

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 26th FEBRUARY 2020
AT THE GLENBURN CENTRE**

1 SEDERUNT

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

APOLOGIES

P WADDELL	COMMITTEE MEMBER
J HENDRY	FINANCE MANAGER

IN ATTENDANCE

J McMORROW	DIRECTOR
C McGRAW	HOUSING MANAGER
C DEVENEY	HOUSING OFFICER
B McMAHON	MAINTENANCE MANAGER

The meeting opened at 6.30pm.

2 PREVIOUS MINUTES

The previous minutes of 29th January 2020 were proposed a true record by J Gracey and seconded by G McNaught.

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 noted the outcome of the Annual Assurance Statement visit as outlined in the Scottish Housing Regulator's letter circulated with the agenda.

Committee reviewed the report outlining costs associated with the use of ipads for members along with the comparison of costs for producing at present.

It was noted that in determining any decision Committee should consider the impact of the environmental cost of producing paper copies of reports.

After reviewing it was agreed that prior to any decision options on Management Software be explored.

Committee reviewed the report in relation to the proposed mini conference.

Committee agreed that in relation to the mini conference that this be booked and that members confirm attendance within the week.

It was agreed that at least six members of the Committee need to be able to attend to book this conference.

It was noted that there was some funding available from the 2019/20 budget for Committee training and it was agreed that two spaces be booked at the Share Conference.

As three members expressed an interest in this it was agreed to draw lots for the spaces.

4 DECLARATION OF INTEREST & NOTIFIABLE EVENTS

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

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

There were no new notifiable events reported at the meeting.

5 HEALTH & SAFETY

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

The health and safety inspection was agreed to be undertaken at the tea break.

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

6 AUDIT & FINANCE COMMITTEE REPORT

The draft minute of the Audit and Finance Committee was circulated with the agenda outlining work undertaken by this Committee.

Committee noted the contents of the minute and the actions recorded.

Committee noted the revised Treasury Management policy approved by the Audit and Finance Committee.

7 LONG TERM PROJECTIONS

Committee reviewed the report circulated with the agenda outlining work undertaken on the long-term projections that were circulated with the agenda under separate cover.

It was noted that the Audit and Finance Committee were recommending approval of the long-term projections and these were duly approved.

8 CORRESPONDENCE & GROUP UPDATES

Committee noted the following correspondence received:

- Glasgow West of Scotland Forum (GWSF)
 - Affiliation Letter – it was agreed to affiliate for the period 2020/21

- Scottish Federation of Housing Associations (SFHA)
 - Board Members views sought on rent setting process

- Digital Economy Act 2017 – Information Sharing Powers Consultation
- Innovation & Future Thinking programme – Lorna Wilson appointed head of policy
- Universal Credit Bulk Upload Data not available via Department of Works and Pension (DWP) - it was noted that the Welfare Rights Service has planned support for tenants affected by this

Committee noted the EHRA group update along with the proposed session on Finance and it was agreed that J Gracey and D Barnes would attend.

It was reported that there was an error in the EHRA minute with M Davidson in attendance and submitting apologies and it was agreed this would be amended prior to issuing to members.

9 STRATEGIC PLAN DRAFT

Committee reviewed the report and draft strategic plan that was circulated with the agenda.

Committee noted that appendix 6 and 9 had still to be completed.

Committee reviewed the options appraisal outcome and agreed that there was no change to their preferred option.

Committee agreed to reflect on the plan and consider final approval at the next meeting.

10 MEMBERSHIP APPROVALS

Committee noted the membership update and this was duly approved.

11 COMPLAINTS REVIEW & COMPLAINTS POLICY

Committee noted the contents of the Complaints Review report which was circulated with the agenda long with the lessons learnt from the review of complaints.

It was noted that the draft Model Complaints Handling procedure was received from the Scottish Public Services Ombudsman which

was circulated with the agenda and as there was no material change Committee approved this.

It was reported that TIAA had undertaken an internal audit on complaints and there were no significant issues identified. It was noted that this audit will be presented to the next Audit and Finance meeting.

12 RESIDENT ENGAGEMENT ACTION PLAN

The Housing Manager presented the report on resident engagement which was circulated with the agenda.

Committee then considered the review of the resident engagement action plan with outcomes noted for 2019/20 and it was agreed to retain the existing plan for 2020/21.

Committee noted the two key priorities to re-establish the resident's panel and set up the Customer Care panel.

Committee requested that existing members of the resident's panel be kept up to date on the plans.

13 RISK MANAGEMENT POLICY

Committee noted the revised risk management policy which was circulated with the agenda.

Committee approved this policy, agreed the risk appetite and noted that the key strategic risks would be monitored by the Audit and finance Committee.

14 HUMAN RESOURCES REPORT

Committee noted the contents of the confidential report which was circulated with the agenda.

Committee approved bringing forward the maintenance assistant post and the Maintenance Manager was given delegated authority to advertise and appoint this post.

Committee also noted additional cover for sickness absence.

15 AOCB

15.1 Photocopier Lease

Committee approved a lease for a new photocopier as per the report circulated at the meeting.

Committee reviewed the various costs and suggested possible savings that could be introduced with the new photocopier.

15.2 Tender Returns

Committee noted various tender returns and agreed that the Maintenance Manager will arrange members to review these returns.

Committee also noted that the tender for the feasibility study into a possible development had significant interest.

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

Meeting Closed at 7.45pm.

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

Post Meeting Notes:

All three members attended the conference as a negotiated rate in the sister hotel was agreed which was within the same budget.

There were no significant issues to report under the health and safety inspection.