

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 26 June 2019 at 18:00

Present: Pauline Sandford, Chairperson
Carmena Nixon, Secretary
Margaret Botham, Vice Chairperson
Catherine McClymont
Brian Moore
Brian McNally
Jeanette Arneil
Mary Clarke
Ruth McElhinney
Susanne Crayton
David Robb
Hazel Galbraith

A quorum was achieved.

In Attendance: Chief Executive Officer (CEO)
Technical Services Manager (TSM)
Elizabeth Miller, Corporate Services Officer (CSO) minute.
John Mulholland, Mulholland Housing Consultancy
Alan Ferguson, SHARE

The Chairperson welcomed new Committee Member Hazel Galbraith to the meeting. She also welcomed John Mulholland and Alan Ferguson.

The Chairperson asked for Committee's approval to discuss agenda items 8 & 9 before agenda item 4. Committee agreed.

1. Apologies

Apologies were submitted by Patrick Ross-Taylor.

Christine Shookhye and Clive Malins are on a leave of absence.

2. Approval of Previous Minutes

The minute of the Committee meeting held on 12 June 2019 was checked for accuracy and approved by the Management Committee.

3. Matters arising

There were no matters arising.

8. Development Options Report

The Chairperson invited John Mulholland to present the report to Committee.

Mr Mulholland told Committee that he had explored options available to Clydesdale Housing Association in relation to the procurement and development of new build properties in the future.

Mr Mulholland provided an overview of each section of his report and invited questions from Committee. Committee discussed:

- Development procurement options– Mr Mulholland advised Committee that they should judge each development opportunity as they arise. He also told Committee to review the risks associated with the opportunity and to identify the best opportunity available to CHA at that time.
- The implications of CHA handing over the role of lead developer to another Housing Association – Mr Mulholland gave Committee examples of successful partnership working and the advantages and disadvantages to both partners.
- Financing a new development – Mr Mulholland gave Committee details on Housing Association Grant Funding, house build prices, the tendering process, borrowing to help fund the development and the impact all of this could have on tenants' rents.
- Scottish Housing Regulator (SHR) involvement – Mr Mulholland advised that the SHR could scrutinise any development plans CHA may have as CHA's house building programme has been dormant for some time.
- Housing demand and future supply – The CEO advised Committee that information on housing demand was unclear at this stage. He said information was available from the common housing register, however, he believed further research was needed.
- Committee involvement in the development process – Mr Mulholland advised Committee that it was their responsibility to determine what CHA wants to achieve and how they achieve this, i.e. which approach to development to use.

He also advised they would be involved in delivering CHA's Business Plan and that their input on this issue would involve reviewing CHA's staffing requirement e.g. the traditional build route would require CHA to employ staff with experience in this field, using another HA to build would mean CHA would use the other HA's experienced staff.

1. Committee agreed to assess the risk in each project and identify the most advantageous option for Clydesdale.
2. Committee agreed to obtain external advice on each opportunity and match that with the knowledge and expertise of existing in-house staff.
3. Committee agreed to explore each opportunity at Committee level to ensure that the high risks associated with development activity are identified and managed properly.
4. Committee agreed to explore each development as it arises and keep every option open.

Mr Mulholland left the meeting at 18:55

9. Committee Appraisal Outcome Report

The Chairperson invited Alan Ferguson to present the report to Committee. Mr Ferguson told Committee that he would not go through the full report but would focus on the main areas.

Mr Ferguson advised Committee the overall message was that CHA had a strong Management Committee. He advised that Committee's overall performance was very good and that they had a strong understanding of their individual roles and were well-informed about the work of the Association.

Mr Ferguson told Committee that over the year CHA had made a lot of progress which could be attributed to events such as Committee recruitment and succession planning, Committee training, CHA's induction process for new members, and organised bus tours of the housing stock. He also mentioned that there were still a small number of development areas for the Management Committee:

- Gaining a better understanding of customer profiles (age, household size, etc.).
- More activities focused on Committee Member networking with other RSLs in order to increase sector knowledge and understand CHA's context.

