


MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 OCTOBER 2019 AT 7.00 P.M. IN THE OFFICES OF CLYDEBANK H.A., 77-83 KILBOWIE ROAD, CLYDEBANK.

<u>ACTION</u>																													
	<p>Present:</p> <table border="0"> <tr> <td>Mrs K. Tennant</td> <td>Chairperson</td> <td>Elected Member</td> </tr> <tr> <td>Miss C. McGarrity</td> <td>Vice-Chairperson</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. Hillhouse</td> <td>Treasurer</td> <td>Elected Member</td> </tr> <tr> <td>Mr P. Shiach</td> <td>Secretary</td> <td>Elected Member</td> </tr> <tr> <td>Mr J. O'Donnell</td> <td></td> <td>Elected Member</td> </tr> <tr> <td>Ms D. Smith</td> <td></td> <td>Elected Member</td> </tr> <tr> <td>Cllr J. Mooney</td> <td></td> <td>Co-opted Member</td> </tr> <tr> <td>Cllr M. McNair</td> <td></td> <td>Co-opted Member</td> </tr> </table> <p>In Attendance:</p> <table border="0"> <tr> <td>Mrs S. Keenan</td> <td>Chief Executive</td> </tr> <tr> <td>Mrs S. Farrell</td> <td>Communications Officer</td> </tr> </table>	Mrs K. Tennant	Chairperson	Elected Member	Miss C. McGarrity	Vice-Chairperson	Elected Member	Mr J. Hillhouse	Treasurer	Elected Member	Mr P. Shiach	Secretary	Elected Member	Mr J. O'Donnell		Elected Member	Ms D. Smith		Elected Member	Cllr J. Mooney		Co-opted Member	Cllr M. McNair		Co-opted Member	Mrs S. Keenan	Chief Executive	Mrs S. Farrell	Communications Officer
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<p>SK</p> <p>MMcL</p> <p>LL</p>	<p>1. Apologies Apologies were received from Mr J. Calderwood and Mrs. L. Breeze. Mrs G. Daly's standing apologies were noted due to leave of absence. It was noted that a quorum was present to enable the meeting to go ahead.</p> <p>2. Chairperson's Remarks The Chairperson welcomed everyone to the meeting and thanked the committee members for their attendance. The Chairperson's remarks were as follows:</p> <ul style="list-style-type: none"> • Assurance statement preparation has delayed Business Plan Performance Review to 30 September 2019 until November's meeting • Data Protection and Compliance Officer in post from 01 November therefore IT Strategy and Digital Inclusion Action Plans will be presented in November • Asset Management and Value for Money Action Plans Review to 30 September will be presented in November • Individual training plans will be issued in coming weeks • Permission was sought for staff members [REDACTED] to accept 2 wedding gifts of minimal value, given that it is an exceptional circumstance and there is no provision for this within current policies. This was unanimously agreed by the Management Committee and the Chairperson confirmed the gifts would be recorded in the Register of Gifts and Hospitality • The new agenda layout highlighted the information which will be published on the Association's website from 11 November 2019 under Freedom of Information. It was noted that our solicitors are currently reviewing our information to provide more clarity on our requirements. <p>The Chairperson then referred the Management Committee to the Notifiable Event information which had been sent by the Chief Executive via email on 28 October 2019.</p>																												

