

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held via Video Conferencing on Wednesday 27th April 2022 at 18:00

Present: Maggie Botham, Chairperson
Hazel Galbraith, Vice Chairperson
Pauline Sandford, Vice Chairperson Mentor
Agne Zasinaite
Brian Moore
Brian McNally
Gillian Anderson
Jacqueline McCutcheon
John Malone
Ken Greenshields
Lesley McDonald
Ruth McElhinney
Susanne Crayton

A quorum was achieved.

In Attendance: The Chief Executive (CEO)
The Depute Chief Executive (DCE)
Finance Manager (FM)
Technical Services Manager (TSM)
Lisa Cochrane, Housing Officer, Observer
Elizabeth Miller, Corporate Services Officer (CSO) minute

1. Apologies

No apologies were received.

Carmena Nixon is on a leave of absence.

2. Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on 30th March 2022 was checked for accuracy and was approved by the Management Committee. There were no matters arising.

3. Conflicts of Interest

- Lisa Cochrane declared a conflict of interest for agenda Item 8, Staff Recruitment Report.
- Susanne Crayton declared a conflict of interest for agenda item 14, Social Housing Heat Fund Update.

4. 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.

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

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

- Page 1, meeting 26th June 2019, Committee to identify subjects for study visits to other RSLs. – The CEO told Committee that this item will be reviewed once they receive the one-to-one meeting report from SHARE.
- Page 1, meeting 29th September 2019, Invite MC members to arrive for meetings at 5.30pm to meet new members. - Committee agreed to commence face to face meetings in the office from the 25th of May 2022. Arrangements will be put in place for Committee members who wish to join the meeting via zoom.

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| i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory. |
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6. Agreement on Items for AOCB

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

7. Corporate Scorecard

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee details of the content and format of the report. They advised Committee that the Management Team will be reviewing the report and asked for their views and suggestions on content and format, Committee discussed:

- The option of downloading the report to the Management Committee's secure area of the website rather than sending it out in the meeting papers – Committee agreed that this is an option however, they requested that they receive a report detailing the targets missed and the reasons the targets were missed.
- The overlap in reporting within the Corporate and Housing Scorecards – Committee discussed removing overlapping data to reduce the report size.
- Corporate Scorecard – Committee discussed the reports they receive regarding GDPR, Data Breaches, Subject Access Requests, Freedom of Information Requests, Environmental Information Requests and Health and Safety. To reduce the number of reports they receive they suggested that the information be included in the Scorecard.
- Corporate Scorecard – Committee asked if information on funding applications and funding received/spent could be included in the Scorecard.

The CEO advised that the Management Team take on board Committee's views and suggestions when reviewing the Scorecard content and will return to Committee with a draft report at a future meeting.

i) Committee noted the content of the report.

Lisa Cochrane left the meeting at 18:24.

8. Staff Recruitment Report

The Chairperson asked the CEO to present the report to Committee. The CEO gave Committee full details of the recruitment process for the Housing Manager post. They made Committee aware of the impact the appointment of the successful candidate would have on the Housing Management Team. They told Committee of the work the DCE will put in place to develop a comprehensive handover/personal development plan and implement this in partnership with the CEO to ensure that appropriate duties are handed over and that the new Housing Manager is competent in all duties prior to the DCE'S retirement in December 2022.

The TSM made Committee aware that the current permanent Technical Services Officer had submitted her resignation after being offered a permanent post elsewhere and their last day of employment with the Association will be Friday 29th April 2022. The TSM advised that they had contacted EVH to discuss what the best course of action should be given the Association are now seeking two new members of staff. The advice from EVH was to conduct an open external recruitment. The TSM advised that they were now seeking Committee approval to go ahead with the recruitment as soon as possible. Committee discussed:

- Conducting exit interviews – The TSM advised that, on the rare occasions staff resign from CHA, exit interviews are conducted.
- If reporting to Management Committee hinders the recruitment process – The CEO advised that the Association's Recruitment Policy states that when recruiting for new or vacant posts CHA will conduct a job analysis, often conducted by the relevant Management Team member in liaison with the CEO or DCE and the Management Committee.
This involves assessing whether the post must be filled and how it could be filled, what would be the adverse effects of not filling it or if the work could be distributed amongst existing staff. The CEO told Committee that by following the steps in the recruitment policy it can, on occasions, slow down the recruitment process however, by following the process it shows the Association's recruitment process is open and transparent.
- The recruitment panel for the Technical Services Officer posts – The CEO advised that the TSM, EVH and the CEO would make up the recruitment panel.

i) Committee agreed that progress in implementing agreed 2022/25 Business Plan Workforce Planning measures has been satisfactory.

ii) Committee noted the Housing Manager Recruitment Panel's decision to appoint [REDACTED] to the position of Housing Manager.

- iii) Committee agreed to the recruitment of a Housing Officer at EVH Grade 7, Spinal Point 22-25.
- iv) Committee agreed to the recruitment of 2 x Technical Services Officer, EVH Grade 7, Spinal Point 22-25.