Mr Ferguson highlighted some of the positive steps taken by CHA after last year's appraisal meetings including:

- Setting up a secure area on CHA's website
- Changing Management Committee's recruitment process
- Committee training and stock tours

Mr Ferguson thanked Committee for their co-operation during the appraisal process and advised that they would soon be receiving their individual learning statements. Committee discussed:

- Page 17 of the report, thinking styles – Mr Ferguson gave Committee an explanation of operational and strategic styles.
- Page 14 of the report, learning preferences – Committee discussed the report results and agreed to review this section at another meeting.

Mr Ferguson left the meeting at 19:20

4. Conflicts of Interest

Susanne Crayton declared a conflict of interest for agenda item 12 – Post Contract Development Projects.

5. Notifiable Events

There were no Notifiable Events

6. Actions from Previous Meetings

The CEO had nothing to add to the report and there were no questions.

- Committee considered the Actions from Previous Meetings Report and agreed that progress was satisfactory.

Agreement on Items for AOCB

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB. Committee agreed to discuss the following four items under AOCB:

- Employers in Voluntary Housing 2019 Annual Conference;;
- SHAPS Committee briefing event;
- Membership Application report;
- Value for Money Statement – 2019 Tenant Satisfaction Survey Consultant Procurement.

7. Health & Safety Update

The CEO advised Committee there were no Health and Safety issues to report.

10. Annual Committee Training Plan

The Chairperson asked the CEO to introduce the report. The CEO gave Committee an overview of the report and asked Committee for their feedback on the priorities listed on page 2 of the report.

- Activities 1 to 4 (Training on Whistleblowing, Employer Responsibilities, Senior Officer Appraisal and Remuneration): Committee agreed that a Saturday training day in August 2019 would be the best option to address all of these issues. The CSO will forward a doodle poll to each Committee member to determine the most popular date for the training.
- Activity 5 (annual budget training): Committee agreed to progress this on 6th November 2019 at 6.00pm.
- Activity 6 (Committee Induction): Committee Members confirmed their availability for the dates listed.
- Activity 7 (Office Bearer Training): Office Bearers agreed to discuss the scheduling of these training activities following the Committee meeting scheduled for 28th August 2019.
- Activity 8 (Treasury Management): 15 January 2020 at 6.00pm agreed as a training date.
- Activity 9 (Customer Profile Awareness): Committee agreed that this should be delivered by Research Resource as part of the 2019 Tenant Satisfaction Survey result presentation on 4 December 2019.
- Activity 10 (Study Visits and Networking with other RSLs): Committee agreed that for this to be successful they need to know what they would like to get out of the study visits and what Housing Associations could assist them in achieving this. Committee agreed to revisit this option at a future meeting

- i) Committee finalised the preferred delivery option for training activities 1 to 4;
- ii) The relevant Committee members advised the CEO on their availability for Committee Induction sessions listed under training activity 6 – Committee Induction;
- iii) The Office Bearers' advised the CEO that their preferred timetable for

- delivery of training activity 7 would be discussed following the meeting scheduled to take place on the 28th August 2019;
- iv) Committee advised the CEO that they would discuss 1) Topics of interest that will inform the choice of RSL(s) for study visits/networking, and, 2) Preferred timing for delivery of training activity 10, at a future meeting

11. Office Accommodation Update

The CEO advised Committee that he had nothing further to add to the update he gave at the meeting held on the 12 June 2019. Committee discussed:

- Committee members visit to the site – The CEO advised that a doodle poll would be used to identify a suitable date to visit the site. He made Committee aware that any visit would have to take place during site working hours.

- Committee noted the content of the verbal report.

Susanne Crayton left the meeting at 19:30

12. Post Contract Development Projects

The Chairperson invited the TSM to introduce the report to Committee. The TSM advised that she had set up a meeting with Scottish Water to discuss the adoption of the pumping station at McAlpine Avenue/Park, Biggar - an update will be provided in due course.

- Committee considered the report and agreed that progress was satisfactory.

