#### <u>ACTION</u>

Present:

Mrs K. Tennant Chairperson **Elected Member** Treasurer Mr J. Hillhouse **Elected Member** Mr P. Shiach Secretary Elected Member Ms D. Smith **Elected Member** Mr J. O'Donnell Elected Member Mr J. Calderwood **Elected Member** Mrs L. Breeze **Elected Member** Ms K. Brown **Elected Member** Cllr M. McNair Co-opted Member Cllr J. Mooney Co-opted Member

In Attendance:

Mrs S. Keenan Chief Executive

Mrs S. Farrell Communications Officer

#### 1. Apologies

Apologies were received from Miss C. McGarrity, Mrs G. Daly and Mr T. McCormack. It was noted that a quorum was present to enable the meeting to go ahead.

#### 2. Chairperson's Remarks

The Chairperson welcomed everyone to the meeting and thanked them for their attendance.

#### 3. Declaration of Interest

There were no declaration of interests made.

#### 4. Business Carried Over from Last Meeting

The Chief Executive wished to check if the Chairperson was happy to continue in the role of Association representative for SHARE. The Chairperson confirmed that she was. It was noted that Miss C. McGarrity would be asked at the next meeting if she was happy to continue as SFHA representative.

The Chief Executive also stated that at the previous meeting she had confirmed that CIRC was still delivering their service to the Association, however, this had ceased at the end of March and following lockdown. The Management Committee noted that the Association is still referring clients to CIRC and CAB meantime.

The Management Committee noted that it has still to be clarified whether the submissions on Heat Meter Regulations and Annual EU statistics on public procurement (OJEU) are still required and the relevant dates if so.

## 5. Management Committee External Training/Conference Feedback (if applicable)

There were no feedback reports from members.

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#### **ACTION**

6. Secretary's Report (Decision/Approval Required)

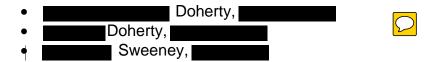
The Secretary provided the following report:

#### a) Correspondence

No correspondence was received.

#### b) Share Membership Applications (3)

Share membership applications were received as follows:



The Management Committee unanimously approved the applications.

#### c) MC Membership Applications

No applications were received.

#### d) Annual Declarations including H&S

The Chief Executive confirmed that responses had been received but individual emails would be sent out to those who had not completed both declarations as required.

## k) Shareholder Approval of SFHA Charitable Model Rules (Scotland) 2020 – update registration

The Chief Executive confirmed that the process for adopting the new rules continued and that they had been submitted and approved by the Financial Conduct Authority (FCA) and have now been sent onto the Scottish Housing Regulator (SHR) for their review. The Management Committee noted that once acknowledgement received from SHR, they would be sent onto the Office of the Scottish Charity Regulator (OSCR) and this approval would conclude the adoption process.

### 7. Approval of Minutes & Actions Notes

#### a) SGM - 23 September 2020\* (For noting)

The above draft minute was reviewed and it was noted that Ms K. Brown and Mrs G. Daly should be removed from the present list and Cllr McNair should be added to the "In Attendance" list. It was noted that the Minute would be submitted for approval by shareholders at the next AGM.

#### b) AGM – 23 September 2020\* (For noting)

The above draft minute was reviewed and it was noted that Cllr McNair should be added to the "In Attendance" list. It was noted that the Minute would be submitted for approval by shareholders at the next AGM.

# c) Management Committee and actions note – 29 Sept-20\* (For approval)

There were no errors or omissions noted and the Minute was proposed by Mr Hillhouse, seconded by Mrs Breeze and unanimously approved by

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#### <u>ACTION</u>

the Management Committee. Progress against action notes from the meeting were also noted.

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Cllr Mooney indicated that he wished to be a member of the Development and Wider Role Sub-Committee.

#### d) Management Committee (Business Plan Approval) - 13 Oct-20\* (For approval)

There were no errors or omissions noted and the Minute was proposed by Mr O'Donnell, seconded by Mr Hillhouse and unanimously approved by the Management Committee.

8. **Business Arising From Minutes** 

There was no business arising from the minutes.

