

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 25th November 2020 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Carmena Nixon, Secretary
Agne Zasinante
Brian McNally
Diana MacLean
Catherine McClymont
Hazel Galbraith
Jacqueline McCutcheon
John Malone
Mary Clarke
Ruth McElhinney
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
Scott McCready, Wylie & Bisset Internal Auditor
Foster Evans, Mulholland Housing Consultancy

1. Apologies

The Chairperson welcomed Scott McCready and Foster Evans to the meeting.
Apologies were submitted by Brian Moore, Ken Greenshields, and Susanne Crayton.

2. Conflicts of Interests

There were no conflicts of interests

3. Notifiable Events

The Chairperson invited the CEO to present the report to Committee. The CEO told Committee he had nothing further to add to the report. The TSM provided Committee with an update on how the Level 4 COVID-19 restrictions are affecting the Association's repairs and maintenance service.

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| <p>i) Committee considered the report and agreed the actions of the Association are satisfactory in relation to Notifiable Events.</p> |
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4. Agreement of items for A.O.C.B

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

- a. The DCE, working arrangements over the Christmas and New Year period
- b. Rent Consultation

Committee agreed to discuss these items under AOCB

5. Internal Audit Report: Corporate Governance & Risk Management and Gas Safety

The Chairperson invited Scott McCready from Wylie & Bisset to present the reports on Corporate Governance & Risk Management and Gas Safety to Committee.

Corporate Governance & Risk Management Report

Mr McCready made Committee aware of the purpose of the report and gave them an overview of the report findings. He told Committee that his overall conclusion was that the Association had strong Corporate Governance & Risk Management arrangements in place and there were no recommendations for improvement. He also made Committee aware of the 13 areas of good practice noted on pages 8-10 of the report. Committee discussed:

- The format of the report – Committee agreed that the report format was clear and concise.
- The content of the report – Committee agreed that it was a very positive report.
- Page 8, section 2 of the report, number of Management Committee questionnaires returned. Mr McCready advised that the 6 questionnaires returned were of a suitable sample size for him to reach a conclusion.
- Committee expressed their appreciation to staff involved in the review and thanked them for their time and effort.

Gas Safety Report

Mr McCready made Committee aware of the purpose of the report and gave them an overview of the report findings. He told Committee that his overall conclusion was that the Association had strong Gas Safety arrangements in place and there were no recommendations for improvement. He also made Committee aware of the 10 areas of good practice noted on pages 7-8 of the report. Committee discussed:

- The content of the report – Committee agreed that it was a very positive report.
- Committee expressed their appreciation to staff involved in the review and thanked them for their time and effort. The TSM made Committee aware that the Technical Services Officer, [REDACTED], [name redacted from public minute – disclosure would be an actionable breach of confidence] was the lead person on the gas safety programme. She advised that given the problems encountered during the programme [REDACTED] ensured that all gas safety checks were completed on time and that tenants had now been sent their gas safety certificates. Committee asked that the Technical Services Officer be made aware of that their appreciation for all the hard work and effort she put into making the gas safety programme and Gas Safety audit such a success.

Scott McCready left the meeting at 18:15

6. Referral from Audit & Risk Sub-Committee: COVID 19 Risk Management Log

The Chairperson asked the CEO to present the report to Committee. The CEO told Committee that the Audit & Risk Sub-Committee discussed the risk management log in detail when they met on the 10 November 2020. The Audit & Risk Sub-Committee added two further areas to the risk log (safeguarding staff wellbeing and communicating effectively with service users on COVID issues) – the risk management log presented includes these amendments.

- i) Committee considered the Report and contents of the COVID -19 Risk Management Log.
- ii) Committee approved the final version of the COVID -19 Risk Management Log without amendment.

7. Tenants and Resident Safety Summary

The Chairperson asked the TSM to present the report to Committee. The TSM highlighted to Committee the areas where the Association has a statutory obligation to regularly test and maintain certain components within the Association's properties. She made Committee aware of the works that has and is being carried out by Association staff and contractors to meet the statutory requirements. Committee discussed:

- The most common type of asbestos found in the Association properties – The TSM advised that Chrysotile was the most common as this is found within artex.
- Water storage tanks – The TSM advised that the Association had removed all water storage tanks from their properties.
- The frequency of the report – Committee agreed that they should receive this report in the format presented on a quarterly basis.

- i) Committee considered the report and agreed that the Association was adhering to its statutory responsibilities and they were satisfied there was enough evidence for assurance purposes.

8. EESSH Update

The Chairperson asked the TSM to present the report to Committee. The TSM advised Committee that due to Covid restrictions and subsequent difficulty obtaining key parts, the Association was no longer able to meet the EESSH deadline of December 2020. She told Committee that she would bring a report to the meeting scheduled to take place on Wednesday the 9th December 2020 which will outline the Association's plan for the new heating contract as well as a funding update.

- i) Committee noted the content of the report and agreed progress was satisfactory.

Comfort Break

The Chairperson advised a comfort break at 18:30 and asked members to resume at 18:35

9. External Assurance Validation Report

The Chairperson invited Foster Evans, Mulholland Housing Consultancy (MHC) to present the report to Committee. Mr Evans told Committee that in 2019 MHC was asked by the Association to test their compliance with the Scottish Housing Regulator's (SHR) regulatory compliance. At the October 2019 Management Committee meeting the governing body members agreed the findings and accuracy of the report.

Mr Evans then gave Committee an overview of the work recently carried out by MHC during which they assessed new policies, Management Committee papers & reports, minutes of Sub-Committee meetings, training presentations, newsletters, and Annual Reports. Mr Evans advised Committee that MHC found that there was a high standard of reporting and highlighted the strong joint working relationship between the Management Committee and Management Team. Mr Evans also highlighted the strong internal audit reports and other areas of good practice noted in the report.