Susanne Crayton returned to the meeting at 19:33

13. Stage 3 Medical Adaptations

The TSM told Committee that she had nothing further to add to the report.

- Committee considered the funding allocation and agreed it was acceptable.

14. Technical Services Scorecards

The Chairperson asked the TSM to introduce the report to Committee. The TSM gave Committee an overview of the report and gave an explanation of the areas highlighted in red.

- Committee considered the report and agreed the Technical Services Scorecard to be satisfactory.

15.2019/20 Planned & Cyclical Maintenance

The TSM advised Committee that the report presented details of the proposed program of planned and cyclical work for the current financial year. She advised the proposed works were taken from the asset management software and costs were in line with the 2019-20 budget.

- Committee considered the report and approved the 2019/20 Planned & Cyclical Maintenance.

16. Tenant & Resident Safety Report

The TSM had nothing further to add to the report.

- Committee agreed that adherence to CHA's statutory responsibilities was satisfactory.

17. Equal Opportunities Action Plan

The Chairperson asked the CEO to introduce the report to Committee. The CEO advised Committee that the action plan was developed when the Equal Opportunities Policy was last reviewed and that the attached action plan was an updated version.

- Committee agreed there was enough information provided and approved the Equality Action Plan in its final form.

18. Policy Reviews

18.1 Factoring Services Policy

The TSM had nothing further to add to the report.

- Committee considered the draft Factoring Services Policy and approved the final form without amendment.

18.2 ICT Code of Practice

The CEO gave Committee details of the research he had carried out prior to preparing the draft policy. He told Committee that it was the intention of the policy to manage the IT risk.

- Committee considered the draft ICT Code of Practice Policy and approved the final form without amendment.

18.3 Committee Expenses Policy

The CEO explained details of the revised policy.

- Committee considered the draft Committee Expenses Policy and approved the final form without amendment.

18.4 Policy Review Schedule

The Chairperson asked the CEO to introduce the report to Committee.

The CEO gave Committee an overview of the report. Committee discussed:

- The inclusion of an Environmental Policy. After discussion it was agreed that environmental issues would be included in the Technical Service Sustainability Policy.

- Committee considered the draft Policy Review Schedule and approved the final form without amendment.

19. Decoration Allowance for Infrared Pilot Properties

The Chairperson invited the TSM to introduce the report to Committee.

The TSM gave Committee an overview of the report and asked for their views on the level of compensation to be offered to tenants. Committee discussed the levels of disruption compensation.

- Committee considered the information provided in the report and agreed that tenants involved in pilot scheme should receive the maximum Decoration Grant & Compensation, as per CHA's procedure, plus a £200 payment in recognition of any inconvenience.

20. Draft 2019/20 Committee Meeting Schedule

- Committee considered the draft 2019/20 Committee Meeting Schedule and approved the final form without amendment.

AOCB

- Employers in Voluntary Housing 2019 Annual Conference –Maggie Botham, Ruth McElhinney, Mary Clarke, Susanne Crayton, Brian McNally, Carmena Nixon and Hazel Galbraith advised they would like to attend. Committee agreed that attendance at the conference would serve to address the networking activity identified through the Committee Appraisal process. The CEO asked the CSO to book places for the seven Committee members.

- SHAPS Pension Briefing - The Chairperson gave Committee an overview of the briefing session she had recently attended with other Committee Members. After discussion it was agreed that the CEO would speak to staff to determine if they required further information on salary exchange.
- Membership Application Report – The CSO advised Committee that she had nothing further to add to the report:

- Committee agreed that there was enough information presented for them to consider the application for membership by [REDACTED] of [REDACTED].
- Committee granted membership of CHA to [REDACTED].

Name of membership applicant redacted from public minute - disclosure would be an actionable breach of confidence.

- Value for Money Statement – 2019 Tenant Satisfaction Survey Consultant Procurement.

- Management Committee approved the appointment of Research Resource as CHA's 2019 Tenant Satisfaction Survey Consultant.

The Chairperson thanked everyone for attending. The meeting ended at 20:00