9. Ratification of all Minutes (Approval Required)

Ratification of all Minutes was proposed by Mr O'Donnell, seconded by Mrs Breeze and unanimously approved by the Management Committee.

10. **Emergency decisions since last meeting\* (For information)** 

The Chief Executive apologised that the above report was omitted from the papers. The Management Committee noted that the report, which detailed one decision in relation to funding assistance for the proposed at Dumbarton Road had been approved by members since the August meeting. The report would be circulated directly after

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the meeting for information.

The Communications Officer left the meeting at this point.

#### 11. Staffing Report\* (Decisions Required & Updates)

The Chief Executive referred the Management Committee to the above report circulated prior to the meeting and confirmed the purpose of the report is to review and consider the recommendations for staffing requirements and the office refurbishment. The updates within the report were noted and the following agreed:

- 1. Centre81 Staffing (Update) the Management Committee noted the update within the report regarding the recruitment of a Centre Assistant.
- 2. Part-time Welfare Rights Officer (Update) the Management Committee noted the within the report regarding the recruitment process for this post.
- 3. Temporary staffing requirements Housing Services Department (Update) - the Management Committee noted the update provided within the report.

#### **ACTION**

- **4. Proposed PATH Trainee (Update) –** the Management Committee noted the update provided within the report regarding the ongoing recruitment process.
- 5. Data Entry for new HomeMaster Housing System proposed extension of contract and overtime authorisation (Decision required) the Management Committee agreed the requests within the report in relation to the data entry requirements.
- **6. Estate Management Service Proposed Working4U apprenticeship (Update) –** the Management Committee noted the update provided within the report regarding the ongoing recruitment of a Working4U apprentice.
- **7. Staff Appraisal summary report (Decision required) –** the Management Committee agreed that the appraisal report, when presented, should reflect the information gleaned from the upcoming appraisal process.
- **8. Investors in Young People (Update) –** the Management Committee noted the update provided within the report
- **9. Staff position as at today's date (Update)** the Management Committee noted the update provided within the report regarding the current staffing position. Lengthy discussion took place regarding the staff working from the office environment during the pandemic. The Chief Executive assured the Management Committee that government guidance is being closely monitored and adhered to in relation to the delivery of our essential services. She added that staff wellbeing is being closely monitored and staff surveys so far have indicated that staff are happy with the health and safety arrangements that have been put in place and that they are encouraged to express their concerns in relation to the office environment.
- **10. EVH Communication 2021 Pay Award (Decision required)**The Management Committee referred to the correspondence from EVH and following lengthy discussion agreed that their preference for examples one and two would be CPI + 0.1% and for example 3 further negotiations. They recognised that the CPI level and the inability to meet the "floor" of 1.25% is likely to lead to annual negotiations"
- 1) Close to the 1.25% floor (1.1% or 1.2%)
- 2) About half-way between zero and the floor (around 0.6%)
- 3) CPI inflation is around or below zero.

meeting.

The Communications Officer returned to the meeting at this point.

12. Development Report\* (Decision/Approval Required)

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

#### <u>ACTION</u>

#### General **Memorandum of Understanding (Update)**

The Management Committee noted the update provided.

SHIP - WDC Call for Sites (submitted to WDC on 03 August 2020) The Management Committee noted that feedback on the above is still awaited and the Chief Executive recapped on the information provided to West Dunbartonshire Council in respect of the Association's submission.

a) Queens's Quay Development (37 units) (Update)

Site mobilisation – The Management Committee noted the update contained within the report regarding the revised estimated completion date of autumn 2022.

Site signage and progress pictures – The Management Committee was referred to Appendix 1 where site signage and progress pictures could be viewed. It was noted that the signage would be going up in the coming weeks and that the Association's logo was requested in full colour, however, it did not meet with Cube HA's branding guidelines for this project.

**Private Finance** – The Management Committee noted the update provided within the report particularly in regards to the imminent financial . The Chief Executive had alluded the previous month to a small issue with the security documents, but that is being progressed by our solicitors and financial close will be as close to December as possible, as agreed.

