

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Minutes of the Management Committee Meeting held in the office of North View Housing Association at 29A Stravanan Road, Castlemilk, GLASGOW and via MS Teams at 6.15pm on Wednesday 26th July 2023

1.0 Present

Iris Robertson
Geraldine Baird
Alex Bruce
Josephine Deacon
Christine Devine
Jim Dougherty
William Hamilton
Audrey Laird
Michelle McNulty
Sarah Jayne Newman

In Attendance:-

Alison Main (Director)
Yvonne Rooney (Housing Manager)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Helen McMeekin (for Agenda Item 4.0)

2.0 Apologies

2.1 Apologies were received from Michelle McNulty.

3.0 Declaration of Interest

3.1 It was noted that Iris Robertson is a member of Castlemilk Community Council and a member of the Management Committee of the Birgidale Complex; that Christine Devine is Secretary of the Management Committee of the Birgidale Complex and is a member of Castlemilk Community Council; and that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council.

4.0 Garden Project Feedback

4.1 The Director introduced Helen McMeekin who was in attendance to present the findings from her research studies under the topic of 'how to use the agency of social housing provision to connect Scotland's green infrastructure'. She explained her methodology, which included assessing and mapping gardens and green spaces in the North View area as a case study.

4.2 The Management Committee expressed interest in the findings and thanked Helen for her contribution. A member of the Management Committee commented that due to cost implications, housing associations may struggle to afford such steps to increase biodiversity in their areas.

Action

4.3 The Management Committee noted that the garden competition featured in the Association's recent Summer Newsletter. They commented that it would be interesting to see the entries and asked if Helen would be available to help to judge the entries. She advised that she would be happy to contribute to that process.

4.4 Helen thanked staff and the Management Committee for their time and left the meeting at 7pm.

5.0 Minutes of Management Committee Meeting of 28th June 2023

5.1 Geraldine Baird proposed the Minutes of the Management Committee Meeting of 28th June 2023 to be a true record of the meeting. This motion was seconded by Christine Devine and the Minutes were unanimously approved by the Management Committee.

6.0 Matters Arising from Minutes of Management Committee Meeting of 28th June 2023

6.1 Re item 4.4; the Director advised that the Loan Portfolio Return had been submitted to the Scottish Housing Regulator.

6.2 Re item 5.5; the Director advised that the Association's solicitor had been instructed on 3rd July 2023 to progress matters in relation to the release of the excess security. The Management Committee will be kept informed of progress.

Dir

6.3 Re item 7.1; draft versions of the updated job descriptions will be presented to all staff members in due course.

Dir

6.4 Re item 7.2; the Director will oversee the development of a Scheme of Delegation Policy.

Dir

6.5 Re item 7.3; the Director advised that the Scottish Federation of Housing Association's 'OnBoard' scheme will be considered as part of the Committee Recruitment and Succession Strategy.

Dir

6.6 Re item 7.4; as noted previously the release of excess security is ongoing.

6.7 Re item 7.5; the Director advised that the discussion of how the financial support will be used has still to take place.

6.8 Re item 7.7; the Director advised that the Maintenance Manager had not yet been able to finalise the setup of the iPads for the Management Committee. He will continue to progress arrangements.

MM

6.9 Re item 7.8; the Director advised that a meeting of the General Purposes Sub-Committee to progress arrangements for the Governance Review will be convened next month.

Dir/MC

6.10 Re item 7.9; the Director advised that there was no update as yet with regard to the long-term void within one of the supported accommodation properties. The Management Committee will be kept informed of matters.

HM

6.11 Re item 7.10; the Director advised that draft tender documents for Finance Services have been emailed to Atkinson Partnership for comment. A meeting of the General Purposes Sub-Committee will be scheduled in order to progress matters with this procurement process.

Dir

6.12 Re item 7.11; the Director advised that the Summer Newsletter was circulated for comment on 5th July 2023 and sent out to residents on 11th July 2023.

Dir

6.13 Re item 7.12; the Director advised that the Maintenance Manager will continue to liaise with another local housing association with relation to the joint procurement process for a stock valuation.