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<p><u>ACTION</u></p>	<p>The Chief Executive clarified that during our in depth self-assurance process and the review of health and safety information, it had come to light that several common closes had not been surveyed in terms of asbestos legislative requirements. It was noted that these properties had been incorrectly identified as not necessitating a survey, unless work was being carried out and therefore the Association did not have a complete record of common area asbestos. It was made clear to the Management Committee that surveys prior to all major works are carried out as a matter of course.</p> <p>It was noted that all surveys had been instructed and would be completed by Thursday 31 October over 50% had already been carried out.</p> <p>The Management Committee noted that the Association’s Scottish Housing Regulator (SHR) Regulation Manager had both spoken to the Chief Executive and responded to our Notifiable Event and the portal and our Notifiable Events Register would be kept updated as required.</p> <p>It was further noted that a full examination of the error would take place and Management Committee would be updated in due course.</p> <p>3. Declaration of Interest There were no declarations of interest.</p> <p>4. Business Carried Over from the Last Meeting There was no business carried over.</p> <p>5. Management Committee External Training/Conference Feedback (if applicable) No feedback was noted from recent conference attendance.</p> <p>6. Secretary’s Report The Secretary provided the following report:</p> <p>a) Correspondence A letter received from the Scottish Housing Regulator regarding the importance of tenant and resident safety and protecting the Association against cyber security was read out to the Management Committee. It was noted that appropriate action where required was being taken to ensure we adhere to the recommendations contained therein.</p> <p>b) Share Membership Applications A share membership application was received from [REDACTED] [REDACTED], Clydebank. The application was unanimously approved by the Management Committee.</p> <p>c) MC Applications No applications were received.</p>
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<u>ACTION</u>	
JF	<p>d) Annual Declarations including H&S The Chairperson reminded the remaining member to complete and return their Annual Declaration forms to the Chief Executive at the end of the meeting.</p> <p>7. Approval of Minutes & Actions Notes</p> <p>a) Management Committee - 24 Sept 2019* (For approval) There were no errors or omissions noted and the Minute including action notes was proposed by Mrs Tennant, seconded by Miss McGarrity and unanimously approved by the Management Committee.</p> <p>b) Housing Services SC - 22 Oct 2019* (For approval) There were no errors or omissions noted and the Minute including action notes was proposed by Mrs Tennant, seconded by Ms Smith and unanimously approved by the Management Committee.</p> <p>Discussion ensued on Item 8, Anti-social Behaviour & Estate Management Report, regarding a survey due to be issued to tenants in the multi-storey flats to determine views on the current policy on dogs. The Management Committee will await an update following receipt of the survey results.</p> <p>8. Business Arising From Minutes (Decision/Approval Required) There was no further business arising from the minutes.</p> <p>9. Ratification of All Minutes (Decision/Approval Required) Ratification of all Minutes was proposed by Mr Hillhouse, seconded by Mrs Tennant and unanimously approved by the Management Committee.</p> <p>10. Staffing Report including proposed office refurbishment - Confidential* (Decision/Approval Required) The Chief Executive referred to the above report circulated prior to the meeting. The new style of the report was again noted.</p> <p>The Management Committee noted the update provided within the report on the following matters:</p> <ul style="list-style-type: none"> • Finance and Corporate Services Department . new member of staff appointed following recent Finance Assistant interviews. • Temporary Caretaker . contract extension noted.  • Welfare Rights Service . outcome of [REDACTED] application still awaited and if unsuccessful, the appointment of a part-time Welfare Rights Officer approved by the Management Committee. • Temporary staffing requirements . agreed by the Management Committee. • Proposed Office alterations . tender return awaited.

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11. **Development Report* (Decision Required)**

The Chief Executive referred to the above report circulated prior to the meeting.

a) General

Memorandum of Understanding – WDC Strategic Partnership (Update)

The Management Committee noted there was no update from the previous month.

b) Queens’s Quay Development (37 units) (Decision required)

General . The Management Committee discussed and noted the update provided within the report regarding the various outstanding matters which have delayed the contractual close/site start until 06 January 2020.

The Chief Executive referred the Management Committee to the requirement to purchase an environmental indemnity insurance policy and the maximum cost to the Association of c. £28k based on its 37 units. After discussion and taking into account the history of the site, the Management Committee felt this insurance cover would be prudent in protecting the Association going forward. The Management Committee agreed that the Association should meet its proportion of the cost in principle and would await details of the actual cost. It was noted that an increase in housing grant was being explored.

District Heating System . The Management Committee noted the update provided within the report regarding progress and information still to be received.

Private Finance . The Management Committee noted the update provided within the report regarding the progress of finalising the private finance requirements for the scheme.

Legal . The Management Committee noted the update provided within the report regarding the progress on both the DHN legalities and the drafting of the development agreement.