**Contracts Register** – The Management Committee noted the update provided within Appendix 2 of the report.

b) Dumbarton Road, Dalmuir – (Update)

The Management Committee noted there was no update from the previous report but the Association will continue to pursue.

c) Former St Cuthbert's Church – Linnvale (24 units) (Update) The Management Committee noted the thorough update on all matters and the following was highlighted:

**Draft Programme** – The Chief Executive indicated that the latest programme was contained in Appendix 3 and is due for update in the coming weeks.

Acquisition – small piece of triangular ground from Management Committee was pleased to note the transaction of the above legally completed on 21 October 2020.

#### **ACTION**

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**Funding** – The Management Committee noted the Contracts Register detailed in Appendix 4. The Chief Executive confirmed that once a firm on site date is agreed, 4 weeks' notice will be given to and the full amount of will be received as a single payment.



**Private Finance** – The Management Committee noted the update contained within the report and now that the full site is legally owned, enquiries with lenders will be progressing to secure private finance.

**Design for Planning** – The Management Committee was reminded of the successful planning approval in June and the conditions imposed. The Chief Executive reiterated the unit numbers/apartment numbers within the development.



Contractor Selection – The Management Committee noted that the had authorised the request to call off their framework and the contract will be published on Public Contracts Scotland as soon as formal appointment is made and the programme is received as contract dates are required. The Chief Executive informed the Management Committee that the Scottish Government had requested information with a deadline of 28 October which included the outline programme.

**Community Consultation** – The Management Committee noted that the Chief Executive will update the Community Council now that the whole site has been legally secured and when programme information is available to be shared. The Chief Executive confirmed that an information leaflet would be prepared for the community shortly.

The Chief Executive invited further questions on the development. There were none.

e) Other Sites (Decision Required)



Proposed development – Design and Build

The Management Committee noted that regular meetings between the developer and the Association had taken place with a view to moving forward with the proposal and securing the site by the end of March 2021. The Chief Executive confirmed that the Council and Scottish Government are aware of the progress and this site has been included in the SHIP, with the hope that funding will be available.

The Chief Executive confirmed that had been formally appointed as both Employer's Agent and Principal Designer through the

Further to both the Council's and Association's design guides being provided, the Management Committee noted the draft layouts contained in Appendix 5. The Architect requested some pre-application feedback from WDC Planning Department and the comments were all generally



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but with bike storage, broadband provision and electric car charging facility. On reflection of the draft layouts the Management Committee noted generous proportions and good storage space. The Chief Executive reiterated the development consisted of 18 units (6 x 1 bedroom and 12 x 2 bedrooms).

SK/JF

It was noted that bin trucks would not need to enter the development as bin storage is proposed at the entrance of the site. Discussion ensued on the issue of the bins given the situation at Graham Avenue and further liaison between the Association and Council on this was deemed critical, particularly to 'future proof' the system, with some Council's now providing 4 different bins per household. The Chief Executive read out some comments from the Head of Housing Services regarding Graham Avenue where he alluded to cross contamination being an issue for communal recycling bins but padlocking and policing has been used to combat this.

It was noted that justification would need to be provided for the removal of an amenity space and this could be provided by the \_\_\_\_\_\_.

The Management Committee enquired as to the use of cranes on the site with the flight path but it was expected this would be ok as the Council has a site nearby which is progressing well.

#### f) Development Risk

The Management Committee noted the risk register detailed in Appendix 6 and that there were no proposed additions.

The Chief Executive welcomed questions on the report. There were none and the content of the report was noted.

13. Cart Street - verbal update

# 14. Proposed Shared Ownership buy-back – (Decision/Approval Required)

The Chief Executive referred to the Head of Finance and Corporate Services' report, circulated prior to the meeting, regarding the proposal to buy back a 50% share of a 3apt house at the request of the sharing owner due to financial difficulty and although there are no rent arrears there has been substantial difficulties that have been presented and a job loss has been confirmed.

The Management Committee noted the Maintenance Officer had visited the property and of repairs had been identified and as such an offer of is proposed (see that valuations are perhaps higher due to a local private development on a former school site. The Chief Executive intimated the property was in

#### **ACTION**

immaculate condition. It was noted 2 properties had previously been bought back in the same street

The Management Committee was referred to the spreadsheet detailing that the property would contribute to the income stream in year 27 which is within the Policy requirements.

