

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 9TH December 2020 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Susanne Crayton, Treasurer
Agne Zasinante
Brian McNally
Catherine McClymont
Hazel Galbraith
Jacqueline McCutcheon
John Malone
Ken Greenshields
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

1. Apologies

Apologies were submitted by Brian Moore, Carmena Nixon and Diana MacLean.

2. Approval of Previous Meeting Minutes & Matters Arising: 11 & 25 November 2020

2.1 Approval of Previous Meeting Minutes and Matters Arising: 11th November 2020

The minute of the Committee meeting held on 11th November 2020 was checked for accuracy and approved by the Management Committee. There were no matters arising.

2.1 Approval of Previous Meeting Minutes and Matters Arising: 25th November 2020

The minute of the Committee meeting held on 25th November 2020 was checked for accuracy and approved by the Management Committee. There were no matters arising.

The Chairperson asked Committee if they had any items to discuss under AOCB. Committee had no items to discuss under AOCB.

3. Conflicts of Interests

There were no conflicts of interests.

4. Notifiable Events

The Chairperson invited the CEO to present the report to Committee. The CEO gave Committee details of the changes that had occurred from the last report.

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| i) Committee considered the report and agreed the actions of the Association are satisfactory in relation to Notifiable Events. |
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5. Actions from Previous Meetings

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

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

The Chairperson invited the CEO to present the report. The CEO told Committee that the only outstanding item to be addressed was the H & S Audit. He advised Committee that the audit was being carried out by ACS in early 2021.

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| i) Committee considered the Health & Safety Report and agreed progress was satisfactory. |
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7. COVID-19 Update

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an update on the meeting staff had with the Scottish Business Resilience Centre's (SBRC) Cyber Incident Response Manager. He made them aware that an 'exercise in a box' session was being organised. Operational staff from each team will attend the session along with a representative from CHA's IT consultants, Sabre Systems, and SBRC's Cyber Incident Response Manager. The session will focus on cyber attack scenario's and the group will discuss actions and responses to each scenario.

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| i) Committee noted the content of the report. |
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8. Heating Contract Update

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

- The current contractor's appetite to continue with the contract – The TSM advised the current contractor wishes to continue with the contract, however, this would be up to Committee to decide if this should happen.
- The content of the report – Committee agreed the report was clear, concise and answered all the questions they had on the matter.

- i) Committee discussed the most appropriate options for moving forward with the current heating contract and agreed:
 - To move from Quantum to Air Source Heat Pumps.
 - To retain the services of BRB Limited to complete the heating contract.
- ii) Committee considered the information given in relation to the Smarter Homes Project and agreed they wished to pursue it further by making a full funding application to the Low Carbon Fund (LCITP).
- iii) Committee granted delegated authority to the CEO & TSM to take forward the LCITP funding application for submission before 18th December 2020.

9. Newsletter: Annual Budget & Rent Review

The Chairperson asked the DCE to present the report to Committee. The DCE advised Committee that, after their agreement on the rent increase proposals for 2021-22 at the management Committee meeting held on 25th November 2020, the Rent Consultation letter and Newsletter had been issued to tenants. The DCE advised the letter and newsletter gives tenants the information needed for them to make an informed decision. Committee discussed:

- The underspend in 2020-21 due to works not being completed – The DCE advised that this issue is addressed on pages 8 & 9 of the newsletter with explanations of the challenges CHA have encountered in the current financial year.

- i) Committee noted the content the report.

10. Strategy

10.1 Business Plan Progress

The Chairperson invited the CEO to present the report to Committee. The CEO updated Committee on, page 2, item number 5 'Assess viability of one new housing project'. He advised Committee that a report on this matter will be presented at a future Management Committee meeting.

- i) Committee considered the progress made against each Strategic Objective from the 2019/2022 Business Plan and agreed this was satisfactory.

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 and advised he had nothing further to add.

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| i) Committee considered the report and the risk management documents and agreed CHA's arrangements for risk management are acceptable. |
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11. Confidential Staffing Report

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the report. She made Committee aware of the workload challenges Housing Officers are currently dealing with and the potential impact on resources when tenants, who are currently in receipt of Housing Benefit, move onto Universal Credit. Committee discussed:

- The role of the Temporary Housing Officer – The DCE advised that the role of the proposed Temporary Housing Officer would be a generic one. This would mean each Housing Officer would be responsible for fewer properties allowing them to focus on providing support to tenants and to reduce the risk of tenancies failing.