MM

6.14 Re item 7.13; the Director advised that she will explore ways in which the Association can forge links with local schools to work jointly (including community litter picks), upon the schools return from the summer break next month. She noted that after consideration of Helen McMeekin's findings, it may be a suggestion to involve school children in gardening.

Dir

6.15 Re item 7.14; the Director advised the Internal Audit Report will be discussed under Agenda Item 11.0.

6.16 Re item 8.2; the Director advised that no members of the Management Committee expressed an interest in becoming a SHARE Board member.

6.17 Re item 8.6; the Director advised that no members of the Management Committee expressed an interest in becoming a Glasgow West of Scotland's Forum of Housing Associations Board member.

6.18 Re item 8.7; the Director advised that no members of the Management Committee expressed an interest in attending Employers in Voluntary Housing's meeting of the Management Committee on 3rd July 2023.

6.19 Re item 8.7; the Director advised that no members of the Management Committee expressed an interest in attending the Scottish Federation of Housing Associations (SFHA) Annual General Meeting (AGM) on 11th October 2023.

It was proposed by Josephine Deacon that the Director attends and vote on the Association's behalf. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

The Director will attend the SFHA's AGM and vote.

Dir

6.20 Re item 8.11; the Corporate Services Officer advised that the share certificate, copy of the Rules, and a Fair Processing Notice had been issued.

6.21 Re item 11.4; the Corporate Services Officer advised that the website and the Policy bank had been updated.

6.22 Re item 12.4; the Director advised the Business Plan will be discussed under Agenda Item 12.0.

- 6.23 Re item 13.4; the Director confirmed that most of the Management Committee's appraisals had now been carried out. Olwyn will present feedback on the appraisal process at the next meeting of the Management Committee on 23rd August 2023.
- 6.24 Re item 14.3; the Director advised the Human Rights work will be discussed under Agenda Item 14.0.
- 6.25 Re item 14.4; the Director advised the Human Rights training will be discussed under Agenda Item 14.0.
- 6.26 Re item 15.3; the Director advised the SHR's discussion paper will be considered under Agenda Item 16.0.
- 6.27 Re item 15.4; the Director advised that the Management Committee did not have any initial comments or observations on the discussion paper. The Association's draft response will be discussed under Agenda Item 16.0.
- 6.28 Re item 18.3; the Director advised that the Association has not been billed for the Wednesday afternoon Playclub during the school holidays. The Jeely Piece Club's decision not to provide the Playclub at the Birgidale Complex was owing to the poor uptake during the summer holidays and a restricted amount of funding available for the summer food programme.

A member of the Management Committee commented that they did not believe this to be the case.

- 6.29 Re item 19.7; the Director advised that no update has been received as yet with regard to the Association's grant application to the Let's Grow Together Fund. The Management Committee will be kept apprised of matters.
- 6.30 Re item 19.10; the Director advised that the Finance Officer will organise the Association's donation toward the flowers.
- 6.31 Re item 19.13; the Director advised this will be discussed under Agenda Item 8.0.

Dir

FO

7.0 Correspondence

Letter from Michael Cameron of the Scottish Housing Regulator (SHR) re Annual Assurance Statements (AAS) – received via email on 3rd July 2023

- 7.1 The Director advised that the letter set out that in this year's AAS, the SHR is asking again that Registered Social Landlords (RSL) provide assurance that they have an effective approach to the collection of equalities information and are considering how they can adopt a human rights approach to their work.

7.2 The SHR is also looking for a clear statement in AAS this year on compliance with relevant obligations in relation to tenant and resident safety. RSLs are to confirm whether they meet their duties in relation to tenant and resident safety, and in particular, that they have obtained appropriate assurance about compliance with all relevant safety requirements including:

- electrical safety;
- water safety;
- fire safety;
- asbestos;
- damp and mould; and
- lift safety.

7.3 It was also noted that the SHR recently carried out a programme of visits to landlords to discuss their AAS. During the visits, they asked RSL how they assured themselves about compliance with their duties in relation to tenant and resident safety. The SHR will shortly publish a report on their findings from the visits to share lessons learned.

Email from SHARE regarding Membership Survey 2023 – received via email on 6th July 2023

7.4 The Director advised that the survey is due to be completed by 28th July 2023. SHARE is looking for feedback to enable them to review membership offerings and help them to meet organisations' needs.

