

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 22nd May 2024

1.0 Present

Iris Robertson
Geraldine Baird
Josephine Deacon
William Hamilton
Audrey Laird
Andrew William Marshall
Michelle McNulty
Sarah Jayne Newman

In Attendance:

Alison Main (Director)
Julie Roy (Corporate Services Officer)
Sean O'Sullivan (FMD Financial Services) (for Agenda Items 6.0, 7.0, and 8.0)

2.0 Apologies

- 2.1 Apologies were received from Wilma McCubbin.
- 2.2 The Director advised that, as approved at the meeting of the Management Committee on 24th April 2024, Jim Dougherty has been granted a three month leave of absence.

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 Andrew William Marshall is a member of the 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 Management Accounts (for period to 31st March 2024)

- 4.1 Sean O'Sullivan was present at the meeting to discuss Agenda Items 6.0, 7.0, and 8.0. It was agreed that these Agenda Items would be discussed at this point of the meeting.
- 4.2 The paper titled 'Management Accounts (to 31st March 2024) Report' and the associated Management Accounts file were circulated to the Management Committee in advance of the meeting. The content of these documents was presented by Sean and discussed in detail at the meeting
- 4.3 Sean O'Sullivan noted that the actual surplus is currently sitting at around £533,000. The budget for the period to March 2024 projected a surplus of approximately £449,000, which means overall there is a positive variance of approximately £84,000.

Action

- 4.4 Sean O'Sullivan highlighted that management costs are approximately £47,000 over budget, mainly owing to fewer staff costs being capitalised. It was noted that part of the tradesteam costs is capitalised because their labour is directly related to component replacement (such as kitchens and windows).
- 4.5 It was proposed by Josephine Deacon that the Management Accounts for the period from 1st April 2023 to 31st March 2024 be approved. The motion was seconded by Audrey Laird and unanimously agreed by the Management Committee

5.0 Loan Portfolio Return to Scottish Housing Regulator

- 5.1 The paper 'Loan Portfolio Return Report' and the appended 'SHR Loan Portfolio Annual Return 2023-2024' was circulated in advance of the meeting. The content of these papers was discussed and noted.
- 5.2 It was proposed by Andrew William Marshall that submission of the Loan Portfolio Annual Return (as presented) be approved for submission to the Scottish Housing Regulator. This motion was seconded by William Hamilton and unanimously agreed by the Management Committee
- 5.3 FMD Financial Services will oversee the submission of the Return by 30th June 2023.

FMD

6.0 Treasury Management Report

- 6.1 The paper 'Treasury Management Report' and its appendices were circulated in advance of the meeting. The Director advised that the Association's Treasury Management Policy stipulates the requirement to report on treasury management operations to the Management Committee at least annually.
- 6.2 The content, covering the amount and status of current loans and the amount of stock secured against loans, was summarised by Sean O'Sullivan and noted by the Management Committee.
- 6.3 The Director noted that a further property valuation is due to be carried out prior to the end of March 2025 and that matters remain ongoing in relation to the release of excess security held by the Royal Bank of Scotland.
- 6.4 Sean O'Sullivan left the meeting.

7.0 Minutes of Management Committee Meeting of 24th April 2024

- 7.1 Michelle McNulty proposed the Minutes of the Management Committee Meeting of 24th April 2024 to be a true record of the meeting. This motion was seconded by Iris Robertson and the Minutes were unanimously approved by the Management Committee.

8.0 Matters Arising from Minutes of Management Committee Meeting of 24th April 2024

- 8.1 Re item 5.3; the Director advised that draft versions of the updated job descriptions will be presented to all staff members in due course.

