



**MANAGEMENT COMMITTEE MEETING
30 August 2017**

MINUTE

Present: N Hicks (Chair); R Hutton (Vice Chair)

S Brydon; T Kelly; D McEwan; K McLeod; C Tait; M Trant

In Attendance: G Russell; C Hughes; K Miller

Apologies: D Hanley

ACTION

1 Apologies for Absence

Apologies were received from D Hanley.

2 Declarations of Interest

N Hicks – Board member and treasurer of The Action Group

R Hutton – Employee of Port of Leith Housing Association. Through work, also has relationship with Lothian Gas, Mitie and Greenfingers.

S Brydon – Employee of Home in Scotland, who also employ Novus as reactive maintenance contractor

3 Risk Management / Health & Safety Issues

CONFIDENTIAL ITEM – COMMERCIALY SENSITIVE

4 Minutes of Management Committee Meeting of 28 June 2017

The minutes of the meeting held on 28 June 2017 were approved as a true record and signed by the chairman

5 Matters Arising

8(j) Applications for Membership of Manor Estates Housing Association

Members noted that the minute did not record the names of those whose membership application had been approved. Staff agreed that future applications would be referenced to provide a clear audit trail.

KM

Tabled Item: Acquisition of Flatted Property

CONFIDENTIAL ITEM – COMMERCIALY SENSITIVE

6 Management Committee Actions

Members noted that the actions from the most recent Staff & Policy Sub Committee meeting were still to be included.

CH

C Hughes confirmed that she has been looking into options for redecoration of properties and will seek to conclude as soon as possible.

CH

7 Minutes of Sub Committee or Subsidiary Meetings

(i) Staffing & Policy Sub Committee of 10 August 2017

Members noted that the minutes were not yet approved by the Sub Committee and it was agreed that future minutes presented prior to formal approval would be marked as 'draft'.

G Russell advised members that the next Management Committee Away Day to be held in the autumn would present an opportunity for a range of governance issues, including the remit of sub committees, to be considered in detail.

Members noted the minute of the meeting.

Post-meeting note: extract from the current policy on sub-committee remit is noted below for information:

Reporting to Management Committee

Authority is only delegated to subcommittees in line with their remits; all decisions taken must be reported back to the Management Committee. All subcommittee meetings must be minuted and the minutes presented and adopted at the next Management Committee meeting. This will enable the Management Committee to maintain proper control of the subcommittees. The Management Committee remains responsible for all the Association's business and must ensure that decisions taken comply with its Rules and policies. Amendments to Association policies proposed by a subcommittee will be reported to the Management Committee and policy changes will only have effect once these have been endorsed by the Management Committee.

8 Items for Approval

(a) Court Referral Report

C Hughes advised members that the 3 new cases identified in the report were due to be heard in court in October and that only 1 is engaging with staff.

C Hughes advised that when an eviction is halted following payment of all arrears, senior staff arrange to meet with the tenant to emphasise the importance of maintaining payments in future, and accounts are subsequently monitored closely. There are inevitably some cases where the account falls into arrears again.

C Hughes agreed to provide information in respect of tenancy sustainability in future Key Performance Indicator reports.

CH

Following discussion, members noted the update on existing cases and approved action in respect of case reference numbers 17/07/001, 17/07/002 and 17/07/003.

(b) Management Committee – Succession Planning Review

G Russell advised members that 1 nomination for membership of Committee had been received. He confirmed that the 2 members required to stand down would be re-elected at the Annual General Meeting (AGM). He further confirmed that the 2 co-optees and 2 members who filled casual vacancies would also be elected at the AGM. Consequently there will be no need for an election to be held at this year's AGM.

The recent Management Committee appraisal review had identified skills gaps in the areas of finance and human resources. The Chair advised members that he and the CEO had met with 2 potential co-optees candidates who have experience relevant to these areas. It was agreed that these individuals would be invited to attend the AGM and the September Committee meeting pending potential co-option.

It was noted that the table appended to the report did not accurately reflect membership of the sub committees and the use of letters to indicate 2 separate issues was confusing. G Russell agreed to update and re-circulate the table.

