

NORTH VIEW Housing Association

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

<p>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 June 2024</p>

1.0 Present

Iris Robertson
Alex Bruce
Josephine Deacon
Christine Devine
Audrey Laird
Andrew William Marshall
Wilma McCubbin
Michelle McNulty
Sarah Jayne Newman

In Attendance:

Alison Main (Director)
Yvonne Rooney (Housing Manager)
Julie Roy (Corporate Services Officer)
Julie-Ann Cloherty (SHARE) (observing)

2.0 Apologies

2.1 There were no apologies received.

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

4.0 Minutes of Management Committee Meeting of 22nd May 2024

4.1 Audrey Laird proposed the Minutes of the Management Committee Meeting of 22nd May 2024 to be a true record of the meeting. This motion was seconded by Michelle McNulty and the Minutes were unanimously approved by the Management Committee.

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

5.1 Re item 5.3; the Director advised that FMD Financial Services submitted the Loan Portfolio Return 2023-2024 on 22nd June 2024.

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

5.3 Re item 8.2; the Director advised that she would oversee the development of a Scheme of Delegation Policy, with input from Mullholland Housing Consultancy following the Governance Review.

Action

Dir

Dir

5.4	Re item 8.3; 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 absence and will be arranged as soon as possible.	MM
5.5	Re item 8.4; 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
5.6	Re item 8.6; the Director advised that two vacancies in the supported property be discussed under Agenda Item 9.0.	
5.7	Re item 8.7; the Director advised that she met with the Association's Relationship Manager from the Royal Bank of Scotland (RBS) on 5 th June 2024 and the Discharge was discussed, including the length of time that it is taking to conclude. RBS advised that the matter is still ongoing and an update will be provided as soon as possible. The Management Committee will be kept apprised of progress.	Dir
5.8	Re item 8.8; the Director advised that a meeting of the Media Group is being incorporated into the work programme for 2024/2025.	
5.9	Re item 8.9; the Director advised that further area meetings in the Summer and Autumn of 2024 will be scheduled. Owing to historically low attendance rates, the areas will be amalgamated. It is the intention that letters notifying residents of the meeting will be hand delivered.	Dir
5.10	Re item 8.10; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.	Dir
5.11	Re item 8.11; the Director advised that she is awaiting confirmation as to whether the next Lived Experience Group will take place on 31 st July 2024. The Management Committee will be kept apprised of the situation.	Dir
5.12	Re item 8.12; the Director advised that the repositioning of the office security fence to accommodate car parking for residents has been completed. Signage has been arranged to advise those parking in the car park that they do so at their own risk and will be displayed as soon as possible.	MM
5.13	Re item 8.19; the Director advised that an update in relation to the ongoing sub-letting would be discussed under Agenda Item 9.0.	
5.14	Re item 8.20; the Director advised that she met with Glasgow City Council on 5 th June 2024 to discuss the Association's Strategy and Development Funding Plan submission. She advised that she had been informed that grant funding for acquisition of individual private housing is currently unavailable.	
5.15	Re item 9.7; no members of the Management Committee advised that they wished to attend Employers in Voluntary Housing's Member Information Exchange on Monday 3 rd June 2024.	

- 5.16 Re item 10.4; the Director advised that the Notifiable Event would be discussed under Agenda Item 7.0.
- 5.17 Re item 11.3; the Director advised that a report on staff absences in the first quarter of 2024/2025 (between 1st April to 30th June 2024) would be reported at the next meeting of the Management Committee.
- 5.18 Re item 11.5; the Director advised that Visual Stat Solutions has been provisionally appointed for the 2024/2025 Annual Return on the Charter submission.
- 5.19 Re item 11.7; the Director advised that the 2023/2024 Annual Return on the Charter was submitted on 23rd May 2024. She also advised that the Scottish Housing Regulator (SHR) sent an email on 25th June 2024 to raise a query on the percentage of rent lost through empty properties. The Association is required to check that the figures provided for indicators 18 (rent lost through empty properties), 30 (average relet time) and weekly rents are accurate as the SHR states that the void loss seems high compared to the re-let time. These figures will be reviewed with Visual Stat Solutions and the Association will respond to the SHR as soon as possible. Management Committee will be kept apprised of matters.
- 5.20 Re item 11.10; the Director advised that the Stock Profile Information 2023/2024 had been submitted on 23rd May 2024.
- 5.21 Re item 13.2; the Director advised that the 2023/2024 Senior Staff and Management Committee expenses have been published on the website.
- 5.22 Re item 16.3; the Director advised that she met with Mullholland Housing Consultancy that day, who advised that the factoring statistics included in the Statistical Factoring Report and the Performance Management Proforma was sufficient as it stands in providing the Management Committee with enough information on factoring.
- 5.23 Re item 17.5; the Director advised that she had overseen arrangements for the 2024 Residents' Satisfaction Survey, and more information will be provided under agenda item 12.0.
- 5.24 Re item 18.2; the Director advised that the Health and Safety Audit will be discussed under Agenda Item 13.0.
- 5.25 Re item 18.8; the Director advised that the Management Committee appraisals will be discussed under Agenda Item 11.0.
- 5.26 Re item 18.9; the Director advised that a report on cyber security will be presented at the next meeting of the Management Committee.
- 5.27 Re item 18.10; the Director advised that she emailed the report received from the Castlemilk Pantry on its performance to the Management Committee on 19th June 2024.

