <p>AP joined meeting, 6.27pm.</p>	<p>-</p> <p>IF</p> <p>IF</p> <p>-</p>	<p></p> <p>30/09/24</p> <p>20/11/24</p> <p></p>
<p><b>6. Reports Requiring Decision/Approval/Discussion</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p><b>6.1 2023/24 Charter ARC Benchmarking Report</b></p> <p>The Chair asked IF to present the report and to advise on any matters to bring to committee’s attention and any decisions required. IF presented the outcomes of the 2023/24 benchmarking exercise with Drumcog, SHN and SHR Scottish averages. Committee considered the outcomes and here pleased to note the good performance of Pineview. Committee noted that ongoing area of concern is arrears but that this is improving. Committee considered tenancy termination and offer refusals and concluded no cause for concern. Committee noted the impact that the delayed adaptation grant approvals from GCC would have on 2024/25 adaptation performance. Committee asked that their thanks be passed on to the staff team and to advise that committee recognise the achievements of the staff team in achieving these performance outcomes. The meeting discussed the mechanisms for recognition and noted the positive factors recognised by the team including, quarterly staff review days at an external venue with office closed, IIP follow on work, hybrid working arrangements, Association contribution to staff events such as Christmas night out. JO advised that the Customer Forum had considered the benchmarking outcomes at their meeting of 12/09/2024 and were pleased with the outcomes achieved and with the areas identified by committee for further improvement, including right first time, repair satisfaction, relet time and arrears. IF advised that the SHN would be attending the staff quarterly meeting of 30/10/24 to allow staff to review benchmarking position further.</p> <p><u>Decision Made:</u></p> <ul style="list-style-type: none"> <li>➤ Approved benchmarking results for inclusion in annual report to tenants.</li> </ul>	<p></p> <p>IF</p>	<p></p> <p>31/10/24</p>
<p><b>6.2 Business General Report</b></p> <p>The Chair asked JO to present the report and to advise on any matters to bring to committee’s attention and any decisions required.</p>		

<p><b>1. 2023/24 committee annual appraisal 6 month update</b>  JO advised on the outcomes achieved and asked committee about their satisfaction with progress and the proposals for ongoing matters. Committee advised they were pleased to note the progress and happy with proposals. Next update to be included with 2024 report to April 2025 CoM meeting.  <u>Decision Made:</u>  ➤ Approved planned actions to address ongoing matters.</p> <p><b>2. 2024 committee and staff review day 6 month update</b>  JO advised on outcomes achieved. Committee noted all outcomes achieved and advised no queries to raise. JO asked Committee to confirm 2025 committee and staff review day to be planned for Friday 21/03/2025, with committee to diary in to attend – confirmed second last Friday in March is suitable and committee will diary in for each year.  <u>Decision Made:</u>  ➤ Confirmed 21/03/2025 for committee and staff review day and committee to diary in to attend.</p> <p><b>3. Strategic Objectives Review</b>  JO advised on the approach proposed by Alison Smith, Allanpark – blank sheet and goal outcome. Committee considered and confirmed their support for approach. Discussed that session should be in person within the Association office, with the exception of JG who will be issued with a Teams invitation.  <u>Decision Made:</u>  ➤ Approved Allanpark proposed approach, to be confirmed to Allanpark.  ➤ Approved sessions to be in person workshops 9<sup>th</sup> &amp; 23<sup>rd</sup> Oct at Pineview office, other than JG.</p> <p>JO advised that Sections 4. to 11. of report were for noting/update unless committee had any committee queries or staff had any updates.  JO advised of update with request for committee decision on Item 6.5 within the report regarding ARC indicators consultation from SHR.</p> <p><b>6. Scottish Housing Regulator – Section 5. ARC Indicators Consultation</b>  Committee noted that the consultation document on the committee portal resource library. Committee discussed the matter and determined that this was largely operational and would therefore be delegated to staff to manage.  <u>Decision Made:</u>  ➤ KB given delegated authority to determine the response to the consultation and return to SHR on behalf of Pineview.  ➤ Response to be uploaded to committee portal for CoM reference.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>JO</p> <p>CoM</p> <p>JO CoM</p> <p>KB</p> <p>KB</p>	<p>23/04/25</p> <p>21/03/25</p> <p>20/10/24 09/10/24 23/10/24</p> <p>08/11/24</p> <p>08/11/24</p>
<p><b>6.3 Equalities Data Collected Analysis Report</b></p> <p>The Chair asked IF and RR to present the report and to advise on any matters to bring to committee’s attention and any decisions required.  IF and RR apologised for the delay in completing and uploading this report which was only actioned today. IF explained that analysis of the data collected had been carried out using comparative data from the National Records of Scotland; Glasgow and Drumchapel/Annie’sland Ward (2022 Census). This allows us the Association to:</p>		