Dir

8.2	Re item 5.4; the Director will oversee the development of a Scheme of Delegation Policy, with input from Mullholland Housing Consultancy following the Governance Review.	Dir
8.3	Re item 5.6; the Director advised that the Maintenance Manager has held some one-to-one iPad sessions with members of the Management Committee, however, there were still further sessions to be scheduled. These have been delayed due to workload and will be arranged as soon as possible.	MM
8.4	Re item 5.7; the Director advised that she would telephone the Head Teacher of St John Paul II Primary School after the school summer holidays to discuss joint working.	Dir
8.5	Re item 5.8; the Director advised that the member has not contacted her as yet.	
8.6	Re item 5.9; the Director advised that matters are progressing regarding the two vacancies within the supported property. The outcome of the assessments has been received, and CIC is now due to meet with the Glasgow Health and Social Care Partnership to discuss funding and staffing. The Management Committee will be kept informed of progress.	HM
8.7	Re item 5.10; the Director advised that she is meeting with the Association's Relation Manager from the Royal Bank of Scotland on 5 th June 2024, whereby she will seek an update regarding the Discharge. The Management Committee will be kept appraised of matters.	Dir
8.8	Re item 5.12; the Director advised that a meeting of the Media Group will be incorporated into the work programme for 2024/2025.	Dir
8.9	Re item 5.13; the Director advised that the further round of area meetings in the summer of 2024 will be incorporated into the work programme for 2024/2025.	Dir
8.10	Re item 5.14; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.	Dir
8.11	Re item 5.18; the Director advised that the Lived Experience Group met on 16 th May 2024, as scheduled. A further meeting will be held in July 2024 and the Director confirmed that suggested dates were sent to Management Committee members on 17 th May 2024.	
8.12	Re item 5.25; the Director advised that the repositioning of the office security fence to accommodate car parking for residents, is in progress. Signage will be purchased for display, advising that those parking in the car park will do so at their own risk.	MM
8.13	Re item 5.26; the Director advised that the factoring statistics will be presented under Agenda Item 16.0.	
8.14	Re item 5.29; the Director advised that the Corporate Services Officer has updated the Policy Bank and the website.	

8.15	Re item 7.2; the Director advised that the Housing Manager responded to the Glasgow City Health and Social Care Partnership on 3 rd May 2024.	
8.16	Re item 8.5; the Director advised that she renewed the Association's membership with the Scottish Housing Network for 2024/2025.	
8.17	Re item 9.3; the Director advised that this would be discussed under Agenda Item 10.0.	
8.18	Re item 11.4; the Director advised that the two evictions have been scheduled for 28 th May 2024 and 3 rd June 2024.	
8.19	Re item 11.8; the Director confirmed that the Notice of Proceedings in relation to a sub-letting case will be 'live' on 27 th May 2024, after which a court date will be sought. Management Committee will be kept apprised of matters.	HM
8.20	Re item 12.3; the Director advised that the Strategy and Development Funding Plan 2024/2025 – 2029/2030 was submitted on 25 th April 2024. She has a Programme Meeting scheduled with Glasgow City Council on 5 th June 2024 to discuss this.	Dir
8.21	Re item 13.5; the Director advised that cover is now in place for the initial period of three months.	
8.22	Re item 14.8; the Director advised that the Corporate Services Officer has updated the Policy Bank and website.	
8.23	Re item 14.12; the Director advised that she contacted the Internal Auditor with the Management Committee's response to the Tenant Participation Internal Audit.	
8.24	Re item 14.14; the Director advised that a first draft report on the Governance Review had been received from Mulholland Housing Consultancy. It will be reviewed by Senior Staff and a final report will be presented to the Management Committee in due course. She advised that she had provided the Scottish Housing Regulator with an update on the Review on 17 th May 2024.	
8.25	Re item 15.1; the Director advised that the soffits and fascias have now been replaced at 21 Stravanan Gardens.	
8.26	Re item 15.4; the Director advised that the review of the Factoring Management Fee has been incorporated into the work programme for 2024/2025 which is being finalised.	
9.0	Correspondence	
	<i>Letter from the Scottish Housing Regulator (SHR) re Advisory Guidance – received via email 26th April 2024</i>	
9.1	The letter advised that the SHR has been updating the guidance to reflect the changes to the Regulatory Framework and Statutory Guidance. The updated advisory guidance was published on 26 th April 2024.	

