

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 25th August 2021 at 18:00

Present: Pauline Sandford, Chairperson
Maggie Botham, Vice Chairperson
Carmena Nixon, Secretary
Susanne Crayton, Treasurer
Agne Zasinaite
Brian McNally
Catherine McClymont
Gillian Anderson
Hazel Galbraith
John Malone
Ken Greenshields

A quorum was achieved.

In Attendance: The Chief Executive Officer (CEO)
The Depute Chief Executive (DCE)
Technical Services Manager (TSM)
Finance Manager (FM)
Steven Cunningham, Alexander Sloan (Auditor)
Elizabeth Miller, Corporate Services Officer (CSO) minute

1. Apologies

The Chairperson welcomed everyone to the meeting and introduced Steven Cunningham from Alexander Sloan.

Apologies were received from Brian Moore, Jacqueline McCutcheon, Mary Clarke, and Ruth McElhinney.

2. Financial Statement for Year Ending 31 March 2021

The Chairperson asked Steven Cunningham to present the report to Committee. Steven Cunningham, the Associations Auditor, gave Committee a detailed overview of the Financial Statement for Year Ending 31 March 2021, the Audit Management Letter, and the Letter of representation.

The auditor asked Committee if they had any questions. Committee discussed:

- The pension figures noted within the financial statement – The auditor gave Committee details of the actuaries estimates & valuations and the actual payments made.

- Charitable donations in 2020-21 – The FM advised Committee that there were no donations made in 2020-21. They told Committee that a budget had been set however, no requests were made.
- Terminology used by the actuaries – The Auditor advised he would get an explanation of some of the terminology used by the actuaries and update Committee.

Susanne Crayton joined the meeting at 18:15

- | |
|---|
| <ul style="list-style-type: none">i) Committee considered the Financial Statements for the year ended 31 March 2021.ii) Committee approved the Financial Statements for the year ended 31 March 2021.iii) Committee considered the Management Letter and draft Management Committee responses to the Management Letteriv) Committee approved the draft Committee responses to the Management Letter and delegated authority to the Chairperson to sign the Committees response to the Management Letter on behalf of the Management Committeev) Committee considered the letter of representationvi) Committee approved the letter of representation and delegated authority to the Chairperson and Treasurer to sign the letter of representation on behalf of the Management Committee |
|---|

The Chairperson thanked the Auditor for attending the meeting. Steven Cunningham left the meeting at 18:18

3. Covenant Compliance Certificate

The Chairperson asked the FM to present the report. The FM advised Committee that the signed Covenant Compliance Certificate is sent to the bank on an annual basis. Also, they advised the auditors agree the CHA is complying with the covenant in the Royal Bank of Scotland loan agreement.

- | |
|--|
| <ul style="list-style-type: none">i) Committee authorised the Finance Manager to send the signed Covenant Compliance Certificate to the Royal Bank of Scotland |
|--|

4. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on 30th June 2021 were checked for accuracy and was approved by the Management Committee.

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

- a) DCE – Re-settlement Afghan refugees.

5. Conflicts of Interest

The CEO declared a conflict of interest for Agenda Item 11.3, CEO Annual Appraisal Outcome.

6. Notifiable Events

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report and advised they had no further updates to report.

- | |
|--|
| i) The Chairperson asked Committee to consider the report and agreed the actions of the Association have been satisfactory in relation to Notifiable Events. |
|--|

7. Actions from Previous Meetings

The Chairperson asked the CEO to present the report. The CEO gave Committee an overview of the report. The CEO gave Committee an update on the item to report back to Committee on the review and evaluation of remote working for staff (on page 4 of the report). Committee were advised that a staff working group would be set up to develop proposals on remote working arrangements for staff. The terms of reference for the group would be brought to the Committee meeting scheduled to take place on Wednesday 29th September 2021. Committee discussed:

- Flexible working requests in the interim - The CEO gave Committee details of the current working arrangements and advised that any flexible working requests in the interim will be at the discretion of the Line Manager.
- Tenant considerations when looking at flexible working requests – The CEO advised that currently the office is open for appointments only and the Community HUB is closed to the public. They told Committee that office staffing levels would be taken into consideration when dealing with requests.
- Assessment of equipment staff are using from home – The CEO advised that staff are remote working ready and that this will be reflected in the IT strategy and Business Plan currently under review.

- | |
|---|
| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory |
|---|

8. Covid-19 Update

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee an overview of the report and made Committee aware that, after consideration, the Office Bearers agreed to a venue-based AGM and Management Committee and Staff Business Planning event. The CEO asked Committee for their views on Committee returning to the office for meetings. Committee discussed:

- The boardroom set up – The CEO advised that the office safety group will review the boardroom set up for full Management Committee meetings.