Mr Evans gave committee a summary of the recent assessment findings, on Regulatory Compliance, Financial Impact, Risk Assessment and Equalities Impact. He noted the positive continued improvement that had taken place over the past year and told Committee that there were no areas of non-compliance. With particular reference to recent service restrictions currently imposed under Covid Level 4 controls on CHA and every other RSL in Level 4 areas, Mr Evans advised Committee that these do not affect regulatory compliance due to their compulsory nature.

He also made Committee aware of the priority areas the Association should focus on to ensure ongoing compliance such as EESH and Landlord Health & Safety. Mr Evans concluded his overall view is the Association more than meet the SHR annual assurance requirements. Committee discussed:

- Where the Association is now regarding signing the assurance statement – Mr Evans advised that the last assessment identified 7 low risk areas for improvement. At this assessment it was noted that these areas had been addressed and that the Association was now fully compliant.
- Equality and Diversity training – The CEO advised that due to COVID the Association could not provide face to face Equality and Diversity training however, SHARE training have an e-learning module which he would ask both staff and Management Committee to complete. It is hoped that face to face training will be completed in the next financial year.
- The seven regulatory standards but only six detailed on the summary report at section 3.5– Mr Evans advised that the seventh regulatory standard was disposals. He said the Association did not have any disposals, so this standard was not relevant. He advised that should this change they would address this area.

- Sections 3.5 & 3.6 of the report – The Vice-Chair noted that these sections show a strong culture and commitment to good Governance within the Association supported by both the Management Committee and Management Team.
- Landlord Health & Safety – The CEO told Committee that this could be an area for external assurance through internal audit. Committee agreed that the Audit & Risk Sub-Committee can consider this further in finalising the 2021/22 internal audit programme.

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| <ul style="list-style-type: none"> i) Committee considered the validation report and approved the self-assessment outcome, detailed in section 3.5, up to 25th November 2020 without amendment. ii) Committee agreed that self-assessment against the Regulatory Standards continue to be conducted annually going forward. iii) Committee approved the continuation of the Regulatory Standards Action Plan and noted that this will be presented for review 6 monthly at Management Committee meetings going forward. iv) Committee agreed that they had sufficient assurance to give it confidence to sign the Annual Assurance Statement confirming full compliance on the date of the meeting, the 25th November 2020, and authorised the Chairperson to sign the letter to the SHR confirming this decision. |
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Foster Evans left the meeting at 19:00.

10. Annual Assurance Statement

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.

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| <ul style="list-style-type: none"> i) Committee considered the report and the attached appendices. ii) Committee concluded on the level of compliance achieved by Clydesdale Housing Association against the Scottish Housing Regulator's regulatory requirements as set out in Chapter 3 of the Regulatory Framework. iii) Committee agreed the final version of Clydesdale Housing Association's Annual Assurance Statement for submission to the Scottish Housing Regulator by the 30th November 2020 deadline. iv) Committee authorised the Chairperson to sign the approved Annual Assurance Statement on behalf of the Management Committee. |
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The Chairperson instructed the CEO to submit the 2020 Annual Assurance Statement using her digital signature.

11. Governance Working Group – Remit Review

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and asked for their views in the remit of the Governance working group. Committee discussed:

- Members of the Governance Working Group – The CEO advised that Hazel Galbraith, Ken Greenshields, John Malone. Maggie Botham and Pauline

Sandford were currently members of the working group. After discussion it was agreed that Carmena Nixon and Jane Guthrie join the working group.

- Date and time of next meeting – The working group agreed that the next meeting should take place on Wednesday the 3rd February 2021 at 6.00pm.
- Chairperson of the working group – Committee discussed and agreed that Maggie Botham would chair the working group.

- i) Committee considered the report and the draft Terms of Reference for the Governance Working Group as presented in appendix 1.
- ii) Committee agreed a final version of the Terms of Reference for the Governance Working Group.
- iii) Committee considered and agreed the changes of membership of the Governance Working Group.
- iv) Those appointed to the Governance Working Group agreed to meet on Wednesday 3rd February 2021 at 6.00pm.

12. Auto-Enrolment Annual Certification

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

- i) Committee authorised the 2020 Auto-Enrolment Certificate.
- ii) Committee delegated authority to the Chairperson to sign the 2020 Auto-Enrolment Certificate on their behalf.

The Chairperson instructed the FM to insert her digital signature into the Auto-Enrolment Certificate.

13. AOCB

- a. The Chairperson asked the DCE to present the working arrangements over the Christmas and New Year period to Committee. The DCE gave Committee details of the public holiday arrangements over the festive period. She asked Committee for their approval to:
 - Allow staff to work from home week commencing the 21st December 2020.
 - Close the office on the 30th and 31st December 2020 with staff using annual leave for these dates.
 - Allow staff to work from home on the 6th to 8th January 2021.

- i) Committee agreed that staff can work from home week commencing the 21st December 2020, that the office can close on the 30th and 31st December 2020 with staff using annual leave for both these days and that staff can work from home on the 6th to 8th January 2021.

- b. The Chairperson asked the FM to discuss the Rent Consultation with Committee. The FM advised Committee that at the recent Management Team meeting she provided details on how each of the rent consultation options for

2021-22 would impact on the Association's 30-year financial plan and on the cash flow. The FM shared the scenario planning information with Committee.

Committee discussed:

- The impact each option would have on the Association's cash flow
- The impact each option would have on tenant's rents
- Rent affordability
- The impact of each option on plans and service provision to tenants

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| i) After discussion Committee agreed the following 3 options to include in the rent consultation for 2021-22: <ul style="list-style-type: none">• 0.5%• 1%• 1.5% |
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The Chairperson thanked everyone for attending and the meeting ended at 19:30.