Update from Scottish Housing Associations Pension Scheme's (SHAPS) Employer Committee – received via email on 9th May 2024

9.2 ***[COMMERCIAL SENSITIVE INFORMATION REDACTED]***

Notification of Employers in Voluntary Housing's (EVH) next Member Information Exchange – received via email on 9th May 2024

9.6 The Director advised that the next EVH Member Information Exchange (formerly known as EVH Management Committee meetings) will take place in Betty's Room at EVH's office, 5th Floor, 137 Sauchiehall Street, Glasgow, G2 3EW on Monday 3rd June 2024 at 6pm. There will be an option to join remotely.

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

MC

10.0 Notifiable Events

10.1 ***[SENSITIVE INFORMATION REDACTED]***

11.0 Annual Return on the Charter

11.1 The paper 'Annual Return on the Charter Submission' and the appended Annual Return on the Charter (ARC) 2023-2024, ARC validation report from Visual Stat Solutions (VSS), and Stock Profile 2023-2024 were circulated in advance of the meeting.

11.2 To provide the Management Committee with more information on the key aspects of the ARC 2023-2024, the Director delivered a PowerPoint presentation.

11.3 The Director highlighted the percentage of days lost through staff sickness absence between 1st April 2023 and 31st March 2024, which was marginally higher than in the previous year. She advised that the Association has seen increased staff sickness absence between 1st April 2024 to date. It is, therefore, expected that the percentage of days lost through staff sickness absence reported in the ARC 2024-2025 will be higher. She noted that reporting on overall staff absence levels to the Management Committee will be considered and she will liaise with Employers in Voluntary Housing regarding the format of this.

Dir

11.4 The Director advised that the appended ARC validation report details the outcome of VSS's external verification that the information provided in the ARC 2023-2024 is accurate and reflects the SHR's technical guidance.

11.5	The Director advised that VSS has an excellent understanding of the HomeMaster system and its reporting frameworks and has expertise in analysing datasheets produced. They carry out external ARC validations for several housing associations and their services are in demand. The Director, therefore, recommended the provisional appointment of VSS to undertake the validation of next year's ARC for submission, the costs of which have been incorporated into the budget for 2024/2025. It was proposed by Sarah Jayne Newman that Association provisionally appoints VSS as discussed. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee. The Director will oversee arrangements.	Dir
11.6	Following careful consideration, Iris Robertson proposed that the ARC, as presented, be submitted to the Scottish Housing Regulator by 31 st May 2024. The motion was seconded by Audrey Laird and unanimously agreed by the Management Committee.	
11.7	The Director will oversee the submission of the ARC 2023-2024 by 31 st May 2024.	Dir
11.8	The Director advised that Appendix three of the ARC report details of the Stock Profile information for submission to the SHR. This must be submitted annually alongside the ARC.	
11.9	Following consideration, it was proposed by Andrew William Marshall that the Stock Profile information 2023-2024 be submitted to the SHR. The motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.	
11.10	The Director will oversee the submission of the Stock Profile Information 2023-2024 by 31 st May 2024.	Dir
12.0	Performance Management	
12.1	The paper 'Performance Management Proforma to 31 st March – May 2024' was circulated to the Management Committee in advance of the meeting and its content noted.	
13.0	Expenses Report	
13.1	The paper 'Senior Staff & Committee Expenses Report (1 st April 2023 to 31 st March 2024)' was circulated in advance of the meeting and its content noted.	
13.2	The Corporate Services Officer will publish the expenses information on the website.	CSO
14.0	Training Report	
14.1	The paper 'Training Report (1 st April 2023 to 31 st March 2024)' was circulated in advance of the meeting and its content noted by the Management Committee.	
15.0	Data Breaches Report	

- 15.1 The paper 'Report of Personal Data Breaches (1st April 2023 to 31st March 2024)' was circulated in advance of the meeting and its content noted.

