

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 24th APRIL 2019
AT THE GLENBURN CENTRE**

1 SEDERUNT

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

APOLOGIES

P THOMPSON	CO-OPTED MEMBER
G GILLESPIE	CO-OPTED MEMBER
C McGRAW	HOUSING MANAGER
B McMAHON	MAINTENANCE MANAGER

IN ATTENDANCE

J McMORROW	DIRECTOR
J HENDRY	FINANCE MANAGER

The meeting opened at 6.30pm.

It was noted that K Muir had submitted his resignation and that C Skewis would no longer serve as a member. Committee agreed to submit this as a notifiable event.

2 RESIDENT SATISFACTION REPORT

It was reported that the member of Research Resource was unable to attend the meeting.

The Director therefore presented the key findings from the customer satisfaction survey.

It was reported that 280 face to face interviews (40%) were held with tenants and 14 (26%) interviews of owners.

Key findings in relation to the Charter indicators were as follows:

Scottish Social Housing Charter Indicators	2014	2016	2019	ARC 2017/18
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park? (% very/fairly satisfied)	93%	95%	90%	90%
How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions? (% very good/fairly good)	99%	99%	96%	92%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Park's decision making process? (% very/ fairly satisfied)	95%	96%	98%	86%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Easthall Park? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	87%	97%	85%	92%*
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	94%	99%	93%	88%
Taking into account the accommodation and services Easthall Park provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	66%	78%	75%	83%
Overall, how satisfied or dissatisfied are you with Easthall Park's management of the neighbourhood you live in?	95%	98%	92%	88%
(OWNERS) Taking everything into account how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?	80%	86%	71%	66%

Consideration was given to the repairs satisfaction and background to this figure and it was noted that the following was the trend.

Q33 Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?			
	2014	2016	2019
Ease of reporting	99%	100%	97%
The helpfulness of Easthall Park staff involved	99%	100%	96%
Being told when workers would call	99%	100%	96%
Being able to get repairs done at a time which was convenient	96%	96%	94%
Time taken before work started	86%	97%	93%
The speed of completion of the work	84%	91%	89%
The attitude of workers	97%	99%	96%
The overall quality of the work	94%	97%	87%
Keeping dirt and mess to a minimum	98%	99%	94%
The repair being done "right first time"	84%	93%	81%

Committee noted the right first time figure appears to be reducing the overall satisfaction and it was agreed to undertake further analysis on this element.

This analysis will include a follow up questionnaire by Research Resource on individuals (24) that indicated this issue along with inviting these tenants to a focus group on repairs.

It was also noted that the Annual Return on Charter figures relating to repairs from Landlords is a combination of studies and Research Resource have indicated that organisations tend to use their own continuous study when reporting this figure.

Committee noted that our internal figure is currently stating 99.45% of satisfaction. (98.36% satisfied and 1.09% very satisfied with 0.55% neither satisfied nor dissatisfied).

3 PREVIOUS MINUTES

The previous minutes of 27th March 2019 were proposed a true record by A Cushingam and seconded by P Waddell.

The previous confidential minutes of 27th March 2019 were proposed a true record by A Cushingam and seconded by P Waddell.

4 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 a confidential report on staffing which was circulated at the meeting.

After reviewing this report the recommendations contained therein were agreed.

There were no other matters arising from the previous minute.

5 DECLARATION OF INTEREST & NOTIFIABLE EVENTS

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

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

Committee noted that there had been no new notifiable events since the last meeting.

6 HEALTH & SAFETY

Committee considered whether there were any issues of a Health & Safety matter.

Committee agreed to undertake the safety inspection during the break of the meeting.

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

7 REGENERATION REPORT

Committee considered the Regeneration Report that was circulated with the agenda.

Committee noted the various conflicts of interest and relationships with Easthall Residents Association as principal partner.

Committee approved continuing to provide in kind support and agreed that at some point in the future they would consider possible bids to support the work in the Centre.

Committee noted the study on creating a micro farm in Kildermorie and agreed to develop this proposal further with residents.

It was reported that there were no health and safety issues identified during the inspection undertaken at the tea break.

C Cooper left the meeting at this point.

8 PROBITY REPORT

Committee noted that probity report circulated with the agenda for the period covering October 2018 to March 2019.

This report included details of gifts and hospitality, code of conduct compliance and it was noted that there had been two notifiable events reported to the Scottish Housing Regulator in this period.

It was noted that there have been no issues of fraud during this same period.

It was agreed that the next report would be presented in October 2019

Committee reviewed the calendar of returns as outlined in the report.

9 CORRESPONDENCE

Committee considered the following correspondence:

- Employers in Voluntary Housing
 - Salaries 2019 -21 Employers Ballot approved
 - EVH Member Protect – annual fee from £750 to £1,950 to cover specialist employment law – committee determined not to progress with this at present
 - Monthly Update for April
 - Training & Briefing Events including one day seminar on the 12th May
- Scottish Housing Regulator
 - Engagement Plan Easthall Park
- Information Commissioner’s Office (ICO)
 - Request for information in relation to Freedom of Information – it was noted that the Director will act as the main contact during the implementation stage

- Glasgow Housing Health & Social Care Group
 - Glasgow's Draft Housing Contribution Statement issued for consultation – it was noted that both SFHA and GWSF had been on the working group developing this document
- Glasgow City Council – Development & Regeneration
 - Strategy & Development Funding Plan – Committee agreed to submit the same plan as last year
 - Authorised Signatories – HARP System Committee approved the signatories as outlined on the forms

10 FACTORING SERVICES & ARREARS RECOVERY

Committee considered the report and the draft factoring policy and written statement of services along with the factoring arrears policy.

Committee also note the equality impact assessment on these policies.

Committee approved these documents.

11 ABANDONMENT POLICY

Committee reviewed the Abandonment policy and equality impact assessment that was circulated with the agenda.

After consideration this policy was duly approved.

12 MEMBERSHIP APPROVALS

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

13 NOTIFIABLE EVENTS POLICY & PROCEDURE

Committee reviewed the Notifiable Events Policy and Procedure as circulated with the agenda.

It was noted that this policy and procedure did not require an equality impact assessment.

After consideration the Notifiable Events Policy and Procedure was approved.

14 AOCB

14.1 Training

It was noted that the next joint training session on mental health awareness with Easterhouse Housing & Regeneration Alliance will be undertaken on Tuesday 4th June at 2.00pm.

14.2 Maturing Deposits

It was noted that the existing maturing deposits had been rolled over for one month and that one further deposit will come off on the 26th April.

The Finance Manager was given delegated authority to place these as required.

14.3 Adaptation Budget

It was reported that Glasgow City Council have approved an adaptation budget of £40,000 for the Co-operative with the opportunity of additional funding being available later in the year.

Committee approved delegated authority to the director to accept this funding.

14.4 Audit & Finance Committee

D Barnes was elected to this Committee at the meeting.

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

Meeting Closed at 8.15pm.

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