

CLYDESDALE HOUSING ASSOCIATION LIMITED

Minute of the Management Committee meeting held in the Association office at 39 North Vennel, Lanark and via Video Conferencing on Wednesday 25 October 2023 at 18:00.

Present: Maggie Botham, Chairperson
Agne Zasinaite, Secretary – video conferencing
Hazel Galbraith – video conferencing
Gillian Anderson – video conferencing
Ruth McElhinney
Ken Greenshields
Lesley McDonald
John Lockhart
Sharon Egan
A quorum was achieved.

In Attendance:
The Chief Executive (CEO)
The Depute Chief Executive (DCE) – video conferencing
Finance Manager (FM) – video conferencing
Housing Manager (HM)
Claire Chalmers, Technical Services Officer (TSO) - observer
Gordon Birrell (GB), Seven Street Wealth – video conferencing
John Mulholland (JH), Mulholland Housing Consultancy
Elizabeth Miller, Corporate Services Officer (CSO) minute

The Chairperson welcomed John Mulholland to the meeting. They advised that Gordon Birrell would be joining the meeting at 18:15.

1. Apologies

Apologies were received from Brian McNally, Jacqueline McCutcheon, and Ross Gowland.

The Chairperson advised Committee that a request for a leave of absence had been received from Pauline Sandford on personal grounds - Committee approved a leave of absence for a 3-month period.

9. Annual Assurance Statement:

Committee agreed to take Item 9.3 first under this Item.

9.3 External Assurance Validation Report

John Mulholland was asked to present the report to Committee. He told Committee that the report builds on the self-assessment process carried out by CHA in previous years when both CHA and Mulholland Housing Consultancy (MHC) tested compliance with the Scottish Housing Regulator's (SHR) Regulatory Standards. He confirmed that the CHA Management Team had carried out a comprehensive review

of the organisation's compliance with Regulatory Standards using the SFHA Self Assurance Toolkit.

This detailed self-assessment had confirmed that CHA is fully compliant with Regulatory Standards. The 2023 MHC independent review included:

- an examination of minutes and reports to the governing body for the last twelve months as well as meeting senior officers and the governing body;
- an independent review of landlord safety which featured an on-site check by MHC that the relevant certification was available and statutory and regulatory standards being treated seriously;
- a desktop review of service performance against national averages as well as against similar RSLs was carried out;
- a consideration of the effectiveness of the governing body which included considering the appraisal system for committee, members attendance and participation and member recruitment. This also included attendance by MHC at 2023 Audit & Risk Sub-Committee meetings;
- a consideration of succession planning and implementation at both governing body and senior staff level as it is currently a major issue in the sector;
- a review of internal audit reports and any recommended actions;
- Equalities and diversity values and systems within the organisation were also considered.
- MHC attendance at CHA's business planning event on 30 September 2023.

Mr Mulholland gave Committee an overview of the report content detailing:

- a. The evaluation processes;
- b. Work carried out by CHA on Equalities & Diversity;
- c. CHA's high level of compliance in all areas of landlord safety;
- d. Rent affordability and CHA pride in keeping rents affordable;
- e. Landlord performance comparison;
- f. The Management Committee skills/strengths and participation at meetings;
- g. The major issues that CHA should continue to identify as a priority;
- h. The content of the Annual Assurance Statement document to the SHR;
- i. CHA's areas of good practice;

The outcome of the independent review by MHC concluded that CHA is fully compliant with Regulatory Standards.

Committee discussed:

- Development opportunities;
- Tenant & landlord safety;
- The Equality & Diversity work CHA has undertaken.

Hazel Galbraith joined the meeting at 18:10.

9.1 Tenant & Resident Safety Report

The DCE was asked to present the report to Committee. The DCE advised that the purpose of the report is to inform Committee of the Association's progress against its

statutory and legal obligations surrounding tenant safety in terms of the Association's Annual Assurance Statement.

The DCE gave Committee an overview of the report highlighting the areas noted in red. The TSO gave Committee details of work being carried to obtain certification for LD2 systems in terms of smoke alarms. Committee discussed:

- Outcome of damp, mould, and condensation visits by staff and consultants;
- Damp, mould, and condensation consultant employed by CHA.

Gordon Birrell joined the meeting at 18:15.

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| i) Committee discussed and agreed CHA's adherence to its statutory responsibilities is satisfactory and evidence enough for assurance purposes. |
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9.2 EESSH Update

The DCE was asked to present the report to Committee. The DCE advised that the purpose of the report is provide them with an update on the Association's position in terms of meeting the Energy Efficiency Standard for Social Housing (EESSH). They advised that they had nothing further to add to the report content. Committee discussed:

- Net zero funding application.

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| i) Committee discussed and agreed progress was satisfactory. |
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The Chairperson thanked JM for attending the meeting and welcomed Gordon Birrell to the meeting. JM left the meeting at 18:20.

