

MINUTES OF MEETING OF THE MANAGEMENT COMMITTEE HELD ON TUESDAY 29 APRIL 2025 AT 6.00 P.M. IN PERSON AT 77-83 KILBOWIE ROAD, CLYDEBANK G81 1BL AND VIA A VIDEO CONFERENCING LINK

ACTION

Present:

Mrs C. Boyle	Chairperson	In person	Elected Member
Ms D. Smith	Vice Chairperson	In person	Elected Member
Mr J. O'Donnell		In person	Elected Member
Mr C. Johnson		In person	Elected Member
Mr A. Blake		In person	Elected Member
Mr D. Adeoye		Online	Elected Member
Ms M. Richford		Online	Elected Member
Cllr G. Johal		Online	Co-opted Member
Cllr S. Traynor		In person	Co-opted Member

Quorum required: 4 members (excluding co-opted)

Quorum achieved: Yes

In Attendance:

Mrs L. Lees	In person	Chief Executive
Mrs S. Farrell	In person	Customer & CS Manager
Mr S. Graham	In person	ICT & Compliance Officer
Ms F Campbell	In person	Community Support Officer

Observers:

Mrs M. Cameron	In person	Housing Assistant
Miss R. Carruthers	In person	Asset Management Assistant

1. Apologies



Apologies were received from Mr P. Shiach, Mrs L. Ramsay and Ms L. Dickie. At this juncture, the Chief Executive asked if the Management Committee could consider Special Leave of Absence for Mr W. McGoldrick. [REDACTED] the Management Committee unanimously agreed to this.

2. Chairperson's Remarks

The Chairperson welcomed everyone to the meeting. The Chairperson thanked the Chief Executive and staff for organising a fantastic Business Planning Away Day on 04 April.

3. Declaration of Interest

It was noted that the Councillors have a Declaration of Interest for Item 16. WDC Homeless Lettings Target 2025/26 so would refrain from discussing/agreeing but could remain in the meeting.

4. Business Carried Over from Last Meeting (Decision/Approval Required)

There was no business carried over.

5. Management Committee Attendance update and External Training/Conference Feedback (if applicable)

Mr O'Donnell and Miss Carruthers, the Asset Management Assistant, provided feedback on the Share Annual Conference on 24 April 2025 at the Hilton in Glasgow. They stated that:

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- it was a very good conference with relevant updates on new guidance, legislation and compliance
- there was a good range of speakers and workshop choices
- there was focus on collaborative working
- different approaches to recruitment were discussed

The Chief Executive thanked Mr O'Donnell and the Asset Management Assistant for their feedback.

Ms. M Richford joined the meeting at this point.

6. Secretary's Report

In the Secretary's absence, the Chief Executive provided the following report:

a) Correspondence (For information)

- A brochure had been received from EVH regarding their Governing Body Conference to be held 16-18 May. The Chief Executive confirmed that Mr Blake and Mr Adeoye are already booked onto this
- A brochure had been received from Share regarding their Governing Body Convention to be held 16-17 September. It was confirmed this was a mid-week event to coincide with Scottish Housing Day (Wednesday 17 September). The Chief Executive stated members should contact her if they were interested in attending

b) Share Membership Applications (Decision/Approval Required)

Share membership applications were received from [REDACTED]. The Management Committee unanimously approved the applications. It was noted [REDACTED] was interested in joining the Management Committee and was meeting with the Customer & Corporate Services Manager the following day.

c) MC Membership Applications (Decision/Approval Required)

There were no Management Committee applications received.

7. Approval of Minutes & Actions Notes (Decision/Approval Required)
a) Management Committee 25 Mar-2025*

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

8. Business Arising From Minutes (Decision/Approval Required)

There was no business arising from the minutes.

9. Ratification of all Minutes (Decision/Approval Required)

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

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At this point, it was noted that all reports, particularly those circulated just prior to the meeting, would be shared on screen.

10. Emergency decisions since last meeting (Decision/Approval Required)

The Chief Executive referred to the above report circulated prior to the meeting and explained the background to emergency decisions for the purpose of the Observers, whereby section 1.24 of our Standing Orders, Sub-Committee Remits and Delegated Authorities can be relied upon for decisions deemed an emergency by staff, out with Management Committee meetings, and that at least 4 elected members need to provide their authorisation.

Decision 1 – Email from Housing Services Manager dated 31 March 2025 – Emergency Decision Required from Management Committee Members

The Chief Executive confirmed that an emergency decision was required for permission to use a void property in Radnor Park for an urgent repairs issue as detailed. The Management Committee noted the 11 elected members and 1 co-opted member that had agreed, as noted.