- Hybrid Committee meetings - The CEO advised that he look at the installation of equipment to allow for hybrid meetings.
- Gas Safety Contract forced entries – The TSM gave Committee details of when and why CHA would force entry to a tenant’s home to carry out a gas safety check. They advised that they would keep Committee updated on what action the Association has taken at future meetings.

- | |
|---|
| <ul style="list-style-type: none">i) Committee considered the content of this report and agreed progress in managing the impact of Covid-19 has been satisfactory.ii) Committee advised the CEO that the report should continue to be presented to Committee |
|---|

9. Annual Report by the Secretary

The Chairperson asked the Secretary to present the report to Committee. The Secretary advised Committee that they had nothing further to add to the report.

- | |
|---|
| <ul style="list-style-type: none">i) Committee noted the content of this report |
|---|

10. Housing Management Scorecards

The Chairperson asked the DCE to present the report to Committee. The DCE gave Committee an overview of the reports highlighting the areas below target and the comments noted on the report. Committee discussed:

- The quarterly Management Campaign- The DCE advised that this was a scheme set up to generate demand in hard to let areas. They advised that this was not needed during the COVID period as the Association was managing to relet properties.

- | |
|---|
| <ul style="list-style-type: none">i) Committee noted the content of the report. |
|---|

Comfort Break

The Chairperson advised a comfort break at 18:47 and asked members to resume at 18:52.

11. Governance Issues

11.1 2021 AGM

The Chairperson asked the CEO to present the report to Committee. The CEO made Committee aware of the report presented to them on the 30th of June 2021. At this meeting Committee agreed to grant delegated authority to the Secretary and Chief Executive to develop procedures for ensuring that the business of the AGM can be conducted effectively and in a manner that protects the best interests of the Association and its shareholding members.

The CEO advised that given the easing of restrictions and the country moving beyond protection level 0 from 9 August, effectively removing the majority of Covid restriction, the Office Bearers decided to proceed with a venue-base AGM at the Lanark Memorial Hall.

The CEO also made Committee aware that the RTO will be having their AGM after the Association's and gave Committee a run through of the evening's events.

- | |
|---|
| i) Committee noted the decision made by the Office Bearers to proceed with a venue-based Annual General Meeting on 1 September 2021 at 7.00pm |
|---|

11.2 Membership Register Report

The Chairperson asked the CSO to present the report to Committee. The CSO advised Committee that since the last report was presented to them on the 16th of June 2021 five memberships had been withdrawn. They advised that the reason for the withdrawals is noted in the report.

- | |
|--|
| i) Committee considered the Membership Register Report and agreed the membership total as of 25 th August 2021. |
|--|

The CEO left the meeting at 18:59

11.3 CEO Annual Appraisal Outcome

The Chairperson presented the report to Committee. They told Committee that detail of the meeting remains confidential, however, they were at liberty to disclose the topics discussed during the appraisal meeting – these included:

- A review of performance against previously agreed objectives.
- Changes to the job role / changes in how work time has been allocated.
- Agreement of individual objectives for 2021/22 – these reflect the strategic objectives agreed by Committee on 16 June 2021.
- Agreement on individual learning and development activity for 2021/22.
- An annual review of performance against Clydesdale's Behaviours and line management support provided by the Chairperson.

- | |
|---|
| i) Committee noted the content of the report. |
|---|

The CEO returned to the meeting at 19:01

11.4 2021/22 Committee Meeting Schedule

The Chairperson asked the CEO to introduce the report to Committee. The CEO told Committee that they had nothing further to add to the report.

- | |
|---|
| i) Committee considered the 2021/22 Committee Meeting Schedule and approved the final form without amendment. |
|---|

12. Quarterly Management Accounts to 30 June 2021

The Chairperson asked the FM to present the report to Committee. The FM gave Committee a summary of the report focusing on:

- The Property Revenue Account within the Statement of Comprehensive Income.
- Net rent, service charge and factoring income
- Property Revenue Costs for the year
- The Total Surplus for the Period
- The impact Covid-19 has had on budgets
- The reasons for the main variances from the budget

i) Committee approved the Management Accounts for the period to 30 June 2021.