9.4 Annual Assurance Statement

The CEO presented the Annual Assurance Statement (AAS) to Committee which confirmed that CHA was fully compliant with Regulatory and Statutory requirements.

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| <ol style="list-style-type: none">1. Management Committee considered the report and the attached appendices.2. Management Committee reached the conclusion that Clydesdale Housing Association is was fully compliant with the Scottish Housing Regulator's regulatory requirements as set out in Chapter 3 of the Regulatory Framework.3. Management Committee agreed a final version of Clydesdale Housing Association's Annual Assurance Statement for submission to the Scottish Housing Regulator by the 31 October 2023 deadline.4. Management Committee authorised the Chairperson to sign the approved Annual Assurance Statement on behalf of the Management Committee. |
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2. Approval of Previous Meeting Minutes & Matters Arising

The minute of the Committee meeting held on 27 September 2023 was checked for accuracy and was approved by the Management Committee.

As per section 62 of the Association's rules, the Chairperson authorised the CSO to insert their electronic signature as conclusive evidence that the minute of the meeting held on 27 September 2023 are a true record of the proceedings at that meeting.

There were no matters arising.

3. Conflicts of Interest

Conflicts of interests were noted by:

- All staff, Agenda Item 4 – Salary Sacrifice Pension Scheme Option, Committee discussion section with GB.

4. Salary Sacrifice Pension Scheme Option

GB presented a PowerPoint presentation to Committee. They gave Committee an overview of:

- a) CHA's current arrangements;
- b) The benefits of the Salary Sacrifice Pension scheme to staff;
- c) The benefits of the Salary Sacrifice Pension scheme to CHA;
- d) Seven Street Wealth's presentation and proposed one to one meetings with staff;
- e) How the scheme works;
- f) Calculation examples;
- g) Contractual changes;
- h) Costs that will be incurred if CHA implements the Salary Sacrifice Pension Scheme.

Staff left the meeting at 18:36 whilst Committee had a discussion with GB on employer savings and other matters. Staff returned to the meeting at 19:09

GB left the meeting at 19:10.

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| <ol style="list-style-type: none">i) Committee considered and agreed that they would offer the Salary Sacrifice Pension Scheme to staff.ii) Committee considered and agreed that a decision on employer's savings would be made later, on a date to be decided by Committee.iii) That the FM report back to Committee on staff take up of the Salary Sacrifice Pension Scheme after the presentation by Seven Street Wealth and one to one meeting between staff and Seven Street Wealth taking place on Tuesday the 28th November 2023. |
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5. Notifiable Events

The CEO advised Committee that the purpose of the reporting notifiable events is a positive step and a key part of Committee being responsible and accountable for the running of the Association. The CEO advised they had no further updates to report.

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

The CEO presented the report to Committee. They advised that the purpose of the report is to ensure that items identified for action at Management Committee and Audit Sub-Committee meetings are a) followed up on, and b) reported to Committee to confirm the follow up. The CEO advised they had no further updates to report.

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| <p>i) Committee considered the Actions from Previous Meetings Report and agreed progress is satisfactory.</p> |
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7. Royal Bank of Scotland Signatories

The FM presented the report to Committee. They advised that the purpose of the report is to obtain Committee's approval for an update to the signatories at the Royal Bank of Scotland.

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| <p>i) Committee approved the following as signatories on the Association's bank accounts:</p> |
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Management Committee members – List A

Chairperson Maggie Botham

Treasurer John Lockhart

Staff members – List B

Chief Executive Officer Joe Gorman

Depute Chief Executive Vicky Rogers

Finance Manager Eileen Wilson

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| <p>ii) John Lockhart agreed to providing the necessary personal details to RBS to be added as a signatory.</p> |
| <p>iii) Committee approved the following resolution as detailed in section 2 of the bank mandate:</p> |

We resolve that:

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| <ul style="list-style-type: none"> • if we add or remove Authorised Signatories in the "Add or Remove Authorised Signatories" section on the "About your request" page of this form, the Bank will update our mandate accordingly for the accounts we specify in this form's "About your business" section |
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- if we change the Signing Rules in the “Change the Signing Rules on the Mandate” section on the “About your request” page of this form, the Bank will update our mandate accordingly for the accounts we specify in this form's “About your business” section
 - the Bank can phone the individuals we have identified as “Call Back Contacts” to confirm or correct any instructions or information that we have given the Bank
 - and the current mandate will continue as amended.
- iv) Committee delegated authority to the Chairperson to sign the bank mandate on behalf of Committee.
- v) Committee delegated authority to the Finance Manager to submit the mandate to RBS.

8. Quarterly Complaints Summary

The HM presented the report to Committee. They advised that purpose of the report is to provide Committee with an overview of the service delivery complaints and compliments received in the last reporting quarter between 1 July 2023 and 30 March 2023. They advised they had no further updates to the report. Committee discussed:

- Staff communications;
- Frontline complaints.