11. Cyber Security & GDPR Training (For information)

The Chief Executive introduced Mr Graham, ICT & Compliance Officer, to the meeting. The ICT & Compliance Officer was present to provide an updated on General Data Protection Regulations (GDPR) and Cyber Security. The Management Committee noted the on-screen presentation which included an overview of the following:

- UK GDPR
- GDPR Principles
- Board Responsibilities
- Scottish Government Consolation of FOI Reform (March 2023)
- Data Information Bill March 2024 (failed and no longer being processed)
- Cyber Security – Email Phishing
- Key Elements of a Phishing Email and examples
- Phishing – What to Do and examples

The Chief Executive discussed recent cyber security events in the sector and also the increase in phishing emails making the need for vigilance and reporting of suspicious activity paramount. The ICT & Compliance Officer invited questions. There were none and the ICT & Compliance Officer was thanked for his presentation and left the meeting at this point.

12. Community Support & Tenancy Sustainment Projects – Presentation/Update (For information)

The Chief Executive welcomed Ms Campbell, Community Support Officer to the meeting. The Community Support Officer informed the Management Committee that the role was a shared resource across 3 Housing Associations, funded for 3 years by the National Lottery, with

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40% of time dedicated to Clydebank HA. The Management Committee noted the following points from an overview of the Quarter 4 report for the Association from the project's first year:

- In financial year 2024/25, 492 tenants came through the project with a monetary value of £40,098
- Key activities undertaken included forming and sustaining partnerships such as SSPCA Pet Aid to provide pet food to people who are struggling to feed their pets and Energy Advice Project to support tenants in reducing their bills
- The Officer worked with people/households at the beginning of their tenancy, including homeless 5 referrals, young and/or vulnerable, those adversely affected by the cost-of-living crisis, those with poor housekeeping skills or hoarding issues and more

The Community Support Officer stated was vital to the success of the project that the approach adopted was non-judgemental, kind, supportive and empathetic as, whilst using this approach, tenants open up and confide all of their situation.

The Management Committee noted that a Wellbeing Entry Questionnaire is completed by each tenant with a Wellbeing Exit Questionnaire being completed at the end of the process. The Community Support Officer read aloud some touching feedback received, including that the service is invaluable, that it helped improve their situation, that it allowed their family to eat, and that it was a great relief being listened to, supported and not judged.

The Management Committee noted as it is now Year 2, monthly outreach work has started and a Steering Group of customers with lived experience will be explored. The Chief Executive stated the Officer is a great resource and that the contribution ties in well with many business strategies and tenant and staff wellbeing.

The Community Support Officer invited questions. The Management Committee enquired about the referral process. It was confirmed that it is mainly through staff referral although tenants can self-refer. The Management Committee thought it was great that staff can identify those in need.

The Community Support Officer was thanked for her presentation and left the meeting at this point.

13. Business Plan 2025-2030 – verbal update (For information)

The Chief Executive recapped on the Business Planning Away Day which was held on 04 April and that on the day teams were made up of staff and Management Committee members and they carried out a range of exercises including SWOT analysis, discussion on core values and big picture thinking. The Management Committee noted all feedback will be pulled together in the coming months to allow for tenant consultation.

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The 40th anniversary celebrations had also been launched, where 40 things will be done for the community. The Chief Executive thanked members who were able to make it along and for those who could not, she provided them with a small anniversary gift.

14. New Policy – Neonatal Care Leave & Pay* (Decision/Approval Required)

The Chief Executive referred to the above draft new Policy circulated prior to the meeting and stated that the new Policy was a model Policy from EVH and confirmed it was to reflect recent legislation and new addition to the EVH Terms and Conditions, to support staff in the sensitive situation of their baby being born before the expected term.

The Chief Executive explained the role of EVH for the benefit of the observers. The Chief Executive invited questions. There were none and the new Policy review was unanimously agreed as presented by the Management Committee and adopted into the body of Policies. The Chief Executive stated that as it was a new Policy, it will be reviewed in one year before going into the 3-yearly cycle.

15. SHR Empty Homes Return - update* (For information)

The Chief Executive referred to the above return previously submitted to the Scottish Housing Regulator (SHR) and recapped that the SHR had requested information on self-contained dwellings from RSLs and a number of other breakdowns, including empty dwellings, as at 28 February. The Management Committee noted that the findings had now been published by the SHR, circulated prior to the meeting, and it was noted that the Association had 1 void property at that time but across West Dunbartonshire of the 6,588 properties noted, only 116 were empty, with a total of c. 5k in Scotland.