GR

Following discussion, members approved the report.

(c) Management Committee Training Options

Members considered the report that had been circulated and agreed that G Russell prepare a detailed programme on the basis of:

- Short and focussed pre-Committee training events;

- Quarterly adjustment of Committee business to enable longer training sessions to be held; and
- The adoption of a Committee training E-learning programme through SHARE

GR

G Russell agreed to ensure that training would be prioritised in accordance with areas identified as most pressing through the appraisal process.

The Chair intimated that following the conclusion of the appraisal and training needs assessment process he intended personally writing to each and every committee member summarising their discussion and the identified training and development needs.

Members also noted that the Chair intends to undertake the Governing Body Leadership Programme offered by EVH.

G Russell confirmed that the proposals regarding shared services currently being investigated include options for joint training for Committee members.

(d) Business Continuity Plan Review

G Russell introduced the report that had been circulated previously, drawing members' attention to the additional contingency plan now in place regarding potential data breaches.

G Russell agreed to arrange an exercise to test the resilience of the contingency plans that are in place.

GR

Following discussion, members approved the report.

(e) Applications for Membership

Members approved 3 applications for membership of the Association.

(f) Confirmation of Association Registers

G Russell confirmed that the Association does have a register to record gifts and hospitality given and received, however this is part of the policy on Entitlement and Benefits and is not included in the list specified by the rules for annual reporting.

Following discussion, members approved the report.

(g) Potential Management Committee Pre-Election Induction

Following discussion, members agreed that the proposed interim policy be withdrawn and considered as part of the review of the Association's

Management Committee Recruitment, Training and Review Policy due to be carried out in March 2018.

9 Items for Noting

(a) Performance KPIs

It was agreed that figures should be presented in a way that enables comparison of the current quarter with the same period in the previous year.

Members expressed concerns regarding performance in respect of reactive repairs and noted that G Russell was due to meet the contractor to discuss a number of issues.

Members requested that more information be included in the commentary regarding issues with repairs performance and G Russell agreed to provide this at the next meeting. Members also requested that performance information in respect of repairs include the range of the indicators as well as the average.

GR

Following discussion members noted the report.

(b) Complaints Monitoring

C Hughes apologised for an error in the report and confirmed that 12 of the Stage 1 complaints were responded to within 1 working day.

Following discussion, members noted the report.

(c) Staffing Report

Members noted that the inclusion of Blackwood in the interim benchmarking was not relevant due to the high number of support staff in that organisation.

Following discussion, members noted the report.

(d) Finance Update

K Miller confirmed that variances in respect of staff costs, environmental grants and maintenance costs were as a result of budget allocation and would be adjusted appropriately at the mid-year budget review.

KM

Following discussion, members noted the report.

(e) Treasury Management Report

K Miller presented the report that was in accordance with the recently adopted Treasury Management Policy.
Following discussion, members noted the report.

(f) **GDPR Briefing Note**

G Russell introduced the briefing note and advised members that consideration would be given to options for a Data Protection Officer through the shared services platform. He confirmed that senior staff are currently undertaking an audit of information held, its source and who information is shared with.

Following discussion, G Russell agreed to investigate options for an external provider to review areas where the Association may not be compliant with the regulations and identify actions required.

GR

Members noted the report.

10 **Any Other Competent Business**

(i) **Attempted Fraud**

K Miller advised members that the Association had received a number of emails regarding change of bank details for one of its suppliers. In accordance with the Preventing Bribery and Fraud Policy, K Miller contacted the supplier by telephone and established that the bank details had not been changed. No payment was made to the fraudster.

The matter is a notifiable event and has been reported to the Scottish Housing Regulator. It has also been reported to the Police and the fraudster's bank.

Members noted the position.

(ii) **Priority Visits**

C Hughes agreed to provide an update report on the priority visits carried out to older tenants living in mainstream housing.

CH

11 **Date and Time of Next Meeting**

Wednesday 27 September 2017 at 5.00 p.m.

Confirmation of Minute

I confirm that this minute has been approved by the Management Committee and is a true record of the meeting held on 30 August 2017.

Signed: _____

Designation: _____

Date: _____