7.5 The Management Committee agreed that the Director should complete SHARE's survey on the Association's behalf.

Dir

Email from Scottish Federation of Housing Associations (SFHA) regarding their 'Membership Value for Money' – received via email on 24th July 2023

7.6 The Director advised that the SFHA seeks to ensure they provide value for money at all times. They are conducting a short survey of Chief Executive Officers to inform a review of its' member fees. The survey is being co-ordinated by Campbell Tickell and is to be completed by 7th August 2023.

7.7 The Director will complete the SFHA's survey.

Dir

8.0 Notifiable Events

8.1 The Director advised that she had contacted a solicitor at TC Young for advice as to whether the personal injury claim on the Association's insurance was a Notifiable Event.

8.2 TC Young advised that they did not consider it to be a Notifiable Event however, they considered that the Scottish Housing Regulator (SHR) should be notified informally.

8.3 Based on this advice, it was proposed Jim Dougherty that the Director makes contact with the Association's Regulation Manager at the SHR to discuss the matter. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

8.4 The Director will implement this decision.

Dir

9.0 Reports from Sub-Committee Meetings

- 9.1 The paper 'Reports from Sub-Committee – July 2023' was circulated in advance of the meeting. The content was noted by the Management Committee.

10.0 Performance Management

Performance Management Proforma

- 10.1 The paper 'Performance Management Proforma to 30th June 2023 – July 2023' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.

- 10.2 The Director advised that the development of the new Asset Management Strategy had been delayed and is now scheduled for completion by 30th September 2023.

Policies for Approval Summary

- 10.3 The paper 'Policies for Approval: July 2023' was circulated to the Management Committee in advance of the meeting. The Director advised that the purpose of the paper was to provide an overview of all the policy documents being presented at the meeting. The Management Committee noted its content.

Consultation Report on Allocations Policy review

- 10.4 The paper 'Allocations Policy Review: Report on Consultation Process – July 2023' and the appended 'Allocations Information Leaflet & Allocation Policy Customer Survey' were circulated to the Management Committee in advance of the meeting. The content was noted by the Management Committee.

- 10.5 The Corporate Services will publish the report on the website.

CSO

Draft Allocations Policy

- 10.6 The draft 'Allocations Policy' and the appended 'Equalities Impact Assessment' were circulated to the Management Committee in advance of the meeting. The content of both was noted by the Management Committee.

- 10.7 It was proposed by Josephine Deacon that the draft Allocations Policy be approved and adopted by the Association. This motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.

- 10.8 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Consultation Report on Repairs and Maintenance Policy review

- 10.9 The paper 'Repairs & Maintenance Policy Review: Report on Consultation Process – July 2023' were circulated to the Management Committee in advance of the meeting. The content was noted by the Management Committee.

- 10.10 The Corporate Services Officer will publish the report on the website.

CSO

Draft Repairs & Maintenance Policy

- 10.11 The draft 'Repairs & Maintenance Policy', associated appendices, and the appended 'Equalities Impact Assessment' were circulated to the Management Committee in advance of the meeting. The content of both was noted by the Management Committee.
- 10.12 The Maintenance Manager advised that following further consideration, he had included an addition to section 26.0 of the Policy titled 'Monitoring & Appraisal', detailing that:
- i. the outturn against the maintenance targets is reported on in the Performance Management Proforma every month; and
 - ii. the outturn against the maintenance targets is reported on in the Maintenance Performance Management Proforma which is presented to the Maintenance Sub-Committee every quarter.

With that amendment, it was proposed by Alex Bruce that the draft Policy be approved and adopted by the Association. This motion was seconded by Audrey Laird and unanimously approved by the Management Committee.

- 10.13 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Draft Estate Management Policy

- 10.14 The draft 'Estate Management Policy' and the appended 'Equalities Impact Assessment' were circulated to the Management Committee in advance of the meeting. The content of both was noted by the Management Committee.

The Housing Manager advised that new procedures are being developed to support the Policy, namely around the roles and responsibilities of staff members in the maintenance and housing management departments.