<ul style="list-style-type: none"> <li>Identify any noticeable gaps between local demographic data and existing committee members, employees, or job applicants.</li> <li>Analysis of equality data to inform future strategic planning initiatives, including positive action programmes.</li> <li>Identify individual needs to provide an appropriate service, as well as to avoid actions that could be discriminatory in law.</li> </ul> <p>IF explained that due to the small numbers involved in data collection categories for committee, employees and job applicants, it can be difficult to make direct comparison with our wider community.</p> <p>IF presented the key findings from the anonymous comparative information in respect of job applicants, employees and committee members; and RR did likewise for tenants and housing register applicants. Committee considered the analysis and the suggested areas for consideration and further action, including</p> <ul style="list-style-type: none"> <li>Review recruitment documentation and promote completion of equality monitoring forms.</li> <li>Consider initiatives to increase committee membership in the 16 to 24 age group, for example, promoting committee membership within local youth organisations and/or senior pupils in high school.</li> <li>Consider, where appropriate, apprenticeships or similar opportunities to increase employee representation in the 16 to 24 age group.</li> <li>Continue to promote the collection of equality information and the potential benefits to our residents at home visits and sign ups to encourage them to provide information and increase the amount of data available for analysis.</li> <li>Continue to source up to date, comparable data, to develop the reporting and meaningful analysis of equality monitoring data.</li> </ul> <p>The Chair highlighted the progress that the Association had made in this area and thanked staff for their work to achieve this. KB advised that whilst this is reported annually to committee, it would be beneficial for staff to do monthly updates and analysis moving forward and this would be incorporated into operational work plans with other month end work. Committee discussed the findings and some of the potential analysis in the future in respect of demographics in respect of tenancy sustainment; comparison of housing register and tenants demographics; the work to create some interest in the committee by younger people.</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>Suggested areas for consideration and further action approved for implementation by staff, with update reporting to committee Sept 2025.</li> <li>Monthly updating and analysis to be incorporated in ongoing month end operational work within staff team.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>RR &amp; IF</p> <p>RR &amp; IF</p>	<p>17/09/25</p> <p>30/09/24 onwards</p>
<p><b>6.4 Membership and Committee Report</b></p> <p>The Chair asked IF to present the report and to advise on any matters to bring to committee's attention and any decisions required.</p> <p>IF advised that in respect of committee training, future reports would highlight in the body of the report who had booked and attended/not attended training events and seek feedback from members. LR advised that her training on housing management questions had been cancelled. AP due to attend SFHA Risk Conference on 25/09/2024 and will share presentations and feedback to Nov CoM meeting. LR has booked to attend GWSF Annual Conference on 29/11/2024 and will feedback to Feb 2025 CoM meeting. Committee were</p>		