Contracts Register . The Management Committee noted the update provided within the report in regards to spend to date against Offer of Grant.

c) Dumbarton Road, Dalmuir –  (50+ units)

The Management Committee noted the update provided within the report and that the developer was working on requested changes to the housing mix for the site.

d) Former St Cuthbert’s Church – Linnvale (20-25 units) (Decision Required)

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<p><u>ACTION</u></p>	<p>The Management Committee noted the updates provided within the report including design team details, draft programme, contractor procurement process update, contracts register and funding position.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>The Management Committee noted a main concern at present was surface water drainage on the site as Scottish Water, by way of preventing flooding; requires water harvesting/alternative methods to be used as opposed to linking to existing drainage systems.</p> <p>The Chief Executive indicated that a special Development Sub-Committee meeting may be called in the coming weeks to consider and agree proposals in more detail.</p> <p>e) Other Sites The Management Committee noted that there was no further update.</p> <p>g) Development Risk The Management Committee noted the risk register detailed in Appendix 5. One further risk was identified and added to the register relating to identification of additional costs prior to site start and the mitigation strategy was agreed as presented.</p> <p>12. Cart Street Update – Confidential* (Decision Required) The Chief Executive referred to the above report circulated prior to the meeting and went through the various points in detail.</p> <p>After lengthy discussion and consideration of the information presented, the Management Committee unanimously agreed to Option 2 as detailed within the report.</p> <p>13. SHAPS - Pension Report* The Chief Executive referred to the Head of Finance & Corporate Services report circulated prior to the meeting, which provided details of the 2018 actuarial valuation received by The Pensions Trust, and highlighted that, since the 2015 valuation, the funding level has improved by 13% to 89%, the overall deficit has reduced from £198m to £121m, deficit contributions remain the same at £31.1m.</p>
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LL	<p>The Management Committee referred to the estimated debt on withdrawal for the Association of c. £3.2m and asked if full payment could be incorporated in the financial plans as a part of the scenario testing so that the effects could be reviewed. The Chief Executive confirmed this would be provided at the next business plan review.</p> <p>The Management Committee noted the remainder of the report.</p> <p>a) CHA Annual Deficit Contribution – Appendix 3 The above report circulated prior to the meeting was noted by the Management Committee.</p> <p>b) Valuation Headlines The above report circulated prior to the meeting was noted by the Management Committee.</p> <p>c) Valuation Guide The above report circulated prior to the meeting was noted by the Management Committee.</p>
SK	<p>14. Policy Review – Openness & Confidentiality* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for 3-yearly review and significant proposed changes were highlighted in red, particularly a new section on relevant legislation.</p> <p>The Management Committee commented on the use of abbreviations and suggested they should be shown in full. The Chief Executive would amend accordingly.</p> <p>Subject to the above improvement, the Management Committee unanimously approved the Policy as presented.</p> <p>15. Policy Review – Ethical Standards* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that this was an existing Policy which was due for its annual review and minor tracked changes were highlighted in red.</p> <p>The Management Committee unanimously approved the Policy with revisions as presented.</p> <p>16. Policy Review – Payment of Expenses to Staff and Committee* (Decision/Approval Required) The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for 3-yearly review and significant proposed changes were highlighted.</p>

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	<p>The Management Committee unanimously approved the Policy as presented.</p> <p>17. Policy Review – Management Committee Succession* (Decision/Approval Required)</p> <p>The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for 3-yearly review and proposed changes were highlighted in red.</p> <p>The Management Committee unanimously approved the Policy as presented.</p> <p>18. Policy Review – Tenant Participation Strategy* (Decision/Approval Required)</p> <p>The Communications Officer referred the Management Committee to the draft Policy and accompanying report which was circulated prior to the meeting and highlighted that it was an existing Policy which was due for annual review and minor changes were proposed. After discussion, the Management Committee approved the uplift in the annual grant funding to Registered Tenants Organisations.</p> <p>The Management Committee was satisfied with the changes proposed and unanimously approved the Policy as presented.</p> <p>19. Policy Review – Medical Aids & Adaptations* (Decision/Approval Required)</p> <p>The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was an existing Policy, last approved in August 2019, but required a change of title from Social Work Adaptations Policy and some minor changes which were highlighted in red.</p> <p>The Management Committee unanimously approved the Policy as presented.</p> <p>20. New Policy – FOI/Environmental Information Regulations* (Decision/Approval Required)</p> <p>The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was a new Policy which the Data Protection & Compliance Officer had compiled in advance of his new post commencing on 01 November.</p> <p>The Management Committee expressed concern over the charges for information. The Communications Officer, who was part of the FOI working group, assured the Management Committee that there would be no charge for requests which cost the Association £100 or less to process, however, where information costs between £100 and £600 to provide, customers may be asked to pay 10% of the cost after the first £100 waiver.</p>