Lisa Cochrane returned to the meeting at 18:47.

9. Future Development Programme

The Chairperson asked the CEO to present the report. The CEO summarised previous updates on this topic then provided an update on the local Community support received for the potential Market Road, Biggar project, i.e., that an indicative cost plan had been requested from Glenesk Homes for the purposes of carrying out a financial appraisal. Committee discussed:

- Training for Management Committee members – The CEO advised that appropriate training on housing development would be arranged for Committee Members in due course, should the initial financial appraisal prove positive.
- The redesignation of the site – The CEO advised that they hope the support received from local groups will have a positive impact on any future application to use the site for social housing.
- Inflation, private finance, and grants. The CEO gave Committee details on these issues and how they will impact on the cost plan.
- Partnership working – the possibility of future partnership working with another RSL was noted, should the full proposed project represent an unacceptable risk to CHA.

- i) Committee noted the content of the report and agreed the level of progress made on this activity is satisfactory.

10. Post Contract Development Projects

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

- i) Committee considered the report and agreed progress is satisfactory.

The Chairperson announced a comfort break at 18:48 and asked attendees to return at 18:57.

11. Housing Quality & Maintenance Scorecard

The Chairperson invited the TSM to present the report. The TSM gave Committee an overview of the report. They highlighted to Committee the changes to:

- outcome 4, P2, Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) - excluding exemptions and abeyances -at the reporting year end

- o outcome 4, P3, (ESSH) - Number of properties that meet ESSH (Cumulative)

The TSM told Committee that these positive changes are due to the challenging work conducted by the Technical Services team. Committee thanked the Technical Services Team for all their hard work and effort.

i) Committee noted the content of the report.

12. Planned & Cyclical Maintenance Progress

The Chairperson invited the TSM to present the report. The TSM gave Committee an overview of the report and advised that staff working on the full central heating contract are now dealing with properties where there are management issues. Staff from both the Technical Services and Housing Management Teams are working closely to gain access and have works completed.

i) Committee noted the content of the report.

13. Tenant Safety Report

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

i) Committee agreed that adherence to the Association's statutory responsibilities is satisfactory and evidence enough for assurance purposes.

Susanne Crayton left the meeting at 19:03

14. Social Housing Heat Fund Update

The Chairperson asked the TSM to present the report to Committee. The TSM gave Committee details of the funding CHA received in March 2021 and how this funding had been distributed to tenants. They also made Committee aware of the work conducted by both CHA staff and the Wise Group and the additional support tenants received due to this project.

The TSM told Committee that the Association had received further funding from the Social Housing Heat Fund and the process of how and when this would be distributed to tenants. Committee discussed:

- The tenant stories in the report and how much they appreciated the work conducted by CHA and the Wise Group in supporting CHA tenants.
- Promoting the work CHA and the Wise Group have conducted supporting CHA tenants – The CEO advised that, in addition to the article in the Association's newsletter, they will send a press release to the local press and to Scottish Housing News.

i) Committee noted the progress being made.

Susanne Crayton returned to the meeting at 19:12.

15. Annual Eviction Report

The Chairperson asked the DCE to present the report to Committee. The DCE provided Committee with details of why no court action was instructed in 2021-2022. They made Committee aware of the Tenant Hardship Fund and gave details of the £11,000 the Association accessed on behalf of eleven tenants. They told Committee that by accessing the fund several tenants, who would otherwise have been the subject of court action, had most of their debt paid off.

i) Committee considered and agreed that there was sufficient information contained with the report.

16. Internal Financial Control Policy Review

The Chairperson invited the FM to present the report to Committee. The FM gave Committee an overview of the report and advised they had no further updates. Committee discussed:

- Policy, page 14 items 11.7 & 11.9, variances- The FM advised that material variances from budget will be covered in the Notes to the Management Accounts.
- Policy, page 19, item 16, Books, registers and computer data, Land disposals register - The CEO advised that disposals of properties were covered under the Standing Orders.
- Policy, page 32, organisational chart - Committee agreed that changes to the Organisation Chart could be made when staffing changes happen e.g., The DCE's retirement and the TSM becoming DCE without taking the Policy back to Committee.

i) Committee considered the proposed changes to the Internal Financial Control Policy and approved the revised Policy.

17. Fire Safety Policy Review

The Chairperson asked the TSM to present the report to Committee. The TSM told Committee that this was a new policy and was being introduced to outline CHA's responsibilities in terms of Fire Safety.

They advised that external assurance had been sought by external consultants, ACS Risk, and they have confirmed that the policy contained all relevant references to current legislation and is robust enough to ensure that CHA is adhering to its statutory responsibilities.

- i) Committee considered the policy in detail and agreed it should be approved.

18. Application for Membership

The Chairperson invited the CSO to present the report. The CSO gave Committee details of the applications received and advised they had no further updates to report.

- i) Committee considered the report and the applications for membership.
- ii) Committee approved the applications for shareholding membership from:

[REDACTED]

19. AOCB

There was no AOCB to discuss.

The Chairperson thanked everyone for attending and the meeting ended at 19:30.