

**MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 12 MAY 2020
AT 6.30 P.M. VIA A VIDEO CONFERENCING LINK.**

ACTION

Present:

Miss C. McGarrity	Vice Chairperson	Elected Member
Mr P. Shiach	Secretary	Elected Member
Mr J. Hillhouse	Treasurer	Elected Member
Mr J. Calderwood		Elected Member
Mr J. O'Donnell		Elected Member
Mrs D. Smith		Elected Member
Cllr J. Mooney		Co-opted Member
Cllr M. McNair		Co-opted Member
Mr T. McCormack		Casual vacancy Member

In Attendance:

Mrs S. Keenan	Chief Executive
Mrs S. Farrell	Communications Officer

1. Apologies

Apologies were received from Mrs L. Breeze and Mrs. K. Tennant. Mrs G. Daly's continuing special leave of absence was noted. It was noted that a quorum was present to enable the meeting to go ahead.

2. Chairperson's Remarks

The Vice Chairperson welcomed everyone to the meeting and thanked the committee members for their attendance.

3. Declaration of Interest

There were no declarations of interest.

4. Asset Management Strategy Action Plan review* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above Action Plan review circulated prior to the meeting detailing 6-monthly progress against actions required to ensure delivery of the Strategy, highlighted in tracked changes in red, purple and blue. The Management Committee noted the Action Plan supports the Strategy which was adopted in 2018.

The Chief Executive highlighted the importance of this Strategy and Action Plan in monitoring Tenant Satisfaction in all areas of Association work, ensuring demand remains high for stock and achieving Value for Money in procurement.

The Management Committee noted that some actions have been delayed due the pandemic but was satisfied that the Association should be able to deliver on all points by 2023 including underspends in the investment programme for cyclical and major repairs.

The Chief Executive invited questions. There were none. The Management Committee unanimously accepted the Action Plan progress as presented.

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5. **Value for Money Strategy Action Plan review* (Decision/Approval Required)**

The Chief Executive referred the Management Committee to the above Action Plan review circulated prior to the meeting detailing 6-monthly progress against actions required to ensure delivery of the Strategy, highlighted in tracked changes in red, purple and blue. The Management Committee noted the Action Plan supports the Strategy which was adopted in 2018.

The Chief Executive highlighted how the Strategy aims to ensure the Association can demonstrate achieving Value for Money in all aspects of business such as maximising income, efficiencies in working practices and in procurement. The Management Committee noted that some actions have been delayed due the pandemic but was satisfied that most if not all will be complete by 2023. The Chief Executive confirmed she wished to expand the plan further for the next review.

The Chief Executive invited questions. There were none. The Management Committee unanimously accepted the Action Plan progress as presented.

6. **IT Strategy Action Plan Review* (Decision/Approval Required)**

The Chief Executive referred the Management Committee to the above Action Plan review circulated prior to the meeting detailing 6-monthly progress against actions required to ensure delivery of the Strategy, highlighted in tracked changes in red and blue. The Management Committee noted the Action Plan supports the Strategy which was adopted in 2016.

The Chief Executive highlighted what has been achieved to date and particularly how recent circumstances with the pandemic had accelerated many areas including home working and access to systems remotely, more efficiencies using digital technology and much less paper usage. The Management Committee noted that the implementation of a new housing and finance management system, Homemaster, due to go live in December, will further increase operational efficiency.

The Chief Executive highlighted that the Data Protection and Compliance Officer identified and added some areas to be addressed on page 2 which had recently transpired, namely Microsoft software support ending for some of the Association's IT server packages.

The Management Committee also noted a new document management system was soon to be determined to ensure Freedom of Information and General Data Protection Regulations compliance and progress on this will be included in the next review of the Action Plan.

The Chief Executive invited questions. There were none. The Management Committee unanimously accepted the Action Plan progress as presented.

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The Chief Executive referred the Management Committee to the above Action Plan review circulated prior to the meeting detailing 6-monthly progress against actions required to ensure delivery of the Strategy, highlighted in tracked changes in red and blue. The Management Committee noted the Action Plan supports the Strategy which was adopted in 2016 and links directly to service delivery to customers ensuring their needs and expectations in terms of digital communication are met. The Chief Executive highlighted what has been achieved to date. The Management Committee noted that, again, the Homemaster system will bring great benefits in digital access to customers and also, going forward, any work the Data Protection and Compliance Officer can do to build upon the progress made by Centre81 projects.

The Chief Executive invited questions. There were none. The Management Committee unanimously accepted the Action Plan progress as presented.

