

DRAFT MINUTES OF THE MANAGEMENT COMMITTEE MEETING

HELD ON WEDNESDAY 25th MAY 2022 at 6.30p.m.

MEETING HELD IN THE COMMITTEE ROOM OF THE CO-OPERATIVE'S OFFICES

1. SEDERUNT

PRESENT:

P Waddell (Chair), D Barnes, A Cushingham, C Douglas, G McNaught, J Kenna, M Davidson

IN ATTENDANCE:

K. Mollins – Interim Director; M. Finnie – Maintenance Manager;
A. Ali – Governance & Business Improvement Manager

APOLOGIES:

J Gracey, C Cooper (leave of absence), C Harvey

The Chairperson advised the Committee that C. Cooper had submitted a request for a leave of absence for 3 months due to personal reason. This was approved by the Committee

2. a) MEETING OF THE MANAGEMENT COMMITTEE – 27 April 2022 2022

i) Minute

The minutes of the Management Committee meeting on 27 April 2022 were approved by D Barnes and seconded by A Cushingham as an accurate record of the meeting

b) Management Committee's Decision on Electronic Business on 18 May 2022

The note of the Management Committee's decision on electronic business on 18 May 2022 was approved by A Cushingham and seconded by P Waddell as an accurate record of the business.

ii) Matters Arising:

a) Co-optee to the Management Committee (Section 2, Point 10 – Page 2)

The Interim Director advised the Committee that the co-option opportunity was advertised via the Scottish Housing News and there was only one respondent. He agreed with members to contact our Regulation Manager, Craig Heron to seek referrals from their list of potential Committee members. C. Heron has referred a senior officer in the housing sector with finance and governance experience.

The Interim Director will arrange for the candidate to meet with the Chairperson / Vice Chairperson and they would decide whether to invite him to observe the Management Committee in June 2022 with a view to the Management Committee deciding on a co-option.

b) Submission of 5 year Financial Projections to the SHR (Section 5 – Page 3)

The Interim Director confirmed FMD submitted the 5 year financial projections to the SHR.

c) Maintenance Manager's Post (Section 17 – Page 11)

The Interim Director confirmed that the Recruitment Panel (PW, AC and DB) interviewed M. Finnie on 16 May 2022 and confirmed his appointment to 2 December 2022. A report was presented to the Management Committee on the outcome of the appointment of the temporary Maintenance Manager, which was in keeping in terms reported in April 2022.

d) 30th Year Celebrations - Gala Day Working Group

The Interim Director advised the Committee the Gala Day Working Group of Committee and staff members will meet on Friday 27 May 2022.

e) Invoicing

The Interim Director advised the Committee that invoices were now fully up to date.

iii) Master Tracker:

The interim Director highlighted there had been good progress against key tasks on the Master Tracker.

Point 3 Committee Mini-Conference

The Gov & BI Manager gave an update on progress with arrangements for the Committee mini-conference and covered the following:

- The Working Group reviewed quotes obtained from various venues and opted to go for Edinburgh Holiday Inn based on cost and facilities
- Chair and Vice Chair visited the hotel and provisional booking made for 3-day conference commencing Friday 30th September
- Committee asked to confirm attendance and priorities for training to be delivered at the mini conference. Full report on plan for conference to be presented to Committee in June

Point 4 Purchase of a Tipper

The Maintenance Manager advised that he engaged with several suppliers for the purchase of a new single cab tipper for the estate caretaking team and confirmed that purchase has now been made at a cost of £25,000. The Committee were pleased to note the details and that a vehicle had finally been secured.

Committee noted the progress of tasks in the Master Tracker and noted the content of the report.

3. DECLARATIONS OF INTEREST AND NOTIFIABLE EVENTS

It was noted that Committee and staff will declare an interest as follows:

Staff Members - Agenda items 10

The Interim Director provided a copy of the Notifiable Events Register to the Committee, where there are 2 on-going notifiable events.:

4. HOUSING MANAGEMENT

i) Financial Inclusion Policy and Delivery Plan

The Interim Director presented the report on the draft Financial Inclusion Policy & Delivery Plan and highlighted the following:

- The new policy is based on a combination of the Crisis Fund and Financial Inclusion & Fuel Poverty Policies
- The policy describes the financial constraints faced by tenants and details how the Co-operative will support financial inclusion in the community through working closely with key partners, including ERA and EHRA
- The Co-operative will provide a welfare rights advice service to its residents and also focus on arrears prevention and tenancy sustainment through various support measures
- An annual Sustainment budget of £8,500 will deliver Crisis Funds, Housing Officer Funds, Decoration Packs, Starter Packs and Bursary Awards

The Committee raised the following comments or questions in relation to the Draft Financial Inclusion Policy & Delivery Plan:

- A question was asked about the budget being £8,500 but the report only detailing spend of £4,200. The interim Director would check this and clarify to Committee.
- Disappointment was expressed about the time it is taking to recruit a welfare rights advisor, given the desperate need for this in the community. The interim Director explained that the housing manager has been working closely with ERA to progress this and Service Level Agreements have been drawn up and recruitment would commence soon. There was some discussion around whether the salary agreed for this post would attract the right candidate.

