

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 23rd August 2023

1.0 Present

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

In Attendance:

Alison Main (Director)
Yvonne Rooney (Housing Manager)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)
Fettes McDonald (FMD Financial Services) (for Agenda Item 4.0)
Olwyn Gaffney (SHARE) (for Agenda Items 5.0 and 6.0)

2.0 Apologies

2.1 Apologies were received from Christine Devine.

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; and that Audrey Laird is a member of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council.

4.0 Management Accounts (for the period to 30th June 2023)

4.1 The report 'Management Accounts for the period to 30th June 2023' and the associated file were circulated in advance of the meeting. The content of these documents was discussed in detail and noted by the Management Committee.

4.2 A member of the Management Committee enquired as to whether the Association is obtaining the best interest rates it can on its capital and reserves. Fettes explained that the Association has £1million in its HOBS account with Bank of Scotland which accrues interest at 2.3%. Fettes noted that it is a fixed term savings account which matures in October 2023. It was opened prior to the recent increase in interest rates and was the best rate attainable at the time. Upon its maturity, the Association will likely be able to attain a higher interest rate.

4.3 Fettes highlighted that overall, the Association is in a fairly healthy financial position. The position will continue to be monitored throughout the year.

Action

4.4 It was proposed by Jim Dougherty that the Management Accounts (for the period to 30th June 2023), as presented, be approved by the Management Committee. This motion was seconded by Wilma McCubbin and the Accounts were unanimously approved by the Management Committee.

4.5 Fettes McDonald left the meeting.

5.0 Committee Appraisals

5.1 The paper 'North View Housing Association – Management Committee Appraisal – Feedback Report – August 2023' was circulated in advance of the meeting. Olwyn Gaffney from SHARE was in attendance to present the paper.

5.2 The content of the paper was discussed in detail and its content noted.

5.3 The Director enquired as to the best way for the Association to monitor the progress of the implementation of the recommendations set out at the end of the report. She enquired as to whether responsibility this should be delegated to Audit and Risk Sub-Committee. Olwyn concluded that it would be most beneficial for the Management Committee to oversee this. The Director will make arrangements for progress with the recommendations to be monitored.

5.4 The Management Committee extended its thanks to Olwyn for her approach to carrying out the appraisals.

5.5 Olwyn thanked the Management Committee for their time and co-operation.

6.0 Director's Appraisal

6.1 The Director declared an interest in this Agenda Item and left the meeting for the duration of its discussion.

6.2 The paper 'Director's Appraisal – August 2023' was circulated in advance of the meeting. Olwyn Gaffney remained in attendance to discuss the paper and attached draft appraisal form. The content was noted by the Management Committee.

6.3 SHARE recommended that a maximum of three Management Committee members be involved in appraising the Director (including the Chairperson), although if more members wished to be involved that was at the Management Committee's discretion.

6.4 The proposed appraisal format was unanimously approved by the Management Committee. After discussion, it was agreed that the Office Bearers Group would take the appraisal forward with support from SHARE and in line with the timetable set out in the report.

6.5 Olwyn thanked the Management Committee and left the meeting.

6.6 The Director re-joined the meeting.

Dir

OBG

7.0 Minutes of Management Committee Meeting of 26th July 2023

- 7.1 Josephine Deacon proposed the Minutes of the Management Committee Meeting of 26th July 2023 to be a true record of the meeting. This motion was seconded by Jim Dougherty and the Minutes were unanimously approved by the Management Committee.

8.0 Matters Arising from Minutes of Management Committee Meeting of 26th July 2023

- 8.1 Re item 6.2; the Director advised that the matters in relation to the release of excess security are progressing.

Dir

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

Dir

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

Dir

- 8.4 Re item 6.5; 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. SHARE's recommendations from the Management Committee member appraisals will also feed into the Strategy.

Dir

- 8.5 Re item 6.8; the Maintenance Manager advised he met with Apple on 21st August 2023. Testing is being carried out, and he is hopeful the set-up will be finalised and the iPads ready for distribution next week.

MM

- 8.6 He advised that the Apple Store in Glasgow City Centre has offered to provide the Management Committee with training on the use of the iPads, free of charge. He advised that if anyone would like to receive training, they should inform him and he will the necessary arrangements (including transport).