8. Policy Review – Risk Management Strategy* (Decision/Approval Required)

The Chief Executive referred the Management Committee to the above draft Strategy which was circulated prior to the meeting and highlighted that it was an existing Strategy which was due for 3-yearly review and minor proposed changes were highlighted in red. The Chief Executive confirmed the Policy had been in place for a significant length of time and formed the basis of all risk assessments, both at strategic and operational levels and is included in our Business Planning processes to ensure risk management plays an integral part in both management and decision making.

The Chief Executive invited questions. There were none. The Management Committee unanimously approved the Policy as presented.

9. Policy Review – Data Breaches* (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 last approved in May 2018 and significant proposed changes were highlighted in red and blue. The Chief Executive confirmed updates were required to reflect legislation, Information Commissioner's Office information, the commencement of the Data Protection and Compliance Officer and deletions proposed at the end which were superseded by website hyperlinks throughout the document. The Management Committee also noted an example Data Breach Register at Appendix 1

The Chief Executive invited questions. The Management Committee enquired as to the scope of the Data Protection and Compliance Officer role. The Chief Executive confirmed the post covered a broad spectrum of duties including IT, Data Protection and Freedom of Information

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Compliance and eventually other areas of compliance such as the Annual Return on the Charter.

The Management Committee unanimously approved the Policy as presented.

10. Policy Review - Shared Ownership* (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 last approved in November 2017 and significant proposed changes were highlighted in red. The Chief Executive confirmed all changes were in line with new information from the Scottish Government and the Regulatory Standards.

The Chief Executive provided an overview of the shared ownership within the Association stock (c. 40) and that ownership varied between 25% and 75%. The Management Committee noted the importance of having a Policy in place for onward sales, open market purchases and stair casing transactions.

The Chief Executive invited questions. There were none. The Management Committee unanimously approved the Policy as presented.

11. Policy Review – Shared Ownership Buy Back* (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 last approved in February 2019 and minor proposed changes were highlighted in red.

The Chief Executive invited questions. There were none. The Management Committee unanimously approved the Policy as presented.

12. Policy Review – Mortgage to Rent* (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 proposed changes were highlighted in red. The Chief Executive wished to highlight one tracked change on Page 2 where it was agreed that wording would be updated to:

“Acquiring additional homes in line with budget demonstrates value for money in terms of delivering homes at affordable rent levels, whilst ensuring the close monitoring of overall costs.

The Chief Executive invited questions. There were none. The Management Committee unanimously approved the Policy as presented.

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13. Policy Review – Open Market Purchases* (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 last approved in November 2017 and minor proposed changes were highlighted in red.

The Chief Executive invited questions. There were none. The Management Committee unanimously approved the Policy as presented.

14. Policy Review – Wider Role* (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 minor proposed changes were highlighted in red. The Chief Executive, however, wished to highlight one paragraph contained in Item 2. Policy Statement to ensure the Management Committee continued to be happy to proceed with the Association's wider role activity on the basis detailed:

"We are aware that CHA currently shows an operating deficit on some of its wider role activities; however, we have made a conscious decision to support activities that we feel improve the quality of life of our tenants, residents and the wider community. Through its high quality housing and delivery of its wider role activities, the Association has become a significant presence in our local community and local people continue to look to CHA to provide services well beyond those of the traditional landlord. It is our ambition that Centre81 maintains its position as a community hub which delivers a wide range of services. We continue to believe that wider regeneration and community capacity building deliver clear benefits to and are undoubtedly in local tenants' interests".

After consideration of the paragraph above, the impact of the Policy in assisting to fulfil 3 of the Association's objectives and of the minor changes, the Management Committee unanimously approved the Policy as presented.

15. New Policy – Communications Strategy* (Decision/Approval Required)

The Communications Officer referred the Management Committee to the above draft Strategy which was circulated prior to the meeting and highlighted that it was first brought to the Committee in January 2020 to show progress on the Strategy, identified as an improvement, during the self-assurance process. The Management Committee noted that further good practice examples have been explored and the draft expanded, with changes highlighted in blue and approval is now sought to approve the Strategy. The Management Committee unanimously approved the Strategy as presented. As with all new policies, the Association will endeavour to bring it back for approval after one year to include any lessons learned and improvements identified.

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The Chief Executive added that Action Plans will be developed to support the implementation of the Strategy and to show the Association is effective in its communications and many elements have already been developed including a robust Coronavirus Communications Plan and Newsletter Work plan.

16. Intranet (For Info)

The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes Covid-19 information, news, meeting papers and updated Policies and Procedures.

17. Signing of Minutes

It was noted that no signing of minutes was required.

18. Date and Time of Next Meeting/Training Session

As per the schedule.

Meeting closed.

Checked by: _____

Date: _____

APPROVED

PROPOSED

SECONDED

SK/SF

* Indicates report issued with agenda