Dir

Dir

- 5.28 Re item 18.11; the Director advised that she and the Corporate Services Officer will look at how to effectively publicise the Castlemilk Pantry on the Association's website.

Dir/CSO

6.0 Correspondence

Call for Nominators to the Glasgow & West of Scotland Forum of Housing Associations' (GWSF) Board & Details of Annual General Meeting (AGM) at 6.30pm on 21st August 2024 – received via email on 11th June 2024

- 6.1 The Director advised that GWSF is looking for at least one new member in the housing associations committee/board member category, and at least one in the housing associations staff category. Nominations must be submitted by 5pm on 11th August 2024. The AGM at Roystonhill Community Hub will be followed by an Open Meeting.

- 6.2 The Director advised that if any member of the Management Committee would like more information, they should contact herself or the Corporate Services Officer.

MC

Nominations to Employers in Voluntary Housing's (EVH) Executive Committee – Update – received via email on 14th June 2024

- 6.3 The Director advised that EVH sent a reminder that it is seeking nominations for its Executive Committee, which should be emailed to EVH no later than 5pm on 3rd July 2024.

- 6.4 The Director advised that if any member of the Management Committee is interested in joining, they should contact herself or the Corporate Services Officer.

MC

Glasgow & West of Scotland's Forum of Housing Associations (GWSF) Consultation – Strengthening Regulatory Support and Protection for Community-Based Housing Associations – received via email on 18th June 2024

- 6.5 The Director advised that the GWSF has been considering ways of maximising protection for community-based housing associations which encounter difficulties and are engaging with the Scottish Housing Regulator (SHR). As part of this, it is seeking views of member organisations on what factors most characterise their rootedness in their community, via a response pro-forma by the end of August 2024. The Director will prepare a response for the Management Committee's consideration.

Letter from the Scottish Housing Regulator (SHR) regarding changes to Charity Law – received via email on 20th June 2024

- 6.6 The Director advised that the letter provides information about changes to Charity law which will affect charitable Registered Social Landlords (RSLs). It notes that the Charities (Regulation and Administration) (Scotland) Act 2023 came into effect in April 2024 and introduced several changes to charity regulation. The SHR is engaging with the Office of the Scottish Charity Regulator (OSCR) as it makes its preparations for changes due to be implemented in Summer 2025. The SHR will provide further updates about the changes and what these will mean for charitable RSLs.

Letter from the Scottish Housing Regulator (SHR) regarding making information available to tenants and service users – received via email on 24th June 2024

- 6.7 The Director explained that the letter is to remind Registered Social Landlords (RSLs) about some key information the SHR expects landlords to make available and to ask for assistance in making sure tenants and service users have access to relevant information about regulation. It sets out that the SHR has recently looked at RSLs websites to find out what information they make available digitally for tenants and service users and found varying levels amongst the sector.
- 6.8 The Director advised that the Association has, on its website, its current Annual Assurance Statement, Engagement Plan, Annual Report, Annual Return on the Charter, and a link to its Landlord Report. It has also recently updated the website with the SHR's guidance and information on raising serious concerns, which the SHR reviewed as part of its' changes to the Regulatory Framework. Information will also be included in the Summer 2024 newsletter.
- 6.9 The Corporate Services Officer will continue to ensure the website contains comprehensive regulatory information to the effect set out in the SHR's letter.

7.0 Notifiable Events

- 7.1 The Director advised that no update on the current Notifiable Event (relating to an insurance claim) has been received since that provided at the last meeting of the Management Committee. She advised the Scottish Housing Regulator of the current position on 30th May 2024. Based on the available information, they advised that they add a review date for early 2025 and check in on progress then. If there are any updates before then, the Director will inform the SHR.

8.0 Report from Sub-Committee Meetings

- 8.1 The paper 'Report from Sub-Committee Meetings' was circulated to the Management Committee in advance of the meeting and its content noted.

9.0 Housing Management Report

- 9.1 The paper 'Housing Management Report' was circulated to the Management Committee in advance of the meeting. The Housing Manager advised that the paper comprises an update on voids, re-lets, rent arrears and the welfare rights service for financial year 2023/2024. The content was noted by the Management Committee.
- 9.2 The Housing Manager advised that, as noted under Agenda Item 5.0, the Scottish Housing Regulator (SHR) has raised a query regarding the percentage of rent loss through empty properties reported in the Annual Return on the Charter 2023/2024. It was noted that the Association has included the long-term void in one of the Association's supported living properties, which is classed as 'non self-contained' in the calculation. The figures will be checked with input from Visual Stat Solutions, and Management Committee will be kept updated on matters.

HM

9.3 The Housing Manager confirmed that the case of a tenant, who is subletting their property without authorisation, is calling at court on 31st July 2024. The Housing Manager advised that the Association has offered housing advice to the person to whom the tenant is subletting the property. This person is, however, not engaging with the Association.

9.4 The Housing Manager advised that three evictions had been carried out in 2023/2024. She noted that the Association had seen a positive correlation between tenants who have been referred via the Section 5 referral process and evictions.

10.0 Performance Management

10.1 The paper 'Policy Report (June 2024)' and the appended draft 'Stress Management Policy' and 'Attendance and Absence Management Policy', (accompanied by Equalities Impact Assessments) were circulated in advance of the meeting.

Draft Stress Management Policy

10.2 The Director advised that this was a new Policy for consideration. The Health and Safety External Audit Report (which will be discussed under Agenda Item 13.0) recommends the adoption of this by the organisation. She explained that the Policy is based on Employers in Voluntary Housing's (EVH) 'model' document. The draft Policy sets out line managers' and employees' responsibilities. She advised that EVH provided Senior Staff with stress management training on 20th May 2024.

10.3 She advised that the Policy will be reviewed every five years.

10.4 Following consideration, Alex Bruce proposed the adoption of the Policy. This motion was seconded by Josephine Deacon and it was unanimously approved by the Management Committee.

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

CSO

Draft Absence & Attendance Management Policy

10.6 The Director advised that the Policy had been reviewed following the stress management training for the line managers that had been conducted and was circulated to Employers in Voluntary Housing (EVH) for comment.

10.7 She informed the Management Committee that there had been a significantly much higher level of absence in the first quarter of 2024/2025 and as discussed, a report on which will be presented at the next meeting. She advised that the line managers will be ensuring Return to Work interviews are carried out in line with the Policy.

10.8 She advised that the proposed amendments to the policy are indicated in red font.

10.9 A member of the Management Committee enquired as to why section 5.0 'Return to Work' had been removed and it was clarified that the section had had been moved to section 6.0 in line with EVH's recommendations.

10.10 Following consideration, it was proposed by Andrew William Marshall proposed the revised Policy be adopted by the Association. This motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.

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

CSO

11.0 Management Committee Appraisals

11.1 The paper 'Management Committee Appraisals 2024' was circulated in advance of the meeting. Julie-Ann Cloherty was in attendance to discuss the content of the paper and to deliver a PowerPoint presentation on the appraisal process for 2024.

11.2 The content of the paper and the presentation was noted by the Management Committee and it was proposed by Christine Devine that the Association proceeds with the appraisal process as set out in the paper. The motion was seconded by Audrey Laird and it was unanimously approved by the Management Committee.

11.3 The Director will liaise with Julie-Ann Cloherty and Olwyn Gaffney in order to progress the appraisal process.

Dir

12.0 Comprehensive Residents' Survey 2024

12.1 The paper 'Comprehensive Residents' Survey 2024' and the appended survey questionnaire summary was circulated in advance of the meeting.

12.2 The Director advised that, following the Management Committee's approval of the overall process and timescales for the tenant and owner satisfaction survey at its meeting on 22nd May 2024, the draft questionnaire has been developed. She explained that those questions in red text are questions that the Association must ask as per the Scottish Housing Regulator's requirements. The results obtained are reported in the Annual Return on the Charter submission.

12.3 After consideration, Wilma McCubbin proposed that the draft tenant and owner questions as set out in the appended questionnaire be used in the 2024 survey. This motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.

12.4 The Director will oversee the completion of the Residents' Survey.

Dir

13.0 Health & Safety Audit

13.1 The paper 'Health & Safety – External Audit Report (2024)' (and the appended External Audit Report) was circulated in advance of the meeting.

13.2 The Director advised that an Action Plan, as set out in the paper under section 2.2, has been developed to respond to the areas identified in the report where a review is required or processes are not in place (i.e. 'Part Conform', or 'Non Conform').

13.3	After careful consideration, Josephine Deacon proposed that the Action Plan be adopted by the Association and for it to be monitored by the Health and Safety Sub-Committee on a six-monthly basis. The motion was seconded by Sarah Jayne Newman and it was unanimously approved by the Management Committee.	
13.4	The Director and Health and Safety Administrator will implement this decision.	Dir/HSA
14.0	Cyber Security	
14.1	The Director advised that, unfortunately due to annual leave and absence, the draft report is not yet finalised. It will be presented at the next meeting of the Management Committee on 24 th July 2024.	MM
15.0	Any Other Competent Business	
	<i>Governance Review</i>	
15.1	The Director noted that Senior Staff met with Mullholland Housing Consultancy that day to discuss the content of the draft report for the Governance Review. The final report is expected to be presented at the Management Committee meeting scheduled for 28 th August 2024.	
15.2	She advised that the Scottish Housing Regulator was provided with an update on progress on 17 th May 2024. The Director will provide a further update following this recent meeting with Mullholland Housing Consultancy.	Dir
	<i>Committee Governance Review Session</i>	
15.3	The Director suggested that a Management Committee session to look at the Governance Review findings be held during the week commencing 19 th August 2024.	
15.4	It was agreed that a morning session on Friday 23 rd August 2024 between 9.30am and 1pm in the Birgidale Complex would suit.	Dir
	<i>Audit & Risk Sub-Committee Meeting</i>	
15.5	The Director advised that the next meeting of the Audit and Risk Sub-Committee is scheduled for 17 th July 2024. The Director requested that the meeting be rescheduled for 10 th July 2024. The Management Committee unanimously agreed to this change.	
	<i>Investors in People (liP)</i>	
15.6	The Director advised that the Association is due its liP assessment this year.	
15.7	She advised that there have been changes to the way it is being administered. It was previously carried out by a company called 'This is Remarkable', with the 3-yearly assessment having been broken down annually. This company now is no longer delivering liP. The last assessment was carried out in 2022 and the proposal for this year's assessment has been received. The Director and the Chairperson then met with an liP representative on 8 th May 2024, to ascertain what the assessment would involve and provide some information about the Association.	

15.8	The proposal sets out a staff survey to be completed between 26 th August and 9 th September 2024, with interviews being completed on 16 th September 2024. The cost would be £5,040, only £1,800 of which has been budgeted for in 2024/2025 as the budget was based on it being spread over three years.	
15.9	The Director advised that she contacted liP to ascertain if there were any movement in this figure. The best liP could offer was £3,600 in 2024/2025 and £300 each year thereafter for two years.	
15.10	The Director recommended that the Association withdraw from liP at this time. The money spent on liP could be allocated to other initiatives. Following discussion, it was proposed by Iris Robertson that this recommendation be approved. The motion was seconded by Andrew William Marshall and it was unanimously approved by the Management Committee.	
15.11	The Director will implement the Management Committee's decision.	Dir
	<i>Internal Audit Annual Report</i>	
15.12	The Director advised that the Association received Quinn Internal Audit's Annual Report on 24 th June 2024 and confirmed that it notes a 'Substantial' annual Internal Audit assurance opinion for 2023/2024. This means