MC

A member of the Management Committee advised they had been informed that the Scottish Government is providing up to £15,000 of digital funding to organisations.

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

Dir

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

HM

- 8.9 Re item 6.11; the Director advised the procurement of Finance Services for the Association will be discussed under Agenda Item 14.0.

- 8.10 Re item 6.13; the Maintenance Manager will continue to liaise with another local housing association with relation to the joint procurement process for a stock valuation. He highlighted that the insurance premiums have risen sharply across the board and noted that the Association has been fortunate to have incurred a moderate rise of 12% for the current year. The Association will need to take advice from the specialist insurance procurement advisor in relation to procurement for insurance services for 2024/25.
- 8.11 Re item 6.14; the Director advised that she emailed the Head Teacher of St John Paul II Primary School on 21st August 2023 to introduce the Association, and its hopes to work jointly with the school in community initiatives. The Management Committee will be kept informed of developments.
- 8.12 Re item 6.19; the Director advised that she will be unable to attend the Scottish Federation of Housing Associations (SFHA) Annual General Meeting on 11th October 2023, because it clashes with the planned Human Rights Management Committee training session. She will contact the SFHA to submit her apologies.
- 8.13 Re item 6.29; the Director advised that that Association's grant application to the Let's Grow Together Fund was unsuccessful. She advised she was informed that fund was significantly oversubscribed. The Association has, however, been encouraged to apply to future rounds of the Fund.
- 8.14 Re item 6.30; the Director advised that the Finance Officer has organised the Association's donation toward Flowers on the Railings Day.
- 8.15 Re item 7.5; the Director completed SHARE's survey on the Association's behalf.
- 8.16 Re item 7.7; the Director has completed the Scottish Federation of Housing Associations survey.
- 8.17 Re item 8.4; the Director advised this Notifiable Events related matter will be discussed under Agenda Item 10.0.
- 8.18 Re item 10.5; the Corporate Services Officer published the consultation report on the website.
- 8.19 Re item 10.8; the Corporate Services Officer updated the Policy Bank and the website.
- 8.20 Re item 10.10; the Corporate Services Officer published the consultation report on the website.
- 8.21 Re item 10.13; the Corporate Services Officer updated the Policy Bank and the website.
- 8.22 Re item 10.16; the Corporate Services Officer updated the Policy Bank and the website.
- 8.23 Re item 10.19; the Corporate Services Officer updated the Policy Bank and the website.

MM

Dir

Dir

- 8.24 Re item 10.23; the Corporate Services Officer updated the Policy Bank and the website.
- 8.25 Re item 10.26; the Corporate Services Officer updated the Policy Bank and the website.
- 8.26 Re item 11.4; the Director responded to the Internal Auditor's recommendations on 27th July 2023, and has incorporated these in the Internal Audit Tracker Report to the Audit and Risk Sub-Committee.
- 8.27 Re item 12.3; the Director advised that the Business Plan will be discussed under Agenda Item 16.0.
- 8.28 Re item 13.2; the Committee appraisals were discussed under Agenda Item 5.0.
- 8.29 Re item 13.6; the Director's appraisal was discussed under Agenda Item 6.0.
- 8.30 Re item 16.4; the Director submitted the questionnaire to the Scottish Housing Regulator on 4th August 2023.
- 8.31 Re item 17.3; the Director advised that the succession case would be discussed under Agenda Item 12.0.
- 8.32 Re item 17.6; the Director has amended the meeting schedule and a copy was circulated with the current meeting's papers. It was confirmed that the annual accounts would be presented for approval at the Management Committee meeting scheduled for 30th August 2023.
- 8.33 Re item 17.15; the Director advised that the Fuel Fund application had been submitted. The Housing Manager noted that the Association applied for £56,750 of funding but were granted a lesser amount of £32,250. As a result, the Association will re-evaluate the numbers with the intention to provide every tenant with an air fryer or slow cooker to help mitigate fuel poverty and purchase a number of winter duvets for struggling tenants. A process for distributing the appliances in a way that can be carefully managed by the Association will also need to be determined. This will be publicised in the Autumn Newsletter.

