

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 29th OCTOBER 2014.**

1 SEDERUNT

M DAVIDSON	CHAIR
C SKEWIS	VICE-CHAIR
A CUSHINGHAM	TREASURER
C HARVEY	SECRETARY
R MURPHY	COMMITTEE MEMBER
G McNAUGHT	COMMITTEE MEMBER
J WARLEY	CO-OPTED MEMBER
P THOMPSON	CO-OPTED MEMBER

APOLOGIES

P WILSON	LEAVE OF ABSENCE
C COOPER	COMMITTEE MEMBER

IN ATTENDANCE

J McMORROW	DIRECTOR
B JOHNSTONE	DEPUTE DIRECTOR
C McGRAW	SENIOR HOUSING OFFICER
B McMAHON	MAINTENANCE OFFICER
L McNALLY	HOUSING OFFICER

The meeting opened at 6.35pm. It was noted that J Gracey has submitted his resignation and that P Wilson was on a leave of absence.

Committee considered appointing a chairperson and M Davidson was nominated by A Cushingham and seconded by C Skewis and was duly elected to this post. M Davidson chaired the meeting from this point.

C Harvey was nominated by M Davidson and seconded by A Cushingham to take the vacant post of Secretary and this was duly agreed.

It was noted with the resignation and leave of absence there were two places available at the GWSF conference on the 14th November and M Davidson and P Thompson were appointed on behalf of the Committee to attend.

2 PREVIOUS MINUTES

The previous minutes of 29th September 2014 were proposed a true record by A Cushingam and seconded by C Skewis.

3 MATTERS ARISING

The following matters arising were considered at the meeting:

3.1 Strategic Plan – Away Day

Committee considered the report circulated with the agenda outlining the strategic plan away day.

A report was circulated at the meeting outlining feedback on the contents of the day and it was noted that the overall response was that the venue, content and delivery of the day met attendees' needs.

It was noted that attendance by more Committee was identified as a need and therefore future planning will be carried out to meet this requirement.

3.2 Staffing Report

Committee noted the report circulated with the agenda as prepared by the Director outlining progress on the staff structure changes.

It was reported at the meeting that there were 26 applications for the post of maintenance assistant and that 8 had been invited for interview on Friday 31st October.

Consideration was given to the equal opportunities monitoring return summary and this was duly noted. It was agreed to look at advertising posts in less traditional methods to attract a wider audience.

It was agreed to advertise the Housing Manager's maternity cover post early in November to allow a handover period.

3.3 Estate Caretaker Service

Committee noted the report circulated with the agenda outlining progress in relation to the new estate caretaking service.

It was agreed to review the costings of this project at the end of the financial year.

There were no other matters arising from the previous minutes.

4 DECLARATION OF INTEREST

There were no declarations of interest noted at the meeting.

5 HEALTH & SAFETY

Committee considered the report circulated with the agenda in relation to Health & Safety.

Committee noted that the safety inspection would be carried out during the tea break and that if there were any issues these would be reported later in the meeting.

No matters were raised at this stage of the meeting.

6 PROBITY REPORT

Committee noted that probity report circulated with the agenda for the period covering April 2014 to September 2014.

It was agreed that the next report would be presented in April 2015.

7 CORRESPONDENCE

Committee noted the following correspondence:

- Glasgow City Council (GCC)
 - Consultative draft of the Strategic Housing Investment Plan (SHIP) 2014/15-2019/20 for Glasgow

- Glasgow West of Scotland Forum (GWSF)
 - Letter to GCC regarding stair lighting charges and wider communications with members
 - Scottish Social Housing Charter Performance of GWSF members
 - Summary of views of GWSF on the draft Strategic Housing Investment Plan

- Scottish Housing Regulator (SHR)
 - Stakeholder Communications Research

- Employers in Voluntary Housing (EVH)
 - Briefing Report October

- The Pensions Trust
 - Plans to offer services to profit and not for profit sectors

C Skewis left the meeting at this point and there was a short break whilst the safety inspection team carried out their inspection.

The safety inspection team noted that the inspection to the office was satisfactory and that the only item required was a tidy up of the archive room.

8 OPERATIONS REPORT

Louise McNally, Housing Officer reviewed with the Committee the Operations Report that was circulated with the agenda.

Committee considered and reviewed the operations report and, due to the significant improvement in recent rent arrears performance, agreed a revised, downward target for arrears performance during 2014/15.

A revised gross rent arrears target of 4.5% was agreed.

A discussion was held on the possible impact of Universal Credit being introduced and it was reported that as part of the annual house inspections priority would be given to single claimants that initially will be impacted by this.

Committee also approved the revised letting plan based on the new allocation policy – developed in partnership with local landlords - that incorporated two new groups.

Committee considered the maintenance information which was circulated at the meeting, presented by B McMahon, Maintenance Officer.

It was noted the improvement in Right first Time and appointment kept performance.

9 QUALITY MANAGEMENT REPORT

Committee reviewed the report circulated with the agenda and the contents were duly noted and approved.

It was noted that the Co-operative had been shortlisted for the Youth Investment Award at the Scotland's Best Employer Awards 2014 and it was agreed that P Thompson and A Cushingam would attend on behalf of the Committee.

Committee agreed to delay any work in 2015 in relation to European Foundation for Quality Management and noted plans to carry out a review of our Investors in People Gold Award by March 2016.

10 RESIDENT SATISFACTION SURVEY

Consideration was given to the report outlining progress on carrying out the resident satisfaction survey as circulated with the agenda and this was duly noted.

It was highlighted that the survey of 40% of our residents should conclude this month or early in November and that the consultant will attend the January meeting to report the findings direct to Committee.

It was reported that the satisfaction survey provides data that helps assess our performance and understand our tenants' needs, so we can co-ordinate and deliver tailored services that are valued by our tenants.

11 SCOTTISH SOCIAL HOUSING CHARTER REPORT

Consideration was given to the report circulated with the agenda outlining work undertaken in relation to the annual return on the charter and this was duly noted.

It was reported that our annual return on the charter had been issued to all residents and the Co-operative has undertaken an exercise with Scottish Housing Best Value Network (SHBVN) to test the information presented with a view to refining future submissions.

Committee noted that the next annual return on the charter would be a significant part of the Housing Manager's role and therefore the proposed temporary post to cover maternity leave will require to understand the return effectively and this will inform the recruitment process.

12 WELFARE REFORM

Committee considered the report circulated with the agenda outlining progress and challenges relating to Welfare Reform.

Consideration was given to the current community bank project and it was agreed that if there was no external support to fund this we could not continue with this project in its current format.

It was agreed to look at alternative options and a future report will be presented on these as they develop.

13 MAINTENANCE POLICY

Committee considered the report circulated with the agenda and agreed to delay the review of the maintenance policy until January 2015.

14 AOCB

14.1 Tenant Responsibilities – Bulk Refuse

It was reported that a number of tenants' gardens had a significant amount of bulk refuse and it was agreed to check whether these have been reported to the Council for uplift.

There was no other competent business therefore the meeting was duly closed. The meeting was closed at 8.35pm.

Minutes Approved.....Date.....