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	<p>The Management Committee unanimously approved the Policy as presented.</p>
21.	<p>New Policy – Settlement Agreements Policy* (Decision/Approval Required)</p> <p>The Chief Executive referred the Management Committee to the above new draft Policy which was circulated prior to the meeting.</p> <p>Following review and discussion, the Management Committee unanimously approved the Policy as presented.</p>
22.	<p>New Policy – Management Committee Induction* (Decision/Approval Required)</p> <p>The Chief Executive referred the Management Committee to the above draft Policy which was circulated prior to the meeting and highlighted that it was a new Policy which was identified as an improvement during the self-assessment process of the Annual Assurance statement. The Chief Executive confirmed this formalises current practice and includes some good practice enhancements.</p> <p>The Management Committee unanimously approved the Policy as presented.</p>
23.	<p>Complaints and Compliments to 30-Sep-2019</p> <p>a) Complaints</p> <p>The Communications Officer referred to the above report which was circulated prior to the meeting detailing the outcome of the 17 complaints received in the quarter, 10 (59%) of which were upheld. Further information was requested on complaints no. 22, 25 and 26 and this was provided by the Communications Officer.</p> <p>The Communications Officer stated that one non-material change will be made going forward where an upheld complaint from Quarter 1 (10) should have been recorded within the relevant department statistics as Factoring and not Maintenance.</p> <p>The Management Committee noted the contents of the report.</p> <p>b) Compliments</p> <p>The Communications Officer referred to the above report which was circulated prior to the meeting detailing 16 compliments received in the quarter. The Communications Officer confirmed that all compliments are passed on to the relevant staff/ contractor.</p>
24.	<p>Freedom of Information Compliance Report*</p> <p>The Management Committee referred to the Finance & IT Assistant's report circulated prior to the meeting and highlighted the wealth of work that had been carried out to meet the requirements of the Freedom of Information (Scotland) Act 2002. In addition, the Chief Executive confirmed the Guide to Information (GTI) was live on the Association's</p>

