

**MINUTES OF THE FULL MANAGEMENT COMMITTEE
MEETING HELD ON WEDNESDAY 28th OCTOBER 2020
VIA VIDEO CONFERENCING
FROM THE GLENBURN CENTRE**

1 SEDERUNT

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

APOLOGIES

NONE

IN ATTENDANCE

J McMORROW	DIRECTOR
C McGRAW	HOUSING MANAGER
B McMAHON	MAINTENANCE MANAGER

The meeting opened at 6.30pm.

Committee noted that we have not clarified whether the one member that had intimated a desire to join the Committee will take up the option.

We are currently awaiting a response to the eligibility criteria.

2 PREVIOUS MINUTES

The previous minutes of 30th September were proposed a true by M Davidson and seconded by D Barnes.

The previous minutes of 21st October were proposed a true record by J Gracey and seconded by C Cooper.

The previous confidential minutes of 21st October were proposed a true record by J Gracey and seconded by A Cushingham.

3 MATTERS ARISING & OUTSTANDING ISSUES

Committee reviewed the report circulated with the agenda relating to previous minutes and matters arising along with action taken.

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

Committee noted the Covid-19 update outlined in the report.

Committee reviewed the Annual Assurance Statement along with the Action Plan that was circulated under separate cover that had been considered at the meeting held on the 21st October when the relevant assurance evidence had been reviewed.

After consideration Committee approved the Annual Assurance Statement along with the Action Plan.

It was agreed that this will be issued to the Scottish Housing Regulator and published on the Co-operative's website.

Committee considered the confidential report outlining costed options for management software for issuing and holding Committee meetings. It was agreed to defer this item and request that the consultants make a presentation to Committee.

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.

It was noted that there are a few annual declarations still be to reviewed and Committee were reminded to return these accordingly.

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

Committee noted the notifiable event details as a consequence of the Director submitting his resignation to take up another post.

5 HEALTH & SAFETY

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

Committee noted the report circulated with the agenda along with the work undertaken to deal with Covid-19 restrictions.

It was noted that the quarterly Health and Safety inspection by Committee cannot be undertaken at present and it was noted that despite this regular testing of systems (e.g. fire alarms, emergency lighting, lift inspections) are still being undertaken.

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 to September 2020.

This report included details of gifts and hospitality, code of conduct compliance along with the 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.

Committee reviewed the whistleblowing arrangement details outlined for members, reviewed the calendar of returns as outlined in the report.

It was agreed that the next report would be presented in April 2021.

7 CORRESPONDENCE & GROUP UPDATES

Committee noted the following correspondence received:

- Glasgow City Council (GCC)
 - Bulk Uplifts
An update on the current position on how this was impacting on the Co-operative by the Maintenance Manager and it was reported that we have 32 properties (11 van loads) which will take approximately 66 hours for two operatives to sort

- Scottish Government
 - Letter from Housing Minister encouraging increasing lets to Homeless Applicants and under occupation of 3-apartment homes for single people – a general discussion was held on the support given by Easthall Park and Committee indicated in principle their support and noted the issues with section 5 referrals

- Glasgow West of Scotland Forum (GWSF)
 - Bulk Uplifts plans to respond collectively
 - Guidance on Tenant Satisfaction Surveys via Scottish Housing Regulator if not able to conduct during Covid-19
 - GWSF meeting with Scottish Housing Minister

- Scottish Housing Regulator (SHR)
 - Corporate Plan 2019 – 2022 updated for Covid-19 available on SHR website
 - Annual Performance Report & Accounts 2019/20

- Scottish Federation of Housing Associations (SFHA)
 - Digital Maturity Check Up Tool – it was noted that this may be a good tool to examine

- Employers & Voluntary Housing (EVH)
 - 2021 Diaries and Desk Calendars being delivered in November
 - SHAPs Group Member Governing Body Members Meeting Tuesday 3rd Nov at 11.00am
 - Pay Award inflation below floor of current pay deal three scenarios in relation to inflation to reflect on as follows:
 - Close to the 1.25% floor (1.1% or 1.2%)
 - Half way between zero and the floor (around 0.6%)
 - CPI inflation is around or below zero

Committee noted the Easterhouse Housing & Regeneration Alliance minute of 14th October.