Dir/HM

9.0 Correspondence

Update (July 2023) from the Scottish Housing Regulator (SHR) - received by email on 28th July 2023

- 9.1 The Director advised that this update provides information on the work of the SHR in recent months. It has been circulated via email to all Management Committee members.

Energy Efficiency Standard for Social Housing 2 (ESSH2) Update from the Scottish Government - received via email on 1st August 2023

- 9.2 The Director advised that this provides an update on the Scottish Government's review of ESSH2. The review commenced in September 2022, and it is anticipated it will be completed in 2023.

9.3 The purpose of the review is to bring the standard for social housing in line with Net Zero.

9.4 Consultations on proposals will take place later in 2023.

Email from the Glasgow West of Scotland's Forum of Housing Associations (GWSF) regarding Annual Conference – received on 1st August 2023

9.5 The Director advised GWSF's conference will take place on Friday 1st December 2023, at the Radisson Blu Hotel.

9.6 The Housing Minister, Paul McLennan, will be in attendance.

9.7 The Director advised the Management Committee that if any members would like to attend, they should contact herself or the Corporate Services Officer.

MC

Employers in Voluntary Housing's (EVH) Monthly Update – received via email on 14th August 2023

9.8 The Director advised she forwarded the update to the Management Committee on 16th August 2023 via email.

Glasgow West of Scotland's Forum of Housing Associations (GWSF) Update (August 2023 Edition) – received via email on 16th August 2023

9.9 The Director advised she forwarded the update to the Management Committee on 16th August 2023 via email.

Glasgow West of Scotland's Forum of Housing Associations (GWSF) response to the Scottish Housing Regulator's consultation – received via email on 17th August 2023

9.10 The Director advised she forwarded this response to the Management Committee on 22nd August 2023 via email for information.

Email from Glasgow City Council (GCC) regarding the Castlemilk Community Plan – received via email on 21st August 2023

9.11 The Director advised that following on from the development session and the report on the Castlemilk survey, GCC is looking to organise some focus groups within community venues in the area. There will be both a neighbourhood and thematic group approach to the focus groups. GCC has started to contact community centres, housing associations, projects, schools, and churches who could assist. They have asked that for people to contact them if they can help in any way. The Director advised that the Association could offer office space if required.

9.12 The Director noted that a copy of the presentation from the last meeting on 12th June 2023, together with a report on the survey, is available. The Director advised the Management Committee that if any members would like a copy of these, they should contact herself or the Corporate Services Officer.

MC

10.0 Notifiable Events

10.1 The paper 'Notifiable Event – August 2023' was circulated to the Management Committee in advance of the meeting. The content was noted.

- 10.2 The Management Committee will be kept updated of matters in relation to this Notifiable Event (reference 30621) which was submitted to the Scottish Housing Regulator on 14th August 2023.

11.0 Reports from Sub-Committee Meetings

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

12.0 Housing Management Report **[REDACTED DUE TO LITIGATION PRIVELEGE]**

13.0 Performance Management

Performance Management Proforma

- 13.1 The paper 'Performance Management Proforma to 31st July 2023 – August 2023' was circulated to the Management Committee in advance of the meeting. The Management Committee noted the content.
- 13.2 The Maintenance Manager advised that due to the extensive comprehensiveness of review of the Asset Management Strategy, the timescale for its completion is now likely to be toward the end of February 2024. The Management Committee noted and understood the reasons for this change.
- 13.3 The Maintenance Manager advised that he met with consultant **[PERSONAL DATA REDACTED]** that day, to discuss the review of the Association's Asset Management Strategy. He advised that **[PERSONAL DATA REDACTED]** has extensive experience in this area.
- 13.4 The Director advised that the Scottish Housing Regulator issued an asset management recommended practice guidance paper in February 2023, which will also feed into the Strategy's review.
- 13.5 The Maintenance Manager advised that **[PERSONAL DATA REDACTED]** consultancy fees are £50 per hour. **[PERSONAL DATA REDACTED]** has estimated the review of the Strategy would take approximately 50 hours, at an approximate total cost of £2,500. He added that this was a competitive rate, and the review may take less 50 hours.
- 13.6 After discussion, it was proposed by Iris Robertson that the Association engages the services of **[PERSONAL DATA REDACTED]**. The motion was seconded by Alex Bruce and it was unanimously approved by the Management Committee.
- 13.7 The Maintenance Manager will contact **[PERSONAL DATA REDACTED]** and make arrangements to commence the review.
- 13.8 The Director also noted the slippage in the timescale for completing the Governance Review.