- 10.15 It was proposed by Iris Robertson that the draft policy be approved and adopted by the Association. This motion was seconded by Alex Bruce and unanimously approved by the Management Committee.

- 10.16 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Draft Asbestos Management Policy & Plan

- 10.17 The draft 'Asbestos Management Policy', the appended 'Equalities Impact Assessment', and 'Asbestos Management Plan' including its associated appendices were circulated to the Management Committee in advance of the meeting. The content of these papers was noted by the Management Committee.

- 10.18 It was proposed by Josephine Deacon that the draft Policy and Plan be approved and adopted by the Association. This motion was seconded by Jim Dougherty and unanimously approved by the Management Committee.

- 10.19 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Draft Information Technology Security Policy

- 10.20 The paper 'Information Technology Security Policy' and the appended 'Equalities Impact Assessment' was circulated to the Management Committee in advance of the meeting. The content of both was noted by the Management Committee.
- 10.21 The Maintenance Manager advised that the Association had an existing 'I.T Security Policy' that was passed for approval in March 2021. However, in response to a recommendation made by the Internal Auditor, a new Policy has been drafted to reflect current arrangements and the Association's CyberEssentials Plus accreditation.
- 10.22 It was proposed by William Hamilton that the draft Policy be approved and adopted by the Association. This motion was seconded by Jim Dougherty and unanimously approved by the Management Committee.
- 10.23 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Draft Information Technology Strategy

- 10.24 The draft 'Information Technology Security Strategy' was circulated to the Management Committee in advance of the meeting. The content was noted by the Management Committee.
- 10.25 It was proposed by Audrey Laird that the draft strategy be approved and adopted by the Association. This motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee.
- 10.26 The Corporate Services Officer will update the Policy Bank and the website.

CSO

11.0 Internal Audit

- 11.1 The paper 'North View Housing Association – Internal Audit Report: Factoring (Final) – June 2023' was circulated to the Management Committee in advance of the meeting.
- 11.2 The Director highlighted draft comments on pages 8 to 9 of the paper, added in response to two 'priority 3' recommendations made by the Internal Auditor to enhance the current control framework. The Management Committee noted the content.
- 11.3 After consideration, it was proposed by Christine Devine that the Association responds to the Internal Auditor's recommendations in line with the draft comments. This motion was seconded by Iris Robertson and it was unanimously agreed by the Management Committee.
- 11.4 The Director will oversee the response to the Internal Auditor and implementation of the recommendations.

Dir

12.0 Business Plan

- 12.1 The Director provided a verbal update on this Agenda Item.

12.2 It was noted that JH Consulting has been appointed to develop the Business Plan and work on the draft document is currently progressing well.

12.3 The Director advised that it is hoped that a draft will be available for presentation at the next meeting of the Management Committee on 23rd August 2023.

Dir

13.0 Committee Appraisals

13.1 The Director provided a verbal update on this Agenda Item.

13.2 The Director advised that, as noted previously, nearly all appraisals have been carried out and Olwyn Gaffney of SHARE will present the feedback from the process at the next meeting of the Management Committee on 23rd August 2023.

Dir

13.3 The Director advised that in terms of her own appraisal, the Office Bearers Group (OBG) had considered that support/training on carrying this out would be beneficial. To that end, the Director has spoken to SHARE and this can be facilitated.

13.4 Olwyn Gaffney of SHARE would develop a draft appraisal proforma, meet with Management Committee members to review this, and then hold a further meeting with members before the appraisal date. Olwyn would be present at the appraisal to record it and provide a report to the rest of the Management Committee. She suggested that a maximum of three members of the Management Committee would appraise the Director. The total cost of this service would be £500.

13.5 After consideration, it was proposed by Jim Dougherty that the Association appoints SHARE to facilitate the Director's appraisal as discussed. This motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.

13.6 The Director will contact SHARE to make the necessary arrangements for the appraisal.

Dir

14.0 Equalities & Human Rights

14.1 The Director advised that the Corporate Services Officer is liaising with the Corporate Services Officer at Ardenglen Housing Association to schedule a date for Human Rights training for the Management Committee with Ewart Communications. She noted that Wednesday 9th August 2023 in the evening was suggested.

