

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in St Nicholas Church Hall, Castlegate, Lanark ML11 9DZ on Wednesday 4 December 2019 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Susanne Crayton, Treasurer
Hazel Galbraith
Mary Clarke
Brian McNally
Ruth McElhinney
Catherine McClymont
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
The Depute Chief Executive (DCE)
Elizabeth Miller, Corporate Services Officer (CSO) minute
Lorna Shaw, Research Resource

1. Apologies

The Chairperson welcomed everyone to the meeting and thanked Lorna Shaw from Research Resource for coming along to present agenda items 8& 9 to Committee.

The Chairperson told Committee that she had received a Leave of Absence request from [REDACTED] [name of Committee Member redacted from public minute – disclosure would be an actionable breach of confidence] and asked Committee if they approved the request.

Committee approved [REDACTED] Leave of Absence request.

Apologies were submitted by Brian Moore and Carmena Nixon

2. Approval of Previous Minutes

The minutes of the Committee meetings held on 30 October 2019 & 13 November 2019 were checked for accuracy and approved by the Management Committee.

3. Matters Arising

There were no matters arising

4. Conflicts of Interest

There were no conflicts of interest

5. Notifiable Events

There were no notifiable events

Agreement on Items for AOCB

The Chairperson asked Committee if they had any items, they wished to discuss under AOCB:

- a. EVH Conference
- b. Foodbank Donation

Committee agreed to discuss the 2 items under AOCB.

6. Actions from Previous Meetings

The Chairperson asked the CEO to present the report. The CEO told Committee that he had nothing to add to the report.

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| i) Committee considered the Actions from Previous Meetings Report and agreed that progress was satisfactory. |
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7. Health & Safety

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report. He highlighted to Committee that their Health & Safety Training was taking place on Tuesday 14 January 2020 at 6pm.

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| i) Committee considered the content of the action plan and agreed that the Health and Safety administration of CHA was satisfactory. |
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8. 2019/20 Tenant Satisfaction Survey Results

The Chairperson invited Lorna Shaw from Research Resources, to present this agenda item. Ms Shaw advised Committee that the survey was designed to meet the guidance provided by the Scottish Housing Regulator regarding assessing tenant satisfaction. She advised that:

- A representative sample of 443 tenants, 64% of CHA's tenant base were interviewed.
- From this sample, a total of 443 face to face interviews were carried out and providing data accurate to +/-3%.
- Interviews took place between the 2 September and the 11 October 2019.
- Analysis of the participant profile shows that the survey sample is broadly representative by geography and CHA stock.
- The survey response provides CHA with a robust level of data upon which they can be confident about making decisions.

Ms Shaw gave Committee an overview of the executive summary highlights the key findings focusing on:

- Overall Satisfaction – Committee were advised that a total of 94% of the tenants interviewed were either very or fairly satisfied with the overall service provided by CHA. That is a 15% increase from the 2014 survey and is above the ARC average of 90%
- Keeping tenants informed - Committee were advised that a total of 99% of the tenants interviewed thought CHA were either very or fairly good at keeping them informed about services and decisions. That is a 15% increase from the 2014 survey and is above the ARC average of 92%
- Opportunities for participation - Committee were advised that a total of 99% of the tenants interviewed were either very or fairly satisfied with the opportunities given to them to participate in CHA's decision-making process. That is a 27% increase from the 2014 survey and is above the ARC average of 87%
- Satisfaction with repairs – Committee were advised that 208 tenants had reported a repair in the previous 12 months. They were asked a series of questions about the last time they had reported a repair:
 - ❖ 100% of tenants interviewed were very or fairly satisfied with the helpfulness of CHA staff involved
 - ❖ 100% of tenants interviewed were very or fairly satisfied with the system for reporting repairs to CHA
 - ❖ 98% of tenants interviewed were very or fairly satisfied with contact from tradespeople to arrange access
 - ❖ 99% of tenants interviewed were very or fairly satisfied with tradesmen arriving by the target date
 - ❖ 98% of tenants interviewed were very or fairly satisfied with the length of time taken to undertake repairs
 - ❖ 99% of tenants interviewed were very or fairly satisfied with the attitude of the tradesman involved
 - ❖ 99% of tenants interviewed were very or fairly satisfied with the tidiness of the contractor
 - ❖ 98% of tenants interviewed were very or fairly satisfied with the quality of the repair undertaken
- Quality of the home - Committee were advised that a total of 88% of the tenants interviewed were either very or fairly satisfied with the quality of their home. That is an 11% increase from the 2014 survey and is on par with the ARC average of 88%
- Contribution to the management of the neighbourhood - Committee were advised that a total of 97% of the tenants interviewed were either very or fairly satisfied with CHA's contribution to the management of the neighbourhood they live in. That is a 16% increase from the 2014 survey and above the ARC average of 88%
- Value for money - Committee were advised that a total of 91% of the tenants interviewed were either very or fairly satisfied with the accommodation and services CHA provides and thought the rent for the property represented very or fairly good value for money. That is a 28% increase from the 2014 survey and above the ARC average of 83%

