

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 31st OCTOBER 2018 AT THE
GLENBURN CENTRE**

1 SEDERUNT

M DAVIDSON	CHAIR
J GRACEY	VICE-CHAIR
A CUSHINGHAM	TREASURER
G McNAUGHT	SECRETARY
C SKEWIS	COMMITTEE MEMBER
P WADDELL	COMMITTEE MEMBER
C COOPER	COMMITTEE MEMBER
C HARVEY	COMMITTEE MEMBER
D BARNES	COMMITTEE MEMBER
J KENNA	CO-OPTED MEMBER
G GILLESPIE	CO-OPTED MEMBER

APOLOGIES

K MUIR	COMMITTEE MEMBER
P THOMPSON	CO-OPTED MEMBER
A LIVINGSTONE	LEAVE OF ABSENCE

IN ATTENDANCE

J McMORROW	DIRECTOR
J HENDRY	FINANCE MANAGER
S McGRAW	HOUSING MANAGER
S FLYNN	TEMP HOUSING MANAGER

The meeting opened at 6.30pm. A review of the Leave of Absence was undertaken and it was agreed to extend this till the end of January 2019 with a further review at this point.

2 PREVIOUS MINUTES

The previous minutes of 26th September 2018 were proposed a true record by M Davidson and seconded by P Waddell.

3 MATTERS ARISING & OUTSTANDING ISSUES

Committee reviewed the report circulated with the agenda relating

to previous minutes and matters arising.

Committee noted any outstanding items awaiting action; those actions completed as outlined in the register of items outstanding.

Committee considered the rechargeable repairs write off report which was circulated at the meeting and agreed to write off £1,167.46.

Committee noted the garden maintenance report and agreed to maintain the current criteria for inclusion on the list.

Committee considered how they wanted the tender for insurance requirements for 2019/20 and it was agreed to undertake a review of insurance companies with the existing Broker running the tender exercise.

Committee considered the possibility of one resident joining the Committee as an observer however it was noted that this person could be co-opted as per the solicitor's advice.

After considering this it was agreed to co-opt this resident to the Committee subject to the completion of the necessary paperwork.

Committee noted the breakdown of staff support associated with wider role.

Committee agreed that Roger Willey of ACS Risk Group be invited to undertake a training session on Health and safety for the 4th February 2019 at 6.00pm.

There were no other matters arising from the previous minutes.

4 DECLARATION OF INTEREST

Committee noted the declaration of interest register as outlined in the report circulated with the agenda.

Committee approved the additional declarations as highlighted in the report and agreed to include these.

There were no other declarations of interest noted at this point in the meeting.

5 HEALTH & SAFETY

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

No other health and safety matters were raised at the meeting.

6 PROBITY REPORT

Committee noted that probity report circulated with the agenda for the period covering April 2018 to September 2018.

This report included details of close relative benefit offers, gifts and hospitality, code of conduct compliance and notifiable events.

It was reported that there had been no breaches of the code of conduct identified and no notifiable events in the period.

Committee also noted the fraud register had no issues to report and they also reviewed the calendar of returns.

It was reported that since writing the report the landlord report has been issued to tenants and published on the website.

It was agreed that the next probity report would be presented in April 2019.

7 CORRESPONDENCE

Committee noted the following correspondence:

- Scottish Housing Regulator (SHR)
 - Regulation of Scottish Housing Associations – consultation Published electronically
<https://www.scottishhousingregulator.gov.uk/what-we-do/how-we-regulate/our-regulation-social-housing-scotland-consultation-2018>
- Glasgow West of Scotland Forum (GWSF)
 - Pressure on Rents briefing paper

- Donation Request
 - Govan Loves Christmas – it was agreed not to donate to this cause

- Easterhouse Housing & Regeneration Alliance (EHRA)
 - October 2018 Minutes – it was reported that a training workshop session on child poverty training plans would be undertaken on the 28th November at 2.00pm
 - Quiz Night McMillan Cancer Support £265 raised – it was agreed to donate £50 to this cause
 - Chair & Future Chairs Forum – change of dates with first meeting now 17th January 2019 at 6.30pm in Gardeen HA Office

- Scottish Public Services ombudsman (SPSO)
 - Annual Report 2017/18 published available via www.spsso.org.uk/annual-reports

- Glasgow City Council (GCC)
 - Open Space Strategy consultation document available via www.glasgow.gov.uk/ossconsultation

8 OPERATIONS REPORT

The Housing Manager reviewed with the Committee the Operations Report that was circulated with the agenda.

A summary of the report was circulated at the meeting that outlined key points from the report.

It was reported that there was an error in the main report circulated in relation to the arrears and void loss figures which have been corrected in the summary report.

Overall it was reported that performance is very high and that the Co-operative still performs very well.