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<p><u>ACTION</u></p>	<p>website and had been accepted by the Information Commissioner's office earlier that day.</p> <p>The Chief Executive and Management Committee thanked the working group consisting of the Head of Housing Services, Communications Officer and Finance & IT Assistant for driving the project forward within a challenging timescale.</p> <p>The remainder of the report was noted by the Management Committee.</p> <p>25. Health & Safety Report including Risk Assessments* The Chief Executive reminded the Management Committee that the Health and Safety manual is available for reference on the Intranet also in hard copy in the boardroom.</p> <p>The Chief Executive referred to the Housing Services Manager's detailed report circulated prior to the meeting. In relation to training, it was noted that per the Assurance Improvement Action Plan that although general asbestos training had been attended recently, housing association specific asbestos training would be undertaken by the maintenance team.</p> <p>The Management Committee noted the progress of recommendations from the Fire Risk Assessments at Multi Storey Flats (2017). Particularly, that wiring on each floor previously thought to be redundant was found to be telecommunications cables and therefore had to remain.</p> <p>The Management Committee discussed and noted the Action Plan regarding the Fire Risk Assessment carried out at Leven View (September 2019). The Management Committee noted that emergency lighting batteries and invertors are currently being replaced to ensure all fire escape routes are correctly illuminated in the event of a power cut. It was noted this report would be presented monthly in order that progress can be monitored.</p> <p>After further general discussion, the remainder of the report was noted by the Management Committee.</p> <p>26. Centre81 Monthly Report* (For review) The Chief Executive referred to the Centre81 Co-ordinator's report circulated prior to the meeting and the Management Committee noted the wide variety of events held at Centre81 and the progress of funded projects and funding applications.</p> <p>The remainder of the report was noted by the Management Committee.</p> <p>27. Customer Consultation/Communications Update* (For review) The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements. The Management Committee noted the information and activity towards</p>
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<p><u>ACTION</u></p>	<p>meeting our obligations under the Housing Scotland Act, the Scottish Social Housing Charter and to support our Tenant Satisfaction statistics.</p> <p>The Communications Officer specifically highlighted the Association's performance against the Scottish Averages gleaned from the Landlord Report issued by the Scottish Housing Regulator. The Management Committee noted the 5 areas of performance which were below the Scottish Average and the comments provided by the Head of Housing Service and Housing Services Manager on these statistics.</p> <p>The Chairperson referred to a study the Scottish Housing Regulator's Tenant Advisors had carried out on Landlord's emergency contact information available on website and confirmed she would pass a copy to the Communications Officer.</p> <p>The remainder of the report was noted by the Management Committee.</p>
<p>KT</p>	<p>28. MC Appraisal Summary & Action Plan Report</p> <p>The Chairperson referred to the above report which was circulated just prior to the meeting. All members confirmed they had reviewed the report.</p> <p>The Chairperson read aloud aspects of the report and highlighted that it was evident during the process that the Association has many knowledgeable and dedicated committee members on board.</p>
<p>KT/SK</p>	<p>The Chairperson thanked members for their participation in the process and the report and the Action Plan for 2019/20 was noted and agreed. It was further agreed that the Chairperson and Chief Executive would explore other housing associations' appraisal forms/processes in order to glean potential improvements/efficiencies which could enhance the Association's own appraisal processes for next year.</p> <p>29. Focus on Governance/Risk</p> <p>a) Self-assessment against Regulatory Standards – Final review of evidence work sheet</p> <p>The Chief Executive referred to the self-assurance evidence work sheet on the presentation screen. The Management Committee noted the 2 additional improvements related to asbestos management were highlighted.</p> <p>Following a final review, the Management Committee was satisfied with the robust assurance process and their opportunity to review the evidence covering all aspects of the Regulatory Standards of Governance and Financial Management and other Regulatory requirements.</p> <p>It was agreed that the process would be brought forward to 30 September next year and that the Management Committee could review the evidence at any time throughout the year. The worksheet would now be a working document leading to the next Annual Assurance submission in 2020 and the Assurance Working Group would be working on this per their programme.</p>

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<u>ACTION</u>	
SK	<p>b) Assurance Improvement Action Plan* The Management Committee reviewed and agreed the proposed Improvement Action Plan following the self-assurance process which was circulated prior to the meeting. The Management Committee agreed that this would be reviewed on a monthly basis until all actions had been completed.</p>
KT	<p>c) Draft Annual Assurance Statement for final approval* The Management Committee referred to the draft Assurance Statement which had been drafted by the Self-assurance Working Group for Management Committee consideration following completion of our self-assurance process which included a series of working group meetings, full management committee sessions and individual management committee reviews of the evidence worksheet.</p> <p>The Management Committee reviewed the draft assurance statement and after discussion and consideration of the current Notifiable Event, the Management Committee agreed that the Chairperson should submit the Annual Assurance Statement as presented in the event that all required common asbestos surveys are completed by the submission date of 31 October 2019. Otherwise, the statement should be adjusted to include %Complies with the relevant legislative duties except the Control of Asbestos Regulations 2012+and the improvement plan should include: - The Association's common area asbestos register is not complete as at 31 October 2019. Completion and external verification will be carried out by 31 December 2019.</p>
SK	<p>d) Notifiable Events Register* The Chief Executive referred to the above report circulated prior to the meeting. The Management Committee noted that another entry will be made regarding the common area asbestos compliance issue and an updated register would be provided to the November meeting.</p> <p>30. Intranet (For Info) The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers and updated Policies and Procedures.</p> <p>31. Signing of Minutes The minutes were distributed to members present and were duly signed at the end of the meeting.</p> <p>32. Date and Time of Next Meeting/Training Session As per schedule.</p> <p><u>Meeting closed.</u></p>

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<u>ACTION</u>	
	Checked by: _____
	Date: _____
	APPROVED õ .
	PROPOSED õ .
	SECONDED õ .
	SK/SF
	* Indicates report issued with agenda