16. WDC Homeless Lettings Target 2025/26* (Decision/Approval Required)

The Chief Executive referred to the Head of Housing Services' report circulated prior to the meeting, which was to be read in conjunction with the appended briefing note and letters received from West Dunbartonshire Council. It was noted the Council was requesting 59% of lets for homeless nominations. The Chief Executive stated the Association was working closely with the Council during the current housing crisis and have provided c. 50% of lets in previous years which include new build properties although due to low void number only 46% of lets went to section 5 homeless applicants during 2024/25.

The Chief Executive read over the 3 options proposed to the Management Committee and encouraged discussion:

- Option 1: Set a target of 54% (50% plus the shortfall of 4% from last year)
- Option 2: Agree to the 59% requested by WDC
- Option 3: Set an alternative target somewhere between 50% and 59%

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Discussion ensued and the following points were noted:

- The target is set on an annual basis
- The Association has a strong historic performance of meeting these targets
- Our own waiting list of c. 1,500 applicants and the potential and the potential to push them further down the list, many with defined needs in line with the Housing (Scotland) Act
- As an example, Option 2 (59%) could represent c. 39 properties with only 27 to CHA
- The potential to rehouse homeless applicants through the Association's own Policy also (10 in 2024/25)
- The good working relationship with the Council
- The contribution from other RSLs locally

After debate, the Management Committee wished option 3 to be changed to 50% to allow voting by all members. 4 members voted for Option 3, as amended, with 3 voting for Option 1. The Management Committee felt that all members should have a chance to vote on this issue so the Chief Executive will arrange to contact them in the next few days for their response.

The report was noted by the Management Committee.

17. FOI – Quarterly 4 Return* (For information)

The Chief Executive referred the Management Committee to the above report from the ICT & Compliance Officer circulated prior to the meeting and noted that no FOI requests were received in the quarter to 31 March 2025 for the Association or CHA Power Ltd.

The report was noted by the Management Committee.

18. Complaints and Compliments

a) Complaints for quarter (including ARC statistics) to 31 March 2025* (Decision/Approval Required)

The Customer & Corporate Services Manager referred to the above report which was circulated just prior to the meeting.

Quarter 4 to 31 March 2024

The Customer & Corporate Services Manager confirmed that all 21 complaints received from 01 January – 31 March 2025 had been responded to in full, and all dealt with at Stage 1, with 1 carried over to the next quarter as it was not concluded at the year end. The Management Committee noted the service improvements put in place following 14 (66%) upheld complaints and that 3.1 was the average number of days to resolve.

The Customer & Corporate Services Manager highlighted the breakdown of relevant service areas as detailed and then referred to the trends and themes section where the following was noted:

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On reviewing complaints for the quarter two themes were identified:

- 2 complaints were regarding 1 contractor (47, 55)
- 3 complaints were regarding 1 contractor (50, 59, 64)

The Management Committee noted the service improvements due to the themes identified as detailed. No other distinct trends or themes were identified. Complaints training carried out with all staff on 05 March may have assisted in this.

Given that this was a Quarter 4 report, the Customer & Corporate Services Manager highlighted the following:

- no stage 2 complaints to the Association's knowledge had been referred to the Scottish Public Services Ombudsman (SPSO) in the year
- the categories of complaints in the year, as defined by Scotland's Housing Network for benchmarking, were included
- the KPIs required by the SPSO were included

Statistics reported as part of the Annual Return on the Charter (Indicators 3 & 4)

The Chief Executive explained that figures are not just submitted to the Management Committee but also to the Scottish Housing Regulator, for the benefit of the observers.

The Customer & Corporate Services Manager referred to the above and the following was noted regarding the 68 complaints responded to in the year 2024/25:

- 65 complaints were responded to in full in the year at first stage (2024/2025: 50) with 3 being responded to at stage 2 (2024/25: 5)
- 100% of complaints were responded to in full
- Time taken in working days to provide a full response at stage 1 was 213 days and at stage 2 was 33 days
- The average time in working days for a full response at stage 1 was 3.28 (2024/2025: 2.54) and at stage 2 was 11 (2024/25: 14.6)

The Management Committee noted that complaints reports are circulated to Senior Staff and discussed at departmental and full staff meetings, to encourage a positive approach to complaints and make sure service improvements noted are put in place.

The Customer & Corporate Services Manager invited questions. There were none and the report, including ARC statistics to be submitted, was agreed by the Management Committee.

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b) Compliments for quarter to 31 March 2025* (For information)

The Customer & Corporate Services Manager referred to the above report which was circulated just prior to the meeting detailing 19 compliments received in the quarter. The Management Committee noted that all compliments are passed on to the relevant staff/contractor. The Customer & Corporate Services Manager highlighted that in the year to 31 March; 71 compliments had been received.