Reviewed Policies for Approval

13.9 The covering paper 'Policies for Approval: August 2023' was circulated to the Management Committee in advance of the meeting, outlining the review of the Anti-Social Behaviour Policy, Void Management Policy and Garden Care Scheme Policy. The content of the paper was noted.

13.10 The Housing Manager highlighted an error in the outline of the changes made to the Void Management Policy, on page 2 of the paper. She explained this was a typing error and a full list of changes to the Policy were listed on the last page of the policy under 'reviews and amendments'.

Anti-Social Behaviour Policy Review – Report on Consultation Process

13.11 The paper 'Anti-Social Behaviour Policy Review – Report on Consultation Process (August 2023)' was circulated to the Management Committee in advance of the meeting.

13.12 The Management Committee noted the content of the paper and in particular, the proposed change to the timescale to resolve Category 2 complaints, which has come about through the consultation process.

13.13 The Corporate Services Officer will publish the report on the website.

CSO

Draft Anti-Social Behaviour Policy

13.14 The draft 'Anti-Social Behaviour Policy' (and appended 'Equalities Impact Assessment') was circulated to the Management Committee in advance of the meeting.

13.15 After consideration, it was proposed by Wilma McCubbin that the draft Policy be approved and adopted by the Association. The motion was seconded by Michelle McNulty and unanimously agreed by the Management Committee

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

CSO

Draft Void Management Policy

13.17 The draft 'Void Management Policy' (and appended 'Equalities Impact Assessment') was circulated to the Management Committee in advance of the meeting.

13.18 After consideration, it was proposed by William Hamilton that the draft Policy be approved and adopted by the Association. The motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

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

CSO

Draft Garden Care Scheme Policy

13.20 The draft 'Garden Care Scheme Policy' (and appended 'Equalities Impact Assessment') was circulated to the Management Committee in advance of the meeting.

13.21 The Director advised the changes made to the Policy were highlighted in blue in the document.

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| 13.22 After consideration, it was proposed by Audrey Laird that the draft Policy be approved and adopted by the Association. This motion was seconded by Wilma McCubbin and unanimously agreed by the Management Committee | |
| 13.23 The Corporate Services Officer will update the Policy Bank and the website. | CSO |
| 14.0 Financial Services Recruitment | |
| 14.1 The paper 'Procurement – Finance Services (<i>August 2023</i>)' was circulated to the Management Committee in advance of the meeting. | |
| 14.2 The Director discussed the content of the paper in detail, together with the proposed tender documentation for the procurement process. | |
| 14.3 After due consideration, it was proposed by Jim Dougherty that the Management Committee approves the draft tender documents for use in the procurement process, agrees the draft timetable set out in section 3.1 of the paper and that the General Purposes Sub-Committee be given delegated authority to oversee the tender evaluation. This motion was seconded by Alex Bruce and unanimously approved by the Management Committee. | |
| 14.4 The Director will implement the Management Committee's decision. | Dir |
| 15.0 Business Plan | |
| 15.1 The Director provided a verbal update on this Agenda Item. | |
| 15.2 She explained that work is continuing on the new Business Plan at present. A meeting with JH Consulting is scheduled for 29 th August 2023. | Dir |
| 15.3 Due to the short length of time since the last Business Plan Update and with the wider operating environment remaining unchanged in that period, a full report on key revisions will be circulated with the draft Business Plan for the Management Committee's consideration at its meeting on 27 th September 2023. | Dir |
| 16.0 Equalities & Human Rights | |
| 16.1 The Director advised that Ardenglen Housing Association (which is co-ordinating the delivery of Human Rights training for Committee members) is seeking to confirm alternative dates should any members be unable to attend the session on 11 th October 2023. | |
| 16.2 No members indicated they would be unable to attend the October session. | |
| 16.3 The Corporate Services Officer will contact Ardenglen Housing Association to confirm the Management Committee's attendance on 11 th October 2023, along with members from Ardenglen Housing Association, Cassiltoun Housing Association, and Craigdale Housing Association. | CSO |

16.4 A member of the Management Committee enquired as to what time the training session will commence. The Director advised she believed it would commence at 6pm, however she will check and confirm. She noted that the session will be held at the Birgidale Complex and there would be an option for members to attend remotely if they prefer.