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| i) Committee agreed there was sufficient information to consider the proposal. |
| ii) Committee granted the CEO and DCE delegated authority to recruit a Temporary Housing Officer for a period of one year to be reviewed thereafter and extended if appropriate. |

Comfort Break

The Chairperson advised a comfort break at 18:55 and asked members to resume at 19:00

12 Governance

12.1 Draft Role Descriptions – Chair & Vice Chair

The Chairperson asked the Vice Chairperson to present the report to Committee. The Vice Chairperson gave Committee details of the work carried out in preparing the proposed role descriptions. She then gave Committee details of the proposed roles of the Chair, Vice Chair and Vice Chair (Mentor). Committee discussed:

- The term of office of the Vice Chairperson (Mentor) – The Chairperson advised that the term in office would be limited to one year unless the new Chairperson or the Management Committee asked for this to be extended. She also made Committee aware that if the new Chairperson or Management Committee agreed the term in office of the Vice Chairperson (Mentor) could be less than one year. The Chairperson also made Committee aware that part of the role of the Vice Chairperson (Mentor) was to support all Committee members.

- Management Committee agreed with the Vice Chairperson's recommended that the role of supporting the induction of new Committee Members through the 'buddy' system and attendance at induction sessions be added to the Vice Chairperson (Mentor) role description.
- The role of the Vice Chairperson – The Vice Chairperson gave Committee details of the proposed role of the Vice Chairperson and the support they would receive from both the Chairperson and the Vice Chairperson (Mentor).

- i) Committee considered the report and role descriptions for the positions of Chair, Vice Chair and Vice Chair (Mentor).
- ii) Committee approved the final versions of each role descriptions.
- iii) Committee instructed the CEO to draft the necessary changes to CHA's Standing Orders and report back to Management Committee with recommendations.

12.2 Committee Training Summary

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.

- i) Committee considered the report and agreed the actions of the Association were satisfactory in relation to Management Committee training.
- ii) Committee ensured that relevant training dates were noted in their diaries.
- iii) Committee agreed to:
 - Update their Individual Learning Statements to reflect training activities they had undertaken.
 - Review their Individual Learning Statements to identify any further training required.

12.3 Exercise of Delegated Authority

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.

- i) Committee considered the report and the appendix that detailed 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.

12.4 SHARE On-line Equalities Module

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. The Chairperson confirmed to Committee Members the requirement to complete the SHARE on-line Equalities Module by 18 January 2021.

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| i) Committee considered the report and agreed the actions of the Association were satisfactory in relation to Equality & Diversity training. |
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13. Finance

13.1 Quarterly Management Accounts

The Chairperson asked the FM to present the report. The FM gave Committee an overview of the report and the content of each section. She asked Committee for their views and questions on the content and the format of the report.

- Committee agreed that the report content was easy to read and understand. They advised that they would like to keep the A3 format of the report.

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| i) Committee approved the Management Accounts for the period to 30 September 2020. |
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13.2 Treasury Management Report

The Chairperson asked the FM to present the report. The FM gave Committee a summary of the report content. She highlighted to Committee that the fixed 15 year rate loan expires in March 2021. She advised Committee that further details on whether to refix or revert to a variable rate would be discussed at a future Management Committee meeting.

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| i) Committee considered and noted the content of the report. |
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14. New Policies

14.1 Home Working

The Chairperson asked the DCE to present the report. The DCE made Committee aware of the purpose of the policy. She gave Committee details of the policy content. Committee discussed:

- Page 6, Costs and Allowances – Committee agreed that expenses incurred by employees for paper, ink etc. should be re-imbursed and that this section of the policy should be amended to reflect this.
- Appendix 1, Health & Safety Checklist – Committee agreed that this section should be moved to the beginning of the policy.
- Changes to contracts – The DCE advised that the pandemic had forced employees into a home working situation. She told Committee she would review if changes to contracts or the Flexible Working Policy were necessary.
- Cyber Security – The CEO advised that staff were aware of the Association's ICT Code of Practice.
- Management Committee and IT Equipment – The CEO advised Committee that a version of the ICT Code of Practice would be developed for Committee Members in

the coming months. He highlighted that cybercrime training from the Scottish Business Resilience Centre could be organised for Committee Members – Committee indicated interest in this subject to availability in the Committee calendar.

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| i) Committee considered and approved the Remote Working Policy subject to amendments to page 6, Costs and Allowance & Appendix 1, Health & Safety Checklist. |
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14.2 Business Continuity

The Chairperson asked the CEO to present the report. The CEO gave Committee details of the new policy content and the policy objectives. He made Committee aware that he was currently working on a Business Continuity Plan and it was hoped to bring the draft plan to the Audit & Risk Sub-Committee at the meeting scheduled to take place on Tuesday the 9th February 2021.

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| i) Committee considered the draft Business Continuity Policy and approved it without amendment. |
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15. Tender Report – Gutter Cleaning Contract

The Chairperson asked the TSM to present the report. The TSM gave Committee a summary of the report content and advised she had nothing further to add.

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| i) Committee considered the report and agreed that Kingshill Roofing & Property Maintenance should be appointed to take forward the contract. |
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16. AOCB

There were no items of AOCB to be discussed.

The Chairperson thanked everyone for attending and the meeting ended at 19:55.