16.0 Statistical Factoring Report

- 16.1 The paper 'Statistical Factoring Report (1st April 2023 to 31st March 2024)' was circulated in advance of the meeting.
- 16.2 A member of the Management Committee enquired about the cost of the factoring charges. The Director advised that the charges vary between owners of flats and owners of houses (for example, owners of flats will pay for repairs to communal areas of the block that are not applicable to houses).
- 16.3 The Director advised that one of the recommendations arising from the Governance Review carried out by Mullholland Housing Consultancy was that going forward, the Association provides the Management Committee with more information regarding factoring. This will be discussed further with John Mulholland.

Dir

17.0 Comprehensive Residents' Survey 2024 Proposal

- 17.1 The paper 'Comprehensive Residents' Survey 2024 Proposal' was circulated in advance of the meeting.
- 17.2 The Director summarised the content of the paper, advising that the Association carries out a comprehensive survey of tenants' and owners' satisfaction with its services every two years. The last survey was undertaken by in July and August 2022. It was noted that this goes above the requirement set out in the Scottish Housing Regulator's Technical Guidance which stipulates that all registered social landlords should undertake surveys of tenants and service users at least every three years.
- 17.3 The Director advised that the Association has employed the services of Research Resource for previous surveys, and there are a number of reasons to support the recommendation to employ their services for the next survey, as detailed in the paper.
- 17.4 Following consideration, it was proposed by Sarah Jayne Newman that the Association accepts Research Resources' Proposal to carry out the 2024 Residents' Satisfaction Survey. The motion was seconded by Michelle McNulty and unanimously approved by the Management Committee.

- 17.5 The Director will oversee arrangements for the survey.

Dir

18.0 Any Other Competent Business

Health and Safety Audit

- 18.1 The Director advised that the Corporate Services Officer and the Health and Safety Consultant, Andrew Gillies of ARGOMAS met with the external health and safety auditor at ACS on 8th May 2024, to discuss various updates to be made to the audit report to accurately reflect current working practices.

18.2	The final report will be circulated in due course.	Dir
18.3	The Director advised that the Corporate Services Officer has also spent time with Andrew to ensure health and safety information is current, including cleansing out-of-date historic files.	
	<i>Committee appraisals</i>	
18.4	The Director has contacted SHARE to enquire about committee appraisals for 2024. It was noted that SHARE carried out this work in 2023 and the process went well.	
18.5	It was noted that the cost for the service has been obtained from SHARE. Various options are available for carrying the appraisals out for the next two years. Year 2 (this current year) would involve the completion of another questionnaire followed by one-to-one meetings. The cost would be £3,000 plus and extra £500 if there is a '360 degree' appraisal of the Chairperson.	
18.6	The Year 3 option (next year) would cost £1,800, and there would be no one-to-one with existing members. Any new members however that had not been appraised in Year 2, would be appraised at a cost of £150 per member.	
18.7	The Director noted that, as per the Association's Procurement Policy, when a one-off service costs less than £6,000 and less than £50,000 over five years, the Association is not required to go to tender for that service.	
18.8	It was proposed by Josephine Deacon that the Director oversees the appointment of SHARE to conduct the 2024 appraisals. The motion was seconded by Audrey Laird and unanimously approved by the Management Committee. The Director will make contact with SHARE to progress matters.	Dir
	<i>Cyber security</i>	
18.9	The Director advised that the Maintenance Manager and herself attended a cyber security event delivered by Zurich Municipal. This has led the Association to explore how it can ensure it is even more resilient to cyber security threats. She advised that she is looking at options to allow the Association to plan for and test scenarios. A report on this matter will be presented at the next meeting of the Management Committee.	Dir/MM
	<i>The Castlemilk Pantry's performance</i>	
18.10	The Director advised that a report on performance was received from the Pantry on Monday 20 th May 2024. It will be presented at the next meeting of the Management Committee.	Dir
18.11	A member of the Management Committee enquired as to whether there was a section on the Association's website regarding the Pantry. The Corporate Services Officer will look at publicising it further on the website.	CSO
19.0	Date and Time of Next Meeting	
19.1	The next meeting of the Management Committee will take place on Wednesday 26 th June 2024.	
19.2	The meeting ended at 7.55pm.	

_____ Signed (Chairperson) _____ Date