<p>reminded of Drumcog committee training on Treasury Management due on Monday 21/10/2024 at 6pm in the DHC offices and online.</p> <p>JO asked committee for their identified training priorities for the joint Drumcog training for 2025-2027. Committee discussed and agreed suggestions:</p> <ul style="list-style-type: none"> <li>• Development – what would committee need to take into account if they wanted to consider developing and what skills would they need.</li> <li>• Strategic decision making for the long term – the difference from month to month ongoing decision making, and what should committee be doing and how do they achieve good decision making.</li> <li>• Local matters, such as development framework, town centre regeneration.</li> </ul> <p>Committee noted the Governance Conference presentations shared and feedback from attending staff. JO emphasised the important of the presentation on when things go wrong (Campbell Tickell).</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ AP to feedback on Risk Conference to Nov 2024 CoM.</li> <li>➤ LR to feedback on GWSF annual conference to Feb 2025 CoM.</li> <li>➤ Suggestions for Drumcog training to be given to KCHA who is leading on the development of the training programme.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>AP LR JO</p>	<p>20/11/24 19/02/24 11/10/24</p>
<p><b>6.5 Housing Services Assurance Report</b></p> <p>The Chair asked KB to present the report and to advise on any matters to bring to committee’s attention and any decisions required.</p> <p>KB asked committee to consider updates provided on performance and property and tenant matters and raise any queries.</p> <p>Discussed ground maintenance contract and confirmed awarded to Linear.</p> <p>KB advised Paintwork costs almost there (to be within 10% of budget).</p> <p>KB advised on repair inspection performance drop and RR advised performance on course to be improved for 30/09 outcomes.</p> <p>Committee noted the importance of trying to resolve capped meters to assist tenants especially with the onset of cold weather.</p> <p>Committee noted damp and mould inspection access issues, and highlighted importance of audit trail for any potential challenge in future.</p> <p>KB advised roof anchor access being pursued, with 2 of the 4 complete</p> <p>KB drew committee attention to section 4.1 of the report and her update note on portal, advising no immediate verbal concerns from the structural engineer, and recommendation report being pursued for consideration and action.</p> <p>RR updated on rent arrears reducing and performance improving.</p> <p>RR highlighted increase in factoring arrears and appropriate legal action.</p> <p>Committee discussed the proposal to delay close lighting review until 2025 and confirmed that any close lighting faults would be treated as emergencies.</p> <p><b>Decision Made:</b></p> <ul style="list-style-type: none"> <li>➤ Staff to assist tenants resolve capped meters to prevent issues with heating during colder weather, report on volume in assurance report from Nov.</li> <li>➤ Approved delay of close lighting review until summer 2025, report Aug.</li> </ul> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>KB KB</p>	<p>24/11/24 Ongoing 20/08/25</p>
<p><b>6.6 Data Protection Senior Responsible Individuals Update</b></p> <p>The Chair asked IF to provide a verbal update and to advise on any matters to bring to committee’s attention and any decisions required.</p> <p>IF reminded committee of the Feb 2024 CoM update on this from the DPO.</p>		

<p>IF explained that the UK Parliament was dissolved ahead of the July general election before the Data Protection and Digital Information (DPDI) Bill could be passed and is therefore considered failed. The Bill has been mentioned in the Kings Speech and will need to be re presented to parliament. There are no further updates presently and no changes that PHA needs to make meantime.</p>		
<p><b>7. Policy Reviews</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p>The Chair advised that no comments on committee portal regarding policy reviews so assuming committee satisfied with proposals. The Chair asked staff to highlight proposed changes, and for committee to make decisions required.</p>		
<p><b>7.1 G.16 Handling A Serious Complaint Against Director Policy Review</b>          JO advised that proposed changes only relate to updating of dates and layout. No feedback from staff consultation and no comments from Committee.  <u>Decisions Made:</u>          ➤ Approved review - policy folder and committee portal to be updated.</p>	<p>JO</p>	<p>04/10/24</p>
<p><b>7.2 M.01 Repairs and Maintenance Policy Review</b>          KB advised that proposed changes relate to updating of dates and layout, removing procedural references and increase pre and post inspection value from £350 to £600. KB advised that the Customer Forum had approved proposals at their meeting of 12/09/24. Committee discussed proposal to increase monetary level each year by the same inflationary factor to be used in the Financial Regulations and Procedures in order to keep values current.  <u>Decisions Made:</u>          ➤ Approved review of policy, incorporating inflationary proposal - policy folder, committee portal and website to be updated.</p>	<p>KB</p>	<p>04/10/24</p>
<p><b>7.3 S.07 Disclosures Policy</b>          IF presented proposal to delay this review until Feb 2025 to tie in with the anticipated progress of the Disclosure (Scotland) Act 2020, with Disclosure Scotland implementation planned for April 2025.  <u>Decisions Made:</u>          ➤ Approved delay to review of policy until Feb 2025.</p>	<p>IF</p>	<p>19/02/25</p>
<p><b>7.4 S.13 Behaviours Framework Review</b>          JO explained and requested that committee to consider the staff proposal for ongoing quarterly review process, with reporting to committee each quarter to seek approval for any proposed changes. Committee discussed the proposal from the staff team and were happy to support this.  <u>Decisions Made:</u>          ➤ Approved review process with one behaviour to be reviewed each quarter at the staff meeting and then reported to the next CoM meeting for consideration and approval. Oct staff review to Nov CoM, Jan staff review to Feb CoM, April staff review to May CoM, July staff review to Aug CoM.</p>	<p>JO</p>	<p>Ongoing/ Nov/Feb/ May/Aug</p>
<p><b>7.5 M.03 Contractor Management and Procurement Review</b>          KB advised that the proposed changes relate to updating of dates and layout. KB advised that Customer Forum approved proposal at their 12/09/24 meeting.  <u>Decisions Made:</u>          ➤ Approved review - policy folder, committee portal and website to be updated.</p>	<p>KB</p>	<p>04/10/24</p>