The Management Committee discussed the merits of the case presented, including the level of budget to be utilised which might restrict helping others during the year (budget: £100k). The Chief Executive confirmed that it would be possible to come back to the Management Committee on a case by case basis if needed and potential funding could be available through the SHIP.

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After discussion, the Management Committee unanimously agreed to the purchase of the 50% share of the 3apt property for minus any repairs required to bring the property up to the lettable standard. It was noted that the sharing owners would sign a Scottish Secure Tenancy Agreement and become a CHA tenant, providing a chance to remain in the home they had clearly maintained well.

## 15. Quarter 2 Reports to 30 September 2020\* 15a) Complaints\*

The Communications Officer referred to the report which was issued prior to the meeting and highlighted that the report detailed the outcome of 17 complaints received from 01 July – 30 September 2020.

The Management Committee noted that 15 complaints had been responded to at first stage and 2 responded to at second stage. They also noted the service improvements put in place following 12 (80%) upheld complaints at first stage and 1 (50%) upheld complaint at second stage.

The Communications Officer highlighted the breakdown in categories detailed at the end of the report and assured the Committee that the complaints reports are circulated to Senior Staff and discussed by the relevant departments and also referred to at full staff meetings to make sure improvements noted are put in place.

The Management Committee wished further information to be provided on complaint no. 22. The Communications Officer read aloud from the full spreadsheet and the Management Committee wished clarification on the service improvement put in place and whether compensation was awarded. Further information would be provided at the next meeting.

#### 15b) Compliments Report

The Communications Officer referred to the above report which was circulated prior to the meeting detailing 22 compliments received in the quarter. The Communications Officer confirmed that all compliments are passed on to the relevant staff/contractor.

#### **ACTION**

#### 16. Policy Review - Complaints Handling Procedure\*

The Communications Officer referred the Management Committee to the above draft Policy parts which were circulated prior to the meeting and highlighted that they would replace the existing Policy last reviewed by the Management Committee in May 2018. The Management Committee noted that given the extensive overhaul, as required by all RSLs by 01 April 2021 further to the Scottish Public Service Ombudsman (SPSO) Act 2002 (as amended), tracked changes were not possible. It was noted that a detailed report on the review was presented at the August meeting and information was contained within the Customer Consultation/Communication reports.

#### a) Part 1 Overview and structure\*

The Communications Officer confirmed this was an internal document and providing an opening statement from the Chief Executive and general overview and structure.

#### b) Part 2 When to use the procedure\*

The Communications Officer confirmed this section was an internal document and offered guidance on identifying what is and what is not a complaint, details of handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the MCHP does not apply.

#### c) Part 3 Complaints handling process\*

The Communications Officer confirmed this section was an internal document and provided guidance on handling a complaint through stages 1 and 2, and dealing with post-closure contact.

#### d) Part 4 Governance of the procedure\*

The Communications Officer was an internal document and confirmed staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints.

The Communications Officer intimated that complaints performance indicators to be published by SPSO have been delayed and will be reported on quarterly when received.

#### e) Part 5 Customer Facing\*

The Communications Officer confirmed this was an external document that would be available on our website etc. providing information for customers on how we handle complaints.

The Communications Officer invited questions. There were none and the Management Committee unanimously approved the 5 parts as presented with a 'go live' date of 01 December 2020 to allow for staff training.

#### 17. Policy Review – Tenant Participation Strategy\*

The Communications Officer referred the Management Committee to the above draft Strategy and covering report which was circulated prior to the

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#### **ACTION**

meeting and highlighted that it was an existing Strategy due to annual minor review and was last approved in October 2019. The Management Committee noted that given the document is created in a design package, tracked changes were not possible.

#### a) Covering Report\*

The Management Committee noted the content of the report and the changes detailed from the 2019 version and noted that none of the changes are material and all simply enhance the Strategy. The Management Committee commented that it was a good report.

#### b) Strategy (for tenant consultation)\*

The Communications Officer recommended the Strategy be adopted by the Management Committee for consultation purposes as presented. The Management Committee noted it would be presented for final approval at the November meeting, taking on board any feedback received during the final phase of consultation. The Communications Officer invited questions, there were none and the Management Committee unanimously approved the Strategy for consultation purposes and to will be sent out to the Tenant Panel and Registered RTO members.