Ms Shaw advised Committee that the tenants interviewed also listed their top priorities as:

- Quality of the home (85%)
- Repairs and Maintenance (63%)
- Neighbourhood management (50%)
- Keeping tenants informed (31%)
- Grounds maintenance to common areas (24%)

Committee discussed:

- Overall results - The Chairperson advised Committee that, in her view, the overall results were fantastic and thanked them for all their hard work. She also asked that the CEO pass on Committee's gratitude to staff for all their efforts and hard work.
- Communicating the results to tenants – The CEO advised the information will be shared with tenants in newsletters, Facebook and on the website

9. Customer Profile Presentation

The Chairperson asked Ms Shaw to continue with her presentation to Committee

Ms Shaw told Committee that Tenant Profiling is the activity of gathering and analysing data gathered about tenants to better understand their needs and can be used to shape and improve services to tenants. She advised Committee that as part of the Tenant Satisfaction Survey they asked the 443 tenants 27 questions on:

- The 8 protected characteristics as set out in the Equality Act 2010
- Household composition
- Communications
- Affordability
- CHA Community Hub

Ms Shaw gave Committee an overview of the profiling results and information on how other RSL's have used this information to shape and improve services to tenants. Committee discussed:

- The Community Hub and survey results – The CEO advised that he would use the information contained within the report when promoting the hub.

The Chairperson thanked Ms Shaw for attending the meeting.

Ms Shaw left the meeting at 18:45

10. North Vennel New Build – Project Update

The Chairperson invited the CEO to present the report to Committee. The CEO gave Committee an overview of the report. He told Committee that the sewage connection inspection is was due to take place on 10 December 2019. Committee discussed:

- The official opening – The CEO advised this will be reviewed at the January 2020 meeting

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[Details redacted from public minute due to commercial sensitivity at this stage.]

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| i) Committee considered the report and advised the CEO no further action was required. |
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11. Strategy

11.1 Business Plan Progress

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised he had nothing further to add.

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| i) Committee considered the progress made against each Strategic Objective from the 2019/22 Business Plan and agreed this was satisfactory |
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11.2 Risk Management Report

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised he had nothing further to add to the report content.

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| i) Committee noted the content of the report |
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12. Governance

12.1 Committee Member Recruitment

The Chairperson presented the report to Committee. She gave Committee an overview of the report and of the recruitment process. She told Committee that 7 applications had been received and that on the 3rd December 19 she, the Treasurer, the Vice-Chair and Susan Campbell from EVH met with all 7 candidates. The panel identified 4 suitable candidates they believed should progress to the next stage, attending a Committee meeting as an observer on non-confidential agenda items. Committee discussed:

- The candidate's suitability – The Chairperson advised that copies of EVH summary reports will be sent to all Management Committee Members.
- Community Involvement – The Chairperson advised she was impressed with the calibre of candidate and their interest in the local community and Social Housing.
- Recruitment campaign – Committee discussed the impact the Tenants Satisfaction survey results had on the recruitment campaign.

- The Recruitment Panel – The Chairperson thanked the recruitment panel for their input and time.

The Chairperson asked Committee for their approval to invite the 4 successful candidates to the next Committee meeting, due to take place on Wednesday 29 January 2020 as observers on non-confidential agenda items.

- i) Committee considered the progress made on the Recruitment Campaign and agreed it was satisfactory
- ii) Committee considered the verbal outcome report from the Chairperson and the recommendations made for the appointment of the new Committee members.
- iii) Committee agreed to invite the 4 successful candidates to the next Committee meeting, due to take place on Wednesday 29 January 2020 as observers on non-confidential agenda items.

12.2 Committee Training Summary

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised he had nothing further to add. Committee discussed:

- The training events held on the 23rd October 19 and 6 November 19 – Committee members agreed that both training sessions were excellent and very beneficial.
- Individual Learning Statement – The CEO advised he would ensure ILS's were sent to all Committee members.