- ii) After consideration, Committee approved the draft Financial Inclusion Policy and Delivery Plan.

5. TERM MAINTENANCE CONTRACT

Confidential item.

6.. MEMBERSHIP REPORT

The Governance & Business Improvement Manager presented the report and sought Committee approval for the memberships issued and cancelled. An omission in the report of the tenancy start date for Member 1459 was confirmed to be 11 May 2022.

The Committee approved the report.

7. ANNUAL RETURN ON THE CHARTER 2021-22

The Governance & BI Manager presented the report on the Annual Return on the Charter 2021-22, which is required to be submitted by 31st May 2022 to the Scottish Housing Regulator.

The following areas were highlighted in the Annual Return on the Charter:

- The average time taken to complete non-emergency repairs was 5.62 days compared to 8.28 days in the year 20/21. The average time taken to complete emergency repairs was also better at 2.65 hours compared with 2.85 hours in the year 20/21
- The average re-let time was better at 15.73 days, compared with 17.26 days in year 20/21
- All stage 1 and stage 2 complaints were resolved in full in the year and the average time taken to respond to stage 1 and 2 complaints was within target timescales. It took 3.51 days to respond to stage 1 complaints and 18.5 days for stage 2
- Percentage rent lost due to properties being empty was better at 0.15%, lower than rent lost of 0.19% in 20/21
- 101.28% of rent was collected in year 21/22 compared with 98.73% in the previous year

There are some areas for improvement compared to 2020-21 these are as follows:

- Staff sickness levels. In 21/22, percentage of days lost to staff sickness was 13.5%, up from 10.9% in the previous year. Training has been organised for senior managers on managing absence and absence levels will be closely monitored
- 91.8% of stock met SHQS compared with 99.7% in the previous year. The reason for the decline has been no access to 55 properties for an electrical safety check. Gaining access to these homes to complete an EICR is a priority, with the aim of achieving 100% compliance with SHQS by 31st March 2023.

- Whilst the percentage satisfaction with the repairs service in the last 12 months is still quite high at 95.18%, this a dip in the previous satisfaction level of 99.45%
- Finally, an area where the Co-operative has less control but performance needs to improve nonetheless, is the average number of days taken to complete adaptations. this was 84.45 days compared with only 16.71 days in the previous year. The reasons for the longer timescales are supply chain and labour issues, and also because the emergency repairs were prioritised during the pandemic
- Quarterly updates will be provided to Committee on the areas for improvement

The Committee raised the following comments or questions in relation to the Annual Return on the Charter:

- There was a query around the EICRs outstanding at 31st March as the Committee had been expecting to see 100% compliance in this area based on a previous report from the former Maintenance Manager. The Governance and Business Improvement Manager would check the previous report to see what had been reported and confirm to Committee.
- There was some discussion around the plan for obtaining access to the 55 properties who previously denied access. The maintenance manager explained that the gas safety check and EICR check would aim to be carried out at the same time in these properties, as a priority.
- *Post meeting Note: upon checking, the previous report had reported full compliance for LD2 (fire safety) checks which is not the same as EICRs.*

Upon consideration, Committee's approved the Annual Return on the Charter for submission to the Regulator by the Governance and Business Improvement Manager by 31st May 2022.

M. Finnie left the meeting.

8. GOVERNANCE POLICIES

i) **Managing Conflicts & Declaration of Interests Policy**

The Interim Director presented the draft Managing Conflicts & Declaration of Interest Policy, which required Committee and staff members to declare and manage any conflicts of interest to ensure they do not benefit improperly from their position. The Interim Director covered the following:

- Key policies related to managing conflicts and declarations of interests are the Code of Conduct and Entitlement, Payment & Benefits;
- Register of Interests will be completed annually, although members should update based on a change of circumstances;
- Entitlement, Payments & Benefits, in particular permitted and non-permitted entitlements;
- Managing a conflict of interest
- Reporting and review
- An overview of the appendices to the policy.

After consideration, the Committee's approved the Draft Managing Conflicts & Declaration of Interests Policy.

ii) Openness & Confidentiality Policy

The Interim Director presented the draft Openness & Confidentiality Report and outlined the following:

- Key principles and objectives of the policy
- Legislation and regulatory requirements;
- Publication of information to our tenants and other customers;
- Processing requests for information, specifically FOI
- Safeguarding information.

The Committee raised the following comments:

- There was some discussion around publicising the five-year plan on Easthall Park's website, and after consideration, it was agreed that a 1-2 year plan would be developed for the website.

After consideration, Committee approved the Openness and Confidentiality Policy.

9. STRATEGIC OPTIONS APPRAISAL

The Interim Director gave an update on the Strategic Options Appraisal (SOA):

- Arneil Johnston (AJ) were issued with their Information requirements on 13 May
- Arrangements have been made for AJ's sessions with the Management Committee:
 - Wednesday 1 June 2022 at 6.30p.m. – 8.30p.m.
 - Monday 20 June 2022 at 6.30p.m. – 8.30p.m
- AJ will present their report on the SOA at the Management Committee meeting scheduled for 27 July 2022.