#### 18. Policy Review – Ethical Statement/Standards Review\*

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.

The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet.

#### 19. Policy Review – Prevention of Fraud\*

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 3-yearly review and significant tracked changes were highlighted in red including a change of name from Register of Frauds and Attempted Frauds Policy to Prevention of Fraud Policy. The Chief Executive confirmed it was an important Policy critical to the Governance of the Association.

The Management Committee suggested combining the Prevention of Fraud and Bribery Policies as on reflection, they had a lot of similarities. After discussion, this was unanimously agreed by the Management Committee.

#### 20. Policy Review - Bribery\*

The Chief Executive referred the Management Committee to the above draft Policy, the proposed content and changes were agreed and it was

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#### **ACTION**

noted that it would be merged with the Prevention of Fraud Policy as appropriate.

## 21. Policy Review – Freedom of Information/Environmental Information Regulations\*

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 last reviewed in October 2019 but as with all new Policies is brought back after a year and tracked changes were highlighted in red including a new Data Sharing and Responding to Competent Authorities section.

The Management Committee unanimously approved the Policy as presented and noted that a clean/non-tracked version would be posted on the Intranet. It was noted it will next be reviewed in October 2023.

#### 22. Freedom of Information Return - Quarter 2\* (For information)

The Chief Executive referred the Management Committee to the above report from the Head of Housing Services circulated prior to the meeting and noted that one FOI request was received in the Quarter to 30.06.20 and the request and response was posted on the website.

The Management Committee noted it was significant request and all information held on file was provided and the requester was informed of any that was not held and no feedback had been received further to the reply.

#### 23. GDPR Action Plan Update\* (For information)

The Chief Executive referred to the Data Protection and Compliance Officer's report on the above circulated prior to the meeting. The Chief Executive confirmed the report was for information only, to track progress against required actions following internal audit recommendations. The Management Committee noted that the plan was due to be completed by next month so significant changes should be seen then. The Management Committee enquired as to the progress of outstanding info sharing contracts list to be created and number of documents to be sent out and returned signed (Housing Management). The Chief Executive will clarify for the next meeting. The report was noted by the Management Committee.

# 24. Customer Consultation/Communications Report\* (For information) The Communications Officer referred to the above report circulated prior to the meeting and welcomed questions or improvements.

The Management Committee noted the updates provided within the report which help us meet the Customer/Landlord Relationship outcomes of the Scottish Social Housing Charter and Tenant Participation legislation.

In particular, the Communications Officer highlighted the following:

#### **ACTION**

- Ongoing consultation including Tenant Participation Strategy, as presented earlier in the meeting, and the Business Plan
- Healthy numbers on the consultation register
- The first virtual meeting on the Tenant Panel on 21 October was inquorate but had been rearranged for 28 October with additional IT support in place
- The update of the Housing Applicant newsletter for 2019/20. It
  was noted it provides detailed information and other housing
  options for applicants. It was unknown whether the Association
  was the first in Scotland to issue such a publication

At point 5, the Management suggested that Black History Month be added to the proposed annual Calendar of Events. The Chief Executive indicated that this was a great idea and would be actioned.

The Management Committee enquired as to the response to rent consultation. The Communications Officer confirmed it was approx. 13-14% in the last 2 years (c. 160 responses). The Communications Officer stated the Senior Management Team will meet shortly to agree the content of the documentation and she will prepare the consultation in a user friendly format to encourage responses. It was noted the consultation could be more topical this year given potential job losses etc.

The Communications Officer invited questions. There were none and the report was noted by the Management Committee.

#### 25. Centre81 Report\* (For information)

The Chief Executive referred to the Centre81 Co-ordinator's report on the above circulated prior to the meeting and confirmed that the Centre will remain closed and reopening to the public will not be considered until restrictions on public places are lifted. It was confirmed that safety is the top priority and ACS has carried out a full risk assessment and all recommendations are being worked through before opening.