- i) Committee considered the breakdown of the service delivery complaints for the reporting period.

10. Post Contract Development Projects

The DCE presented the report to Committee. They advised the purpose of the report is to update Committee on progress with contracts which are either within the twelve-month defects liability period or have ongoing latent defects. They gave Committee an overview of the report content. Committee discussed:

- Approximate date CHA can devolve responsibility to Scottish Water of pumping station at McAlpine Park, Biggar.

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

11. Technical Services Scorecards

The TSM provided Committee with a summary of the Technical Services scorecards. They advised the comments section of the scorecard gave information on targets that had not been met.

- i) Committee noted the content of the report.

12. 2023/2024 Planned & Cyclical Maintenance Progress

The TSM presented the report to Committee. They informed Committee that the purpose of the report is to show progress against 2023/2024 Planned & Cyclical Maintenance. Committee discussed:

- The external painting including pre-paint repairs & fence painting (2022/2023 contract).

i) Committee noted the content of the report
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13. Auto-Enrolment Annual Certification

The FM presented the report to Committee. They advised the purpose of the report is to gain approval of the annual Auto-Enrolment Certificate.

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| i) Committee authorised the 2023 Auto-Enrolment Certificate. |
| ii) Committee delegated authority to the Chairperson to sign the 2023 Auto-Enrolment Certificate on their behalf. |
| iii) The Chairperson authorised the CSO to insert their electronic signature into the Auto-enrolment Annual Document. |

14. Management Committee Recruitment

The Chairperson presented the report to Committee. They provided Committee with the background to the report and asked for their views on the recruitment priorities for consideration, Committee discussed:

- Knowledge weaknesses – after discussion Committee agreed that they should consider recruiting someone with an Information Technology background, as CHA are embarking on a programme of digital change.
- Tenant representation – It was agreed that CHA should continue to encourage tenant representation on Committee.

The Chairperson asked Committee for volunteers to join the recruitment panel. After discussion the following Committee members volunteered to join the panel:

- Maggie Botham
- John Lockhart
- Agne Zasinaitė
- Ruth McElhinney
- Hazel Galbraith – reserve
- Ken Greenshields - reserve

The CEO advised that they would report back to Committee with a recruitment timetable and details of where the recruitment advertisements will be placed.

- i) Committee considered the content of the report and finalised recruitment priorities for the vacancies that currently exist.
- ii) Committee agreed the CEO should report back to them with a timetable for recruiting Committee Members for the vacancies that currently exist.
- iii) Committee appointed a Committee Recruitment Panel comprising of Maggie Botham, John Lockhart, Agne Zasinaite, Ruth McElhinney, Hazel Galbraith, reserve, & Ken Greenshields, reserve, to oversee the recruitment process in accordance with CHA's Committee Recruitment Policy.

15. Policy Reviews:

15.1 Digital Strategy

The CEO presented the report to Committee. They advised that the purpose of the report is to gain approval for the revised Digital Strategy policy. The CEO gave Committee details/updates on:

- a) the work being carried out by the IT consultant;
- b) the work currently being carried out by the staff working group;
- c) the arranged visit to Clydebank Housing Association to view the system they use;
- d) the procurement process;
- e) the data cleansing process;
- f) training to be provided to both staff and Committee;
- g) the asset management system;
- h) the intranet and how it could be used by staff and Committee;
- i) the customer portal
- j) how CHA could make better use of Office 365 capabilities.

Committee discussed:

- Management Committee reporting in real time.
- Management Team reporting to Committee.
- how secure CHA's data will be with iCloud storage.

The CEO advised that they would present a report to Committee before the end of the calendar year on the 2024-2025 IT budget provision. They made Committee aware that the report will also include details of an overspend on the 2023-2024 IT budget.

15.2. Stage 3 Medical Adaptations Policy

The DCE presented the report to Committee. They advised that the purpose of the report is to gain approval for the changes made to the policy, which are:

- Removal of reference to the Technical Services Manager and replace with Depute Chief Executive;
- Section 4 – update to reflect changes to South Lanarkshire Council Policy and practice of ranking priority of referrals. CHA's waiting list is now aligned to this new ranking procedure.

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| i) Committee considered the proposed changes to the Digital Strategy & Stage 3 Medical Adaptations Policy and approved both, without any amendments being made. |
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16. Policy Reviews Due Requiring No Change

The CEO presented the report to Committee. They advised that the purpose of the report is to gain approval from Committee to extend the next scheduled review of the Freedom of Information Policy to October 2026. This was being requested as following a check of relevant legislation, regulatory requirements, and good practice it has been concluded that no material changes are required to the policy.

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| i) Committee agreed to extend the scheduled review date for the Freedom of Information/Environmental Information Policy to 2026, on the understanding that an earlier policy review will take place should relevant changes to legislation, regulatory requirements, or good practice in this area of activity occur before then. |
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17. AOCB

There was no AOCB to discuss.

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