The Committee raised the following comments or questions in relation to the SOA:

- The Committee discussed the SOA and were looking forward to working with Arneil Johnston to ensure the best delivery model for the Co-operative and their tenants.

The Committee noted the content of the report.

A. Ali left the meeting.

10. REPORT ON STAFF SATISFACTION SURVEY

The Interim Director presented his report on the staff satisfaction survey completed in March 2022 and highlighted the following:

- The survey covered 13 areas, which covered staff views on the Co-operative, relationships, communication, workplace, teamwork, well-being , etc
- Staff satisfaction has reduced compared to 2020 survey and he outlined some factors e.g. organisational matters, the return to work post covid and the uncertainty due to the period of strategic review.
- He outlined positive areas from the survey
- He highlighted areas for improvement, which has been the subject of a follow-up survey to staff to identify improvements and solutions to improve staff satisfaction. A staff focus group meeting will be held in June to identify an improvement plan

The Committee raised the following comments or questions in relation to the Staff Satisfaction Survey:.

- The Committee expressed their concern about areas of the survey, although felt this may be due organisational matters in the last few years.
- A Committee member referred to the follow-up survey and development of an improvement plan and asked when these would be completed. The Interim Director advised the follow-up survey was completed and a meeting of the focus group would be held in mid June 2022.
- The Committee asked the Interim Director to report the findings from the Improvement Plan to them.

The Committee noted the content of the report.

11. REPORT ON PROGRESS OF COMMITTEE SUCCESSION PLAN

The Interim Director presented his report on progress against the Committee Succession plan to April 2022 and highlighted the following:

- The Committee Succession Plan 2022-23 was approved in February 2022 and it was agreed there would be quarterly updates on progress to the Committee;
- There has been good progress to recruit a co-opted member, members attending conferences; progress with the Committee mini-conference; return to traditional (in person) meetings; the establishment of the Committee Training Plan
- There areas few areas of slippage in key areas
 - Training on finance / treasury management, which has been delayed due to commitments from the consultant and the Committee. It is proposed this is deferred to the mini-conference due to the summer holidays and Committee's work on the SOA;
 - Succession planning arrangements for Office Bearers' positions i.e. Chairperson, Vice Chairperson and Chairpersons of designated sub-Committee. The Interim Director did confirm that the governance

structure may be affected due to an impending review of the Standing Orders in the autumn.

The Committee had the following comments or questions in relation to the Committee Succession Plan

- It was agreed the training on finance / treasury management would be held at the mini-conference event either by FMD or HRC Consultants
- A Committee member asked whether there were sufficient funds in the Committee Training budget to fund the mini-conference and other training and development for Committee. The Interim Director advised that the Committee Training budget was circa £9,000 and this would need to be reviewed to fund the training and development plan in the year. He proposed the Audit & Finance assess the budget / spend in August 2022 when FMD present the Management Accounts to June 2022 and they could recommend any uplift to the Management Committee.
- The Chairperson asked any members interested in Office Bearers' positions to contact the Interim Director with a view to training being organised ahead of the AGM / review of the Standing Orders.
- The Committee discussed the co-option and they will progress the interest from the Regulator's referral who has finance and governance experience, which will attend to skills gaps on the Committee.

The Management Committee noted the content of the report

12. CORRESPONDENCE

a) Scottish Housing Regulator (SHR)

The Interim Director referred to communication with the SHR, where he outlined progress as follows:

- Strategic Options Appraisal;
- Finance Management Services;
- Committee Succession Plan, in particular recruitment of a co-optee; and
- Other matters of interest i.e. Maintenance Term contract

The Interim Director advised the Committee that he continues to provide progress reports to the SHR on a monthly basis as per the terms of the Engagement Plan.

The Interim Director advised the Committee that C. Heron and C. Anderson had contacted him to ask whether they could attend the MC meeting in June as part of their on-going engagement with the Co-operative.

The Committee were agreeable to C. Heron and C. Anderson of the Regulator attending the meeting on 29 June 2022 and they looked forward to meeting them.

The Committee noted the content of the report.



14. ANY OTHER BUSINESS

- a) A Committee member raised concern about the condition of the estate. The Interim Director acknowledged there was some slippage in the estate maintenance programme. He advised the Committee there was a review of the estate caretaking service to inform core priorities and a work programme for their achievement. The purchase of the new tipper van will improve the efficiency and effectiveness of the service.

- b) A Committee member spoke about the Co-operative’s work with EHRA (Easterhouse Regeneration Alliance) and advised they were on a recruitment drive for new members from member organisations to support their work. Any members interested were to contact D. Barnes

There was no other business

K. Mollins left the meeting

13. CONFIDENTIAL BUSINESS

The Management Committee attended to confidential business.

15. DATE OF NEXT COMMITTEE MEETING

Management Committee - Wednesday 29 June 2022 at 6.30pm to be held in the Committee room in the Co-operative’s office

Chairperson (Paul Waddell) Signature
Date