

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 17 June 2020 at 18:00

Present: Pauline Sandford, Chairperson
Carmena Nixon, Secretary
Susanne Crayton, Treasurer
Catherine McClymont
Ruth McElhinney
Brian McNally
Christine Shookhye
Brian Moore
Ken Greenshields
Diana MacLean
Jacqueline McCutcheon
A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
The Depute Chief Executive (DCE)
Technical Services Manager (TSM)
Finance Manager (FM)
Elizabeth Miller, Corporate Services Officer (CSO) minute
Elaine Byrne, Arneil Johnstone, Observer

1. Apologies

The Chairperson welcomed everyone to the meeting.

Apologies were submitted by John Malone, Mary Clarke, Maggie Botham and Hazel Galbraith.

The Chairperson welcomed Elaine Byrne from Arneil Johnstone, to the meeting.

2. Approval of Previous Minutes

The minutes of the Committee meeting held on 13 May 20 were checked for accuracy and approved by the Management Committee.

3. Matters Arising

There were no matters arising.

Committee agreed to discuss the SFHA Model Charitable Rules (2020) under AOCB.

4. Audit & Risk Sub-Committee Minutes from 18th February 2020

The CEO advised that in accordance with Standing Orders these were for information purposes in order to provide an insight into the work of the Sub-Committee. There were no further comments.

5. Conflicts of Interest

The CEO, DCE, FM and TSM, declared a conflict of interest for agenda item 11.6, CEO Annual Appraisal Update.

6. Covid-19 Update

The Chairperson asked the CEO to present the report to Committee. The CEO went through the report page by page detailing the reporting format and the contents of each section. Committee discussed:

- Resuming Services - The DCE and TSM presented the CHA Service Resumption Route Map to Committee. The Route Map listed details of the service areas and the expected phase the services would be recommence. A discussion took place regarding the risk assessment and method statement development required in order to protect staff, contractors and customers.
 - External support and actions being taken by other RSL's - The DCE and TSM advised that they regularly attend webinars and take part in SFHA's guidance forums. They advised Committee that SFHA and EVH frequently update their websites and send out briefing notes that they find useful and informative.
 - Planned and Cyclical works - The TSM advised these were still on hold until phase 3 of the Route Map, although an exact date has not been confirmed. The TSM told Committee that it was unlikely the ESSH deadlines would be met due to the disruption caused by Covid-19 to the heating replacement contract.
 - Reactive Repairs – The TSM advised that both internal and external emergency repairs have been taking place during lockdown with contractors carrying out risk assessments and wearing appropriate PPE. She advised non-emergency external repairs can take place during phase 2 again with contractors carrying out risk assessments and wearing appropriate PPE. Non-emergency internal repairs of an urgent nature can take place in phase 2 with contractors carrying out risk assessments and wearing appropriate PPE. Non – emergency internal repairs may possibly resume in phase 3 but this is dependent on Scottish Government and Public Health Guidance.
- After discussion it was agreed that the CSO would put the route maps on the secure area of the website.

- i) Committee considered the report and agreed that content, format and structure of the report was satisfactory.
- ii) Committee approved the CHA Route Map for Resuming Services.

7. Actions from Previous Meetings

The Chairperson invited the CEO to present the report to Committee. The CEO gave Committee an overview of the report he made Committee aware that the Governance Workshop that was due to take place in May 20 was postponed due to COVID 19. He

asked Committee to consider an alternative date for the training which would take place via video conferencing.

Christine Shookhye left the meeting at 18:15.

Committee discussed alternative dates and agreed that the first workshop, with Management Committee Members only, should take place on Thursday 16th July 2020 at 6pm.

Christine Shookhye returned to the meeting at 18:20.

- Committee agreed that the CSO should organise a ‘doodle poll’ to help organise a date for the second workshop, with Management Committee and Management Team members.