Consideration was given to a report which outlined an anti-social behaviour case to allow members to reflect on work behind the figures along with a comparison of how organisations have various target timescales for dealing with.

Committee recognised that our target completions timescales are more challenging than neighbouring associations and therefore the differences in time taken to resolve complaints as a percentage will reflect this.

9 RESIDENT SATISFACTION SURVEY REVIEW

Committee considered the report circulated with the agenda outlining progress on the 2016 satisfaction survey and noting progress on the items previously considered.

Committee approved the tender documentation for the next survey and agreed the proposed dates for reporting dependent on the outcome of the tender returns.

Committee noted the information pertaining to carrying out a repairs service outwith normal office times and as it was agreed that this could be tested at the next tender review of the principal maintenance contractor with views sought from tenants whether they would be willing to pay additional costs should the service be extended.

10 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.

This report included comparison with local landlords and Scottish average results.

J Gracey left the meeting at this point.

11 WELFARE REFORM

Committee considered the report circulated with the agenda outlining progress relating to Welfare Reform and the impact of this on our tenants ability to pay rent.

Committee noted this report and agreed to monitor the impact of Universal credit full rollout.

12 ALLOCATIONS POLICY

Committee considered the report circulated with the agenda relating to a review of the Allocation Policy.

Committee accepted the amendments and agreed that these would become policy upon all parties in the Common Register approving these.

13 DISASTER RECOVERY POLICY

Committee noted the report updating details of our disaster recovery policy.

After consideration of the various options for Information Technology recovery it was agreed to approve the policy and enter into a Disaster Recovery Agreement which would test our backups on an annual basis.

It was noted that once the audit is undertaken along with the above assessment this may mean that the above policy will be brought back for further consideration if there are specific lessons learnt.

14 DONATIONS POLICY

Committee noted the report undertaking a review of the donations policy.

After consideration this policy was duly approved.

15 MEMBERSHIP APPROVALS

Committee noted the membership update as circulated at the meeting and this was duly approved.

16 RESIDENT ENGAGEMENT UPDATE REPORT

Committee noted and approved the mid-year review of the resident engagement action plan.

It was noted that additional work is required to develop the residents panel, review information sheets and it is anticipated that this work will be undertaken by the financial year end.

17 GOVERNANCE REVIEW

Committee reviewed the report circulated with the agenda which updated the review of Governance undertaken by the Co-operative.

Committee noted the key items undertaken at the Governance Away Day which included:

- Review Mission and Values
- Business Planning Requirements
- Reviewed Strengths, Weaknesses, Opportunities and Threats
- Examination of Strategic Options Appraisal undertaken
- Governance Review on
 - Salaries
 - Comparisons with Local RSLs
- Review of the external environment
- Review of Organisational Structure

It was noted that this report issued included an assessment of Governance which included the proposed amendments to the regulatory regime which is currently out for consultation.

It was agreed that the Chairperson would undertake the annual appraisals as soon as practical with an aim to having these complete by the end of November.

Committee noted that the skills matrix questionnaire had been completed and that this showed a high level of skills on the Committee relating to Skills, Experience, Behavioural Competencies and Technical Skills.

It was noted that the Governance Review had identified additional (some new) additional areas for improvement and it was agreed that these would feed into the training plan for members along with the introduction of some new policies in preparation for the revised regulatory guidance being published after consultation.

The first draft of the options appraisal was circulated and it was agreed that this be retained for information purposes.

Committee confirmed that based on the work undertaken, review of options at the away day and the fact that the Co-operative is financially sound that as an organisation independence was their preferred option with the ability to work with other organisations sharing or selling services as part of a non-constitutional partnership.

All staff left the meeting at this point with the exception of the Director.

18 AOCB

18.1 Confidential Report

Committee reviewed the confidential report circulated at the meeting.

Committee noted and approved the Chairperson's delegated authority as outlined in the report.

Committee agreed to extend one contract on a 2 day per week basis till the end of February.

Committee noted that the next round of Modern Apprenticeships via Easterhouse Housing & Regeneration Alliance.

It was noted that the current long term projections allowed for a position to be offered and approval was given to take on another apprentice from the pool of candidates interviewed.

18.2 TPT Retirement Solutions

Committee noted the agreement in relation to the provision of services along with the fee of £1,530 in relation to corporate year end information requirements.

It was reported that this agreement would support the delivery of information required for audit and that this had been accepted by the Director on behalf of the Co-operative.

Committee approved this expenditure and agreement as reported.

18.3 Police Scotland

Confirmation was sought at the meeting on areas that the Committee wished to discuss with Police Scotland and a variety of topics were identified.

There was no other competent business therefore the meeting was duly closed.

The meeting was closed at 8.30pm.

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