13. Treasury Management Report

The Chairperson asked the FM to present the report to Committee. The FM told Committee that the report covered treasury management activities in the quarter and provides an update on the Association's borrowings and investments at the end of the quarter. The FM advised she had no further updates to the report.

i) Committee considered and discussed the content of the report.
--

14. Confidential Staffing Report

14.1 HM Confidential Staffing Report

The Chairperson asked the DCE to present the report to Committee. The DCE reminded Committee that the temporary Housing Officer recruited in May 2021 was at present seconded the Technical Services Team to provide cover for the members of that team who were on maternity leave. The DCE advised that at the present time because of recruitment difficulties it is not known when the Temporary Housing Officer will be able to move into Housing Management however, it is anticipated this may not be for some time.

The DCE asked Committee for their approval for an increase in hours of the Part Time Housing Officer from 30 to 35 hours per week to alleviate difficulties arising in the Housing Management Team. Committee discussed:

- The Housing Officer rescinding their full-time status to return to part time working – The DCE advised that the Association's Flexible Working Policy states that once both sides have agreed to the changes requested, a permanent variation of the employee's terms and conditions will be issued, and that the employee has no automatic right to return to the original arrangement.

- | |
|---|
| <ul style="list-style-type: none">i) Committee considered the report and agreed there was sufficient information to consider the request to increase Pauline McMullan's hours from 30 to 35 per week.ii) Committee agreed to grant the request, that Pauline McMullan is given a variation to her contract of employment from 1 October 2021 from 30 to 35 hours per week. |
|---|

14.2 TSM Confidential Staffing Report

The Chairperson asked the TSM to present the report to Committee. The TSM informed Committee of the ongoing resource needs in the Technical Services team and made Committee aware of the outcome of the recent recruitment drive for 2 Temporary Technical Services Officers and the impact on the team of not finding suitable candidates.

The TSM made Committee aware of the proposal being made to them to help alleviate the impact of the staffing issue and outlined the timescales and costs involved. Committee discussed:

- The problems encountered recruiting temporary staff – The TSM advised that there have been several job advertisements recently for both Technical Services Officers and Assistants posts. They advised that applicants may be attracted to permanent posts rather than temporary posts.
- If there was a need for permanent posts – The TSM advised that a report would be presented to the Staffing Sub-Committee to discuss the future set up within the Technical Services Team.

- | |
|--|
| <ul style="list-style-type: none">i) Committee considered and agreed there was sufficient information to consider the proposal.ii) Committee were satisfied with the content of the report, that and grant delegated authority to the TSM and CEO to recruit a Temporary Technical Services Assistantiii) Committee also considered and agreed to increasing the hours for the Technical Inspector from 25 hours per week to 32 hours per week for a period of one year. |
|--|

15. Protocol for entering into settlement agreements with employees

The Chairperson asked the CEO to introduce the report to Committee. The CEO made Committee aware that CHA had adopted the Protocol for entering into settlement agreements with employee's policy based on the Scottish Federation of Housing Associations' model policy.

They advised that since they sent out the policy a Committee member raised a question on section 3.13, the confidentiality clause, asking if it met regulatory requirement 5.8. After reviewing this section of the policy, the CEO asked for Committee's approval to change the wording of this section to *'We will also include the expected provisions confirming that both parties will maintain suitable confidentiality in relation to the terms of the agreement and the requirement not to disclose these. However, we will restrict such provisions to cover those matters that are normally*

confidential within an industrial relations framework; or those that are otherwise specifically contained within the spirit of the General Data Protection Regulations framework. We will not include restrictions on disclosing matters beyond – particularly such issues that are undeniably of wider public interest/whistleblowing.'

Committee discussed:

- Section 3.13 of the policy and agreed the amendments put forward by the CEO.

Management Committee approved this amendment to the Protocol.

The CEO told Committee that an amendment to the Scheme of Delegated Authority within the Association's Standing Orders is recommended in order to specifically note that authority for approving settlement agreements with employees rests with the Management Committee – Committee agreed to this update.

16.AOCB

- a) The DCE told Committee that they had recently attended a meeting with South Lanarkshire Council (SLC) and other Registered Social Landlords regarding the re-settlement of Afghan refugees. The DCE advised that (SLC) made a request that the Association help re-settle 3 Afghan families. The DCE told Committee that no further details were available about the re-settlement plan. The DCE asked Committee for their views and opinions on this matter.

Committee discussed the re-settlement of the refugees and overwhelmingly agreed to the request.

The Chairperson thanked everyone for attending and the meeting. The Chair told Committee that after 10 years as Chair their tenure ship was now coming to an end. They thanked Committee and staff wholeheartedly for all their hard work and devotion to the Association.

The meeting ended at 19:35