14.2 The Director advised that establishing the 'lived experience' group is a priority, which will comprise Management Committee members from all of the Castlemilk community-based housing associations.

15.0 Factoring

- 15.1 The paper 'Statistical Factoring Report (as at 30th June 2023) – July 2023' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.
- 15.2 The Director highlighted that the outstanding factoring balance reflects that the 2022/2023 invoices were issued at the end of April 2023 and many payments are still awaited and are being pursued.

16.0 Scottish Housing Regulator Discussion Paper

- 16.1 The paper 'Our Regulation of Social Housing: a discussion paper – 'Scottish Housing Regulator - July 2023' and the associated appendices were circulated in advance of the meeting.
- 16.2 The Director advised that the Scottish Housing Regulator (SHR) is consulting on the review of the Regulatory Framework and is seeking feedback on its proposed regulatory priorities from April 2024 onwards. Management Committee discussed and noted the content of the papers.
- 16.3 It was proposed by Josephine Deacon that the Director submits the Association's feedback to the Scottish Housing Regulator's discussion questions, as set out in paper. The motion was seconded by Christine Devine and it was unanimously approved by the Management Committee.
- 16.4 The Director will submit the completed questionnaire before the deadline of 11th August 2023.

17.0 Any Other Competent Business

Succession Case

- 17.1 ***[REDACTED DUE TO LITIGATION PRIVELEGE]***

External Audit Findings Report to Management Committee

- 17.4 The Director advised that the External Auditor's presentation of the Audit Findings Report for the year ended 31st March 2023 was scheduled for Wednesday 13th September 2023, one week prior to the Annual General Meeting (AGM).
- 17.5 The Director advised that it would be beneficial to bring the meeting forward to 30th August 2023, so that it was not so close to the AGM date. After consideration, it was proposed by Iris Robertson that the meeting be rescheduled from 13th September 2023 to 30th August 2023. This motion was seconded by Wilma McCubbin and unanimously approved by the Management Committee.
- 17.6 The Director will amend the meeting schedule for circulation to the Management Committee and confirm arrangements with both FMD Financial Services and the External Auditor.

M&Ds trip

Dir

Dir

- 17.7 The Director noted that the trip to M&Ds theme park on Friday 11th August 2023 has been organised, and there are currently three coaches booked.
- 17.8 The Director advised that in previous years (pre-COVID), staff with children, grandchildren and other young family members have attended. She noted that there are several staff members on holiday that day and there are now more staff members with families who could attend. This would have implications for service delivery and staff cover at the office. The extra cost to the Association to allow staff members and their families to attend, also had to be taken into consideration.
- 17.9 She advised that three members of staff need to attend; one chaperone for each coach.
- 17.10 The Maintenance Manager stated that the Housing Manager and himself could attend to chaperone two of the coaches. He suggested that they would then work remotely at the neighbouring hotel for the day. They would not need entry to the theme park, saving ticket costs.
- 17.11 The Management Committee agreed with the arrangements as discussed.

Scottish Fuel Fund Round 4, Phase 2

- 17.12 The Director advised that the Association had received notification from the Scottish Federation of Housing Associations (SFHA) that there was a further round of £7.25 million in funding being provided by the Scottish Government. It was noted that this round of funding aims to provide practical support to social landlords' tenants to mitigate fuel poverty and to help them manage or reduce their fuel costs – examples include air fryers, slow cookers, high tog duvets, heated throws and thermal curtains. Applications for funding are to be submitted by 27th July 2023.
- 17.13 The Director recommended that the Association seeks funding to provide every household with either a microwave, air fryer, or slow cooker. It was also recommended that provision be included to supply high tog duvets to new and existing tenants who are struggling with heating costs. At present, it is expected that the funding required for these items would be in the region of £33,000.
- 17.14 After discussion, it was proposed by Audrey Laird that the Association submits an application to the fund, covering the priorities discussed to help support tenants. This motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.
- 17.15 The Director will make arrangements for the funding application to be submitted by 28th July 2023.

Dir

18.0 Date and Time of Next Meeting

- 18.1 The next Meeting of the Management Committee will take place on Wednesday 23rd August 2023 at 6.15pm, in the office and via MS Teams.
- 18.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson)

_____ Date