The Chief Executive read aloud the project breakdown in Appendix 1 and the following was highlighted:

- The fantastic work of the Steering Group in engaging with children at the Centre81. It was noted that 15-20 attend every group/activity. Given that it is difficult for the Association to access funding for children's activities, it was fortuitous to have this resource
- Access Ramp from Centre work will commence in approximately 2 weeks to get site date and will be brilliant for improving access to the Centre
- The status of the CCF and ICF projects and the fact that there are some activities which are continuing on-line.

#### **ACTION**

The Management Committee enquired whether gym membership had to continue to be paid by members during this time. The Chief Executive confirmed that it did not.

Cllr Mooney enquired if someone in Centre81 could advise Save Linnvale Green Space/Linnvale and Drumry Community Council/Linnvale Primary School about the future of the Strauss Avenue area in Linnvale, perhaps in the spring. The Chief Executive was confident that the team would be happy to assist and see how their project could help them.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

#### 26. SHR Covid19 Returns – to 31 August 2020\* (For information)

The Chief Executive referred to the above report circulated prior to the meeting and confirmed it is a useful indicator for both the Scottish Housing Regulator and the Association to closely monitor the effects of Covid-19 on key business areas including staffing and arrears and take action as required, particularly as 6 months data was now included.

The Chief Executive read over the report and the following was highlighted to the Management Committee with particular focus on the comparison from Month 1 (April 2020):

- Whilst staffing was showing a positive trend, staff absences at 10.8% compared to the RSL average of 3.4% is significantly more but it is being managed
- 0% of staff are furloughed whereas 5.78% is the RSL average
- Gross Rent Arrears at month end have gone back down to £183k which is an increase of c. £13k since April representing a total of 4.22% which is better than the RSL average of 4.71%
- Cash balances very healthy at c.£8.5m, up c. £567k since April, mainly due to not as many reactive repairs completed and a delay in Major Repairs
- For the first time, 9 notices were served in September in respect of non-payment of rent

The Chief Executive invited questions. There were none and the report was noted.

# 27. Health and Safety Report including health and safety declarations – October 2020\* (For information)

The Chief Executive referred to the Acting Housing Services Manager's detailed report circulated prior to the meeting.

The Chief Executive intimated that recent Management Committee and senior staff Health & Safety training had went really well and the presentation is on the Intranet for future reference. It was realised following virtual attendance of some members that there was the facility

#### **ACTION**

to record the training (with external facilitator) and this will be done in future.

It was noted that the Acting Housing Services Manager will resend emails to those Management Committee who have not accepted both parts of the Landlord Health and Safety Manual per item 6(d).

The Management Committee was referred to 3.2 Fire Safety - Fire Risk Assessments at Multi-Storey Flats and noted that costs for the required installation of smoke alarms in roof space and laundries would be provided shortly.

The Chief Executive highlighted at 3.2 Fire Safety - Smoke, heat and carbon monoxide alarms systems that 931 (82.68%) of properties due work had been completed. It was noted from the report that the Government may extend the deadline of February 2021 by one year but that the Association's intention is still to complete by the original deadline. The Management Committee asked if the alarm systems are wirelessly linked. The Chief Executive confirmed they are hard wired but that the Association can monitor activity remotely through a portal i.e. if power is off or a detector is broken.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

#### 28. Health and Safety Compliance Report\* (For information)

The Chief Executive referred to the Maintenance Officer's report on the above covering all 6 key areas of Landlord Health and Safety compliance - fire safety, asbestos management, water systems management, electrical safety, gas safety and lift safety. The Management Committee noted it was a summary as at 23 October 2020 and that the report was developed to highlight the areas where the Association was not compliant due to Covid-19 and where we had to inform the Regulator, e.g. gas safety.

The Management Committee noted that gas safety remains the only compliance issue with one annual gas service still outstanding. The Chief Executive confirmed there was considerable health concerns within the household but the tenant does understand the urgency and support and advice is being provided.

The Management Committee enquired when an update to the SHR was due. The Chief Executive stated she is updating at regular intervals and another update would be sent shortly on our Covid-19 Notifiable Event.

The Chief Executive invited questions. There were none and the Management Committee noted the report.

## 29. MC Annual Training Information (For information) a) MC Skills Matrix\*

#### **ACTION**

The Chief Executive referred to the above report circulated prior to the meeting and confirmed the information contained therein is gathered from the individual skills audit/training needs assessments and training records for each Management Committee member and allows the Chief Executive and the Management Committee to identify where there are skills gaps.