<p><b>7.6 S.10 Flexi Time and TOIL Policy Review</b>  IF advised proposed changes relate to updating of dates, layout, references and improved language and formatting. IF advised no changes from staff consultation and no comments from Committee.  <u>Decisions Made:</u>  Approved review - policy folder, committee portal and website to be updated.</p> <p><b>7.7 M.05 Legionella Policy Review</b>  KB advised that proposed changes relate to updating of dates and layout, staff structure changes, and amendment to risk assessment review period (from 2 to 3 years based on advice from ACS).  KB advised that the Customer Forum had approved proposals at their meeting of 12/09/24.  <u>Decisions Made:</u>  ➤ Approved review - policy folder, committee portal and website to be updated.</p> <p><b>7.8 S.21 Training and Development Policy Review</b>  IF advised that the proposed changes relate to policy title; updating of dates; updated layout and improved language and formatting; and proposal for the inclusion of a shadowing and mentoring strategy appendix. Committee discussed the benefit of mentoring and coaching and discussed the importance of getting the correct suitability of mentee and mentor, and coachee and coach in order to gain the greatest benefit. Comment on consistency of referring to learning rather than training.  <u>Decisions Made:</u>  ➤ Approved review - policy folder, committee portal and website to be updated.</p> <p>Committee confirmed all matters noted and no additional queries to raise.</p>	<p>IF</p> <p>KB</p> <p>IF</p>	<p>04/10/24</p> <p>04/10/24</p> <p>04/10/24</p>
<p><b>8. Items for Update / Noting Only</b></p>	<p><b>Lead</b></p>	<p><b>Due By</b></p>
<p>No matters.</p>		
<p><b>9. Correspondence</b></p>		
<p>Nothing in additional to that already issued.</p>		
<p><b>10. A.O.C.B.</b></p>		
<p><b>10.1 EVH Job Evaluation Review – Succession Planning</b></p> <p>The Chair thanked staff for all their input to the meeting and requested that all staff other than IF leave meeting now – KB, JO and RR left meeting.</p> <p>DM provided committee with details of the background of the review and how the office bearers had taken this forward to this stage on behalf of committee. Committee confirmed they were assured with the steps taken by the office bearers to this stage.</p> <p>Committee considered and discussed the reports from EVH. Following discussion and impact analysis the committee were satisfied with, and approved, the recommendation from EVH for the HSM post. The Committee,</p>		

<p>after discussion, approved the recommendation for the HSM post effective forthwith having noted that, due to the overlapping of the post's current and proposed position, any impact would not be incurred until April 2025. Committee considered and discussed the EVH recommendation in respect of the Director post. Committee spent time considering the risk and comparability factors that they considered would apply if the recommendation by EVH was implemented. Committee decided that they required further detail and requested that IF go back to EVH to raise the committee concerns. It was agreed that any decision regarding the Director post would be deferred until there was follow up with EVH and committee considered the outcome.</p> <p><u>Decisions Made:</u></p> <ul style="list-style-type: none"> <li>➤ HSM job evaluation recommendation to be implemented, effective 1 April 2025.</li> <li>➤ Director job evaluation decision to be deferred until committee can consider further after follow up with EVH.</li> </ul>	<p>IF</p> <p>IF/OBs</p>	<p>01/04/25</p> <p>20/11/24</p>
<b>11.</b>	<b>Date of Next Meeting(s)</b>	
<p>09/10/2024 – Strategic Objectives review session 1 – Pineview office  23/10/2024 - Strategic Objectives review session 2 – Pineview office  20/11/2024 – Committee of Management – Golden Jubilee Hotel</p>		
<p>The Chair thanked everyone for their attendance and input.</p> <p>There being no other business, the Chair closed the meeting at 19:45pm.</p>		

Minute Approved by: Frazer Lord

Seconded by: Morven Baigent

Signed by Chair of Meeting who approved: Linda Devlin

Date Approved: 20 November 2024