The report was noted by the Management Committee.

19. Customer Engagement/Communications Update* (For information)

The Customer & Corporate Services Manager referred to the above report circulated prior to the meeting, welcomed any suggestions for improvement or questions, and the following was highlighted:

- At 2. Radnor Park Multis Tenant & Residents Association (RPMTRA) the continued good working relationship with the Registered Tenants Organisation and that, unfortunately, the group has returned c. £9k Heritage Project funding due to other commitments
- At 3. the successful procurement and results from the large-scale Satisfaction Survey where strong results were received in key areas from the 485 tenants who engaged with a face-to-face doorstep survey, including:
 - 93% stated they were satisfied with the overall service
 - 99% of tenants find it easy to communicate with us, felt kept informed about services and decisions and satisfied with opportunities to participate in and influence decisions
 - 94% of those surveyed feel their rent offers value for money
 - Of those who contacted the Association in the last year, 98% were satisfied with the waiting time to speak to staff, how the member of staff introduced themselves and that they were polite and helpful
- At 4., the wide range of events which will be undertaken for our 40th anniversary, attendance at others' events including the Big Disability Day and Community Litter Pick, the staff Visit to Kilbowie Primary Visit re CHP Station, the success of the recent launch of the community benefit of playground markings at Queens Quay following the You Choose Challenge
- At 5., the wide range of publication/design helping to ensure our tenants and other customers feel informed about the Association's services and decisions with a particular highlight being the spotlight on the Association by Clydesider, the local good news publication

The Customer & Corporate Services Manager invited questions. The Management Committee noted that within the satisfaction survey results, it was disappointing that satisfaction with quality of your home had dropped nearly 4 percentage points to 89.3%. The Customer & Corporate

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Services Manager confirmed that all questions include detailed feedback which will be reviewed and acted upon but that it may be the wording of the question, as instructed by the Regulator, as it specifically refers to the quality of the kitchen and bathroom, so, for example, the c. £3.1m window renewal programme in Radnor Park would not be considered. There were no more questions and the report was noted by the Management Committee.

20. Centre81 and Wider Role Report* (For information)

The Customer & Corporate Services Manager referred to the above report circulated prior to the meeting, and the following was highlighted:

- We currently have c. £5.5k in our Community Pot
- Through the Community Pot, we provided free packed lunches during the February half term and Easter school holidays for children in Primary 1 to Primary 7
- Wide range of activities undertaken and upcoming, including Syrian cooking sessions and Healthy Bones Workshop

At Appendix 1, Projects & Funding, the Customer & Corporate Services Manager highlighted the recent worries with the uncertainty of Scottish Government ICF Year 3 award and potential staffing issues but that the full allocation had been confirmed mid-April.

The report was noted by the Management Committee.

21. Focus on Governance/Risk* (Decision/Approval Required)

a) Notifiable Events*

The Chief Executive referred to the above report circulated prior to the meeting and it was noted that there was one Notifiable Event (NE) recorded on the portal since the last meeting and it had since been closed. It was noted that the Chief Executive had kept the Management Committee fully up to date by email on the Event. The Chief Executive confirmed it would be a significant insurance claim, [REDACTED]. The Management Committee asked whether the tenant was notified it was a NE but it was confirmed only the Regulator, Management Committee and Senior Staff are notified.

The report was noted by the Management Committee.

b) Draft CHA Governance Improvement Plan (Decision/Approval Required)

The Chief Executive referred to the Improvement Plan which was circulated just prior to the meeting and it was noted that nearly every action was green and that further actions have been added at the end following the final governance review report. It was noted that they were not material and staff will be made aware of actions needed and target dates.

The Improvement Plan was noted by the Management Committee.

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<p><u>ACTION</u></p>	<p>c) Draft Meeting Schedule 2025/26 The Chief Executive wished to check if the Sub-Committee meetings still being held quarterly at 6pm were working well, before issuing the timetable. The Management Committee had a mix of experiences, so the Chief Executive suggested a poll be undertaken and this was agreed.</p> <p>22. Intranet The Chairperson checked that all members had continued access to the Association’s Intranet and asked that they let the Chief Executive know if they had any issues.</p> <p>23. Signing of Minutes The Chief Executive had noted that the use of electronic signatures is ongoing.</p> <p>24. Date and Time of Next Meeting/Training Session Per the schedule.</p> <p><u>Meeting closed.</u></p> <p>Checked by: <u>LL</u></p> <p>Date: <u>20.05.2025</u></p> <p>APPROVED</p> <p>PROPOSED</p> <p>SECONDED</p> <p>LL/SF</p> <p>* Indicates report issued with agenda</p>
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