The Management Committee noted that the Scottish Housing Regulator Regulatory Standards of Governance and Financial Management No. 6, states that "The governing body and senior officers have the skills and knowledge they need to be effective" and that this is required to be proven year on year.

The Matrix highlighted the significant knowledge of the Management Committee due to in-depth training, and together with skills gaps identified, those mentioned in appraisals and a reflection on the previous year, the following would be incorporated in the training programme for the year:

- Tenant Participation and Scottish Social Housing Charter (likely to be held in May 2021)
- Wider Role and Regeneration
- Employment and employer responsibilities (inc. recruitment)

It was noted individual training would also take place where identified.

The Management Committee reflected on its Membership and Succession Planning Policies and to the skills and knowledge required and were satisfied with the information presented under hard skills, soft skills and knowledge.

The Management Committee was referred to the Composition Matrix and discussion on performance against targets ensued. At the number of tenants on the Management Committee it was noted that 4 no. (31%) was below the 50% target but higher than the previous year. At age of Management Committee, it was noted that 0 members were in the age 18-25 category. Discussion ensued and it was noted that this was always difficult given the level of responsibility and it was suggested that Stirling University could be approached and although would likely not attract tenants it could attract housing studies students through a Mentorship so would have skills and interest. The Chief Executive was going to propose a marketing drive and this could work well and would seem a good fit for skills and a different outlook. At ethnic origin it was noted that 0 members were in this category. Again, discussion ensued and targeted marketing within the tenant base was suggested.

The Management Committee concluded that on reflection they were not overly concerned about the composition.

#### b) Meeting Schedule V3\*

#### **ACTION**

The Chief Executive referred to the above document circulated prior to the meeting which included an accurate schedule up until the Christmas break but that the above training identified as well as booking confirmations from SHARE would be incorporated and updated as and when confirmed.

# 30. Focus on Governance/Risk (Decision/Approval Required) a) Self-Assurance Action Plan update 2019\*

The Chief Executive referred to the above report circulated prior to the meeting and highlighted that only outstanding actions were included which was a recommendation of the working group. The Chief Executive stated that staff were working to complete the majority of the tasks as soon as possible but that there may be some which have to be carried forward and an update will be provided at the November meeting.

The Chief Executive invited questions. There were none and the report was noted by the Management Committee.

#### b) Self-Assurance process 2020 - update\*

The Chief Executive referred to the above report circulated prior to the meeting and reiterated the members of the working group and update the Management Committee on completed tasks and progress to date.

The Management Committee noted that all members will have the opportunity to review evidence between 10-24 November and that members should contact the Chief Executive to arrange.

The Chairperson of the working group intimated that the process was really robust and while further additions and suggestions had been added to the process, a great deal of the work had been done and the main task is now checking the evidence and drafting the statement to be in with the SHR by 30 November.

The Chief Executive highlighted the full training session on Regulatory Standards for the Management Committee on 10 November and encouraged attendance.

#### c) Notifiable Events Register\*

The Chief Executive referred to the above report circulated prior to the meeting and confirmed that no Notifiable Events had been added since the last meeting and updates on the open NEs were noted.

#### d) MC Appraisals/Appraisals Summary Report - verbal update

The Management Committee noted the update in the report in regards to the delayed report.

#### 31. Intranet

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The Chief Executive reminded the Management Committee to regularly visit the internal Intranet, which includes news, meeting papers, updated Policies and Procedures and Covid-19 tab to allow important information to be accessible from one central point.

#### 32. Signing of Minutes

The Management Committee acknowledged that minutes were unable to be signed at present and noted that minutes would be distributed to applicable members for signing after the Coronavirus lockdown has ceased. The Management Committee enquired about digital signatures given the continuing nature of the pandemic and the Chief Executive will confirm whether this can be put in place.

33.	Date and Time of Next Meeting/Training Session
	As per the schedule.

Meeting close	<u>d.</u>	
Checked by:		-
Date:		-
APPROVED		
PROPOSED		
SECONDED		
SK/SF		

<sup>\*</sup> Indicates report issued with agenda