Committee noted the monthly return to the Scottish Housing Regulator as circulated with the confidential reports.

8 OPERATIONS REPORT

Consideration was given to the report that was circulated under separate cover. It was reported and noted that overall performance remains strong despite the impacts of Covid-19.

Committee noted the updated report along with the summary report that was issued to members.

Committee noted in particular the void re-let time and the impact of Covid-19 which has affected this figure. It was noted if the Covid-19 period was taken off the actual figure would be 6 days.

Committee noted the increase on arrears as a consequence of Covid-19 which has saw an increase of £20,000 on the Annual Return Charter figure at the end of March 2020.

It was agreed that a revised target for 2020/21 arrears figure will be required and that this will be presented at a later date for Committee approval.

Committee noted significant cases relating to anti-social behaviour and plans to deal with these with legal action.

Committee also noted the performance in relation to repair timescales.

9 SCOTTISH HOUSING CHARTER REPORT

Committee noted the report outlining work undertaken to complete the Scottish Housing Charter Report to be issued to tenants.

It was noted that we are awaiting the Scottish Housing Regulator publishing the charter information to allow this report to be finalised.

Committee reviewed the draft presented at the meeting and approved this in principle subject to the comparison information being inserted.

10 WELFARE REFORM REPORT

Committee noted the Welfare Reform Report circulated with the agenda.

It was reported that we currently have 146 Universal Credit Claims and that the work of the Welfare Rights Officer is providing valuable support.

Committee asked whether additional support was required and it was noted that this was not required at present.

11 COMPLAINTS REVIEW 2020/21

Committee considered the report circulated with the agenda outlining a review of complaints received for the period ending September 2020.

It was noted that the internal audit undertaken by TIAA gave full assurance on the work undertaken.

12 STRATEGIC PLAN PROGRESS REPORT

Committee considered the report circulated with the agenda outlining progress with the strategic plan priorities during the last 6 months.

It was reported that despite the pandemic the majority of key policies have been reviewed with only one joint policy not being presented although this has been reviewed and is subject to consultation prior to being presented for approval.

Committee also noted that there were some changes to the timing of meeting priorities albeit these have not had a negative impact on the work of the Co-operative.

It was reported that although performance is being maintained some of the activities planned have naturally been impacted by the pandemic.

Committee outlined their satisfaction with services being provided and it was agreed that some of the strategic targets may be carried forward into 2021/22.

13 MEMBERSHIP APPROVALS

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

14 RESIDENT ENGAGEMENT UPDATE REPORT

Committee considered the report circulated with the agenda along with the resident engagement action plan outlining outturns in relation to resident engagement.

It was noted that certain elements of resident engagement have been impacted on as a consequence of the pandemic.

Consideration was given to using some of the Tenant Participation Budget to support wider community activities and it was agreed that this would be a good idea so this was agreed in principle.

A report will be presented to the next meeting outlining suggestions for support along with the impact on overall budgets.

15 ANNUAL GOVERNANCE REVIEW

Committee noted the report circulated with the agenda on Governance.

Committee considered whether Independent Support should be provided for the appraisals and agreed that this will be reviewed in 2021/22.

Committee considered whether the post assurance and skills audit questionnaire should be completed this year and it was determined that these were not required at present as the previous outcomes would be comparable this year.

Committee therefore determined that they would like to undertake the individual appraisals in November.

16 STAFFING POLICY REVIEWS

Committee reviewed the report and staffing policies circulated with the agenda.

After consideration the following policies along with their respective equality impact assessments were approved:

- Staffing Absence and Attendance Management Policy
- Staffing Flexi Time and Time Off in Lieu Policy
- Staffing Flexible Working Policy

A question was raised on the payment of Toil and Annual Leave in relation to staff leaving by a member and the Director noted that he could not give advice on this situation as he will be directly affected at the end of the year.

It was agreed that the Chairperson would raise this matter with the Finance Manager.

The Director indicated that he would refuse any payment for toil not taken at the point of leaving and asked Committee to note this.

17 AOCB

17.1 Recruitment Senior Officer

The panel undertaking the appointment of the Senior Officer role agreed to meet on Wednesday 4th November at 4.00pm.

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

Meeting Closed at 8.15pm.

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

Post Meeting Note: *One Committee Member indicated they had some technical difficulties and had to log off during the meeting.