Dir

17.0 Wider Role

The Castlemilk Pantry

17.1 The paper 'Castlemilk Pantry – Performance – Reporting Period for Q1 (April to June 2023)' was circulated to the Management Committee in advance of the meeting. The content of this document was noted.

The Jeely Piece Playclub

17.2 The Director confirmed that the Playclub will recommence on Wednesday 23rd August 2023 between at 3pm and 5.15pm in the Birgidale Complex.

18.0 Any Other Competent Business

Nomination to the Management Committee

18.1 The Director advised that a Member has approached the Association seeking to join the Management Committee. The member is relatively new to living in the area and do not know any other Members who would be able to nominate them.

18.2 The Director contacted TC Young for advice. Following discussion with the solicitor, the Director advised that she could meet the member and then the Management Committee could consider them as a co-optee after the Annual General Meeting.

18.3 The Director emphasised that the Association is trying to recruit new members with relevant skills and an interest in our work as part of its succession planning. The Management Committee noted the Director's comments.

18.4 The Director will contact the Member to schedule a meeting with them. She will ask the Member to confirm their eligibility to join the Management Committee, as set out in the Rules.

Dir

Training

18.5 The Housing Manager declared an interest in this matter and left the meeting for the duration of its discussion.

18.6 The Director advised that the Housing Manager has requested the Management Committee consider a continue professional development opportunity for her. She is seeking to do obtain a Certificate in Counselling Skills comprising of four modules, each module costing £407.

- 18.7 It was noted that the course would support the Housing Manager in her role, equipping her to manage staff and engage with tenants and other customers who are often vulnerable. The course is aimed at employees in personnel, welfare rights, nursing and support staff, social care and social work, mental health, teaching, workplace counselling roles, and voluntary workers in the community.
- 18.8 The Director advised that the course is delivered on Thursday evenings and will be done in the Housing Manager's own personal time. The course commences on 7th September 2023.
- 18.9 She provided an overview of the staff training budget and expenditure to date, noting that there is £3,750 remaining. Three modules would be payable during 2023/2024, leaving £2,529 for the remainder of 2023/2024. The Association has funded two staff members to complete Chartered Institute of Housing accredited courses in 2023/2024. One course was paid at the end of 2022/2023 but carried out in 2023/2024 which has impacted the staff training budget for the rest of 2023/2024. She noted that four staff members also completed dampness and mould awareness training in 2023/2024.
- 18.10 After consideration, it was proposed by Iris Robertson that Association approves payment of the course. This motion was seconded by Alex Bruce and unanimously agreed by the Management Committee.

18.11 The Director will inform the Housing Manager of the Management Committee's decision.

Dir

18.12 The Housing Manager re-joined the meeting.

Autumn 2023 Newsletter

18.13 The Director advised that she is starting to draft the Autumn Newsletter for circulation before the September Weekend holiday and noted that if there were anything the Management Committee would like incorporated, they should let her know as soon as possible.

MC

North View's 30-Year Anniversary

18.14 The Director noted that the Association is approaching its 30-year anniversary on 1st November 2023. She invited feedback from the Management Committee on how they would like to commemorate it. She advised, however, that there is no money allocated in the budget for 2023/2024.

18.15 She advised that to commemorate the Association's 25-year anniversary, a celebration event was held in 2018, including a prize draw of 100 £25 Amazon gift vouchers and a 'Fun Day' in the Birgidale Complex in 2019.

18.16 She advised that whatever is proposed to commemorate the occasion, the Association must be mindful of inflationary pressures on all service delivery costs, including budgets.

Meeting Schedule as at August 2023

18.17 The paper 'Updated Meeting Schedule – *August 2023*' was circulated to the Management Committee in advance of the meeting. The detail of this was noted.

19.0 Date and Time of Next Meeting

19.1 The next meeting of the Management Committee will take place on Wednesday 30th August 2023 at 6.15pm, in the office and via MS Teams.

19.2 The meeting ended at 8.15pm.

_____ Signed (Chairperson) _____ Date