- i) Committee noted the content of the report
- ii) Committee discussed the training events held on 23rd October 19 and 6 November 19 and agreed they were relevant and useful.
- iii) Committee agreed to ensure that the dates for the planned training and activities were noted in their diaries
- iv) Committee agreed to update their new Individual Learning Statements, when received, and will review and identify any further training required.

12.3 Membership Application

The Chairperson asked the CSO to present the report. The CSO gave Committee an overview of the report and advised she had nothing further to add. Committee discussed:

- Ways in which Shareholding members can withdraw their membership – the CSO and the CEO gave Committee details on ways members can withdraw their membership and advised this information can also be found in CHA's rules.

- i) Committee agreed that there was enough information presented to agree to consider the application for membership.

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| ii) Committee agreed the application for membership from Jacqueline McCutcheon. |
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13. Staff

13.1 Community Hub Staffing Report

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report focusing on:

- The resource requirement within the Corporate Services Team
- Budgets
- Successful candidate start date being around April 20
- The recruitment processes

Committee discussed:

- The Community Hub conditions of let – The CEO advised he was currently working on draft condition of let.
- Out of office hours lets – The CEO advised that staff would not be expected to work shifts to accommodate out of office hours lets, he advised he is currently looking at alternatives to opening and closing the community hub after hours.

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| i) Committee and agreed the information presented was sufficient to agree the proposed recruitment of a Corporate Services Assistant (Community Hub) post. |
| ii) Committee agreed to the creation of the Corporate Services Assistant (Community Hub) post and instructed the CEO to proceed with a recruitment campaign |

13.2 Staff Training Report

The Chairperson asked the CEO to present the report. The CEO gave Committee details of the report and added he had nothing further to add.

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| i) Committee noted the content of the report |
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14. Technical Services Quotations

14.1 Gutter Cleaning Contract

The Chairperson invited the TSM to present the report. The TSM gave Committee a summary of the report. Committee discussed:

- Remedial repairs – The TSM advised that the successful contractor would notify CHA immediately if an emergency repair was required. For all non-urgent repairs, the contractor would compile a list and send to CHA at the end of the contract

- i) Committee considered the tender returns and agreed that Kingshill Roofing & Property Maintenance should be instructed to complete the contract.

14.2 Heating Contract, Service Support Proposal

The Chairperson asked the TSM to present the report. The TSM told Committee that CHA was due to start a large heating contract. Recently the Technical Service Team had met with several meter related issues when installing the new quantum system to properties that had been part of the infrared heating pilot. The issues encountered led to delays with the quantum system installation. She advised that she had approached the Home Energy Advice Team (HEAT) to assist both CHA and Tenants with these issues. Committee discussed:

- Progress reporting – The TSM advised that the Technical Services Team and HEAT would meet on a regular basis
- Support HEAT would provide to tenants – The TSM advised that HEAT would help tenants who required support in using the new type of heating, assisting tenants find the best energy tariffs etc.

- i) Committee considered the proposal from HEAT and agreed that CHA should accept the proposal.

15. Corporate Scorecard

The Chairperson invited the CEO to present the report. The CEO told Committee that he had nothing further to add to the report.

- i) Committee noted the content of the report.

16. New Policies: Discipline and Grievance

The Chairperson asked the DCE to present the report. The DCE gave Committee a detailed overview of each policies content. She advised Committee that the policies were EVH model policies and that the content of the policy had not been altered.

- i) Committee considered the policies and agreed that they did not require additional information.
ii) Committee approved the two policies.

17. Policy Reviews: 17.1 Flexible Working; 17.2 Staff Appraisal; 17.3 Tenant Participation Strategy; 17.4 Smoke Free; 17.5 Stress Management; 17.6 Alcohol, Drugs and Substance Misuse; 17.7 Shared Parental Leave; 17.8 Dignity at Work & Harassment

The Chairperson asked the DCE to present the report. The DCE gave Committee an overview of the report and the content of the policies. She advised Committee that no major changes had been made to the content of the policies.

- i) Committee considered the policies and agreed that they did not require additional information.
- ii) Committee approved all policies.

18. AOCB

- a. The Chairperson asked those Committee Members who attended the EVH conference for feedback. Committee discussed:
 - Community projects
 - New ideas
 - Networking opportunities
 - Attending conferences and the value to Management Committee members and CHA
 - Alternatives to conferences such as training courses, networking forums etc.

After discussion it was agreed that Management Committee would review this topic at a future meeting.

- b. The CSO told Committee that staff had raised funds to donate to Clydesdale Foodbank and asked if Committee would consider a donation from CHA. Committee discussed the amount of money available in the donations budget and agreed that the monies available in the donations budget should be donated to the foodbank.

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