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| i) | Committee considered the content of the Actions from Previous Meetings Report and agreed progress was satisfactory. |
| ii) | Committee agreed that the first Governance work shop should take place on Thursday the 16 th July 2020 at 6.00pm. |

8. Electrical Contract Tender Update

The Chairperson invited the TSM to present the report to Committee. The TSM reminded Committee of the report that was presented to them on the 13 May 2020 and the outcome of their discussions. She gave Committee an update on the progress made with regard to their discussions and asked for their views. Committee discussed:

- When the contract could commence – The TSM made reference to CHA’s route map and advised that potentially the contract could start in phase 2 and definitely in phase 3.

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| i) | Committee agreed that the information provided in the report was satisfactory. |
| ii) | Committee agreed that Consilium Contracting Services should be appointed to take forward the contract. |

9. Health & Safety Update

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

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| i) | Committee considered the content of the action plan and agreed the Health & Safety administration of CHA is satisfactory. |
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10. Strategy

10.1 2019/2022 Business Plan Progress

The Chairperson invited the CEO to present the report to Committee. The CEO gave Committee details of the content of the report. Committee discussed:

- the review of the existing Business Plan – Committee agreed the Business Planning events would take place on Wednesday 12 and Thursday 20 August 2020 at 6.00pm.

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| <ul style="list-style-type: none"> i) Committee considered the progress made against each Strategic Objective for the 2019/2022 Business Plan and agreed it was satisfactory. ii) Committee considered the proposal presented for reviewing the 2019/2022 Business Plan and agreed the review dates of Wednesday 12 and Thursday 20 August 2020 at 6.00pm. |
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10.2 Risk Management Report

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report content and advised that the Audit and Risk Sub-Committee discussed the report at their recent meeting. Committee discussed:

- Strategic risk map, a) uncertain impact of Brexit & b) service disruption caused by COVID 19 – The CEO advised that the Management Team will review the long term cash flow projections and further develop assumptions/stress test. Further consideration will also be given to analysing Covid-19 specific risks to CHA.

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| i) Committee noted the content of the report. |
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10.3 2019/20 Management Accounts

The Chairperson asked the FM to present the report to Committee. The FM gave Committee an overview of the report content. Committee discussed:

- The format and content of the report – Committee agreed that the format and content of the report was excellent and that the FM had explained the details fully

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| i) Committee approved the Management Accounts for the period to 31 March 2020. |
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11. Governance

11.1 Committee Appraisal Feedback Report

The Chairperson asked the CEO to present the report to Committee. The CEO advised Committee that Alan Ferguson from SHARE was unable to attend the meeting to discuss the report. He asked Committee Members for their views on the Appraisal meeting, individual Committee Members gave their views on the appraisal process which included:

- That it was useful to have a conversation and reflect on what they had achieved;
- They found it repetitive, the same format every year could undermine the process, could use a different perspective or approach next year;
- Good way to keep track of individual's progress, however, there could be a way to get more out of it;

- Opportunity to look at something different but still have ways to measure improvement.

After discussion it was agreed that the Governance Workshop taking place on the 16th July 2020 would be an ideal forum to discuss improvements to the Appraisal process.

Committee also agreed that the Governance Workshop days and the Business planning events would be an opportunity to consider the 2020-21 training plan.

- The CEO advised that the CSO would email the appraisee's individual learning statements to them in due course.

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| <ul style="list-style-type: none"> i) Committee noted and discussed the content of the Committee Appraisal Feedback Report. |
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11.2 Assurance Statement Action Plan Update

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

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| <ul style="list-style-type: none"> i) Committee considered and agreed that the progress against the Regulatory Requirements Action Plan was satisfactory. ii) Committee considered and agreed the Management Team's recommendation to self-assess CHA's compliance with Regulatory Standards 1 and 6. |
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11.3 Committee Succession Planning

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

- Office Bearer succession planning – The Chairperson advised that any Committee member who was interested in becoming an Office Bearer should contact her or the CEO.
- Office Bearers training sessions – The Chair advised that due to COVID 19 two training sessions were still to be completed. It was agreed that the CSO would contact SHARE and arrange the training sessions in July 2020 via video conferencing. The Chairperson told Committee that the two training sessions would be open to any other Committee member who wished to attend.

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| <ul style="list-style-type: none"> i) Committee agreed to postpone recruitment priorities for Management Committee until a point when vacancies occur. ii) Committee considered and agreed Clydesdale Housing Association's succession planning arrangements are satisfactory. iii) Committee agreed a revised timescale for participating in the previously arranged Governance Workshop. |
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11.4 Committee Training Summary

Diana McLean left the meeting at 19:30

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

- Setting up a short-term working group to discuss Committee training;
- The number of hours Committee members commit to CHA;
- Training being relevant;
- what they get out of the training provided;
- Induction training – needs to be tailored to the new Committee members needs rather than a one size fits all.

i) Committee discussed the relevance and usefulness of Committee training and agreed that to discuss this matter further at the Business Planning event taking place in August 2020.

11.5 Exercise of Delegated Authority

The Chairperson invited the CEO to present the report to Committee. The CEO gave details of the purpose of the report and why it was being presented.

Following discussion, Committee decided to amend CHA's Scheme of Delegated Authority to move authority for granting leases from the Management Committee to the CEO.

- i) Committee considered the report and appendix detailing the levels of adherence to the Scheme of Delegated Authority contained within CHA's Standing Orders.
- ii) Committee agreed that the reported level of compliance against the Scheme of Delegated Authority was satisfactory.
- iii) Committee decided to amend CHA's Scheme of Delegated Authority to move authority for granting leases from the Management Committee to the CEO.

The CEO, DCE, FM and TSM left the meeting at 19:45

11.6 CEO Appraisal Update

The Chairperson gave Committee an overview of the CEO's appraisal interview and invited the other Office Bearers present to give their views on the process and the outcomes. Committee discussed:

- Training the CEO had attended – After discussion the Chairperson agreed to review whether the training the CEO had attended could be shared with Management Committee members. She advised this matter would be discussed at the next Committee meeting (scheduled to take place on 29 July 2020), under matters arising.

Carmena Nixon left the meeting at 19:45.

- i) Committee considered the report and agreed the process and outcomes achieved satisfied their requirements.

12. Policy

12.1 Policy Review Schedule Update

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee details of the report contents and advised she had nothing further to add.

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| <ul style="list-style-type: none">i) Committee considered and agreed that there was sufficient information contained within the report.ii) Committee agreed to suspend the policy review schedule until further notice in order to preserve staff resources for responding to the Covid-19 pandemic. |
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12.2 Settlement Agreement Protocol

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

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| <ul style="list-style-type: none">i) Committee considered the Protocol for Entering into Settlement Arrangements with Employees and approved the version presented without amendment. |
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12.3 Domestic Abuse Policy

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the policy and asked for their views. Committee discussed:

Carmena Nixon returned to the meeting at 20:03.

- Male domestic abuse – the DCE advised she would review the policy content to reflect this.
- How CHA would implement and monitor success of policy – the DCE advised she would report to Committee on this matter in a way that would not breach confidentiality.
- Increasing awareness of domestic abuse – the DCE advised this could be done through CHA's Facebook and Web pages, the quarterly newsletters and when tenants start their tenancies with CHA.
- Training – The Committee will consider whether they require training on domestic abuse awareness as part of their ongoing training needs analysis. In the first instance the guidance will be put on the Committee members section of the website.

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| <ul style="list-style-type: none">i) Committee considered the draft policy and agreed to review the amended policy at a future meeting. |
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13.2019/20 Customer Complaints Summary

Christine Shookhye left the meeting at 20:18.

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

- i) Committee agreed that they were satisfied that the revised complaints profile report provided them with sufficient information.
- ii) Committee agreed that no additional information was required.

14. Leases to South Lanarkshire Council

The Chairperson invited the DCE to present the report to Committee. The DCE gave Committee an overview of the report content.

- i) Committee agreed to allow retrospective permission to grant two temporary leases for homeless accommodation to South Lanarkshire Council.

15. AOCB

- a) SFHA Model Charitable Rules 2020 – The CEO advised Committee that he was in discussion with TC Young regarding CHA's position in relation to adopting the 2020 Model Rules. A report will be presented to the July 2020 Committee meeting.

The Chairperson thanked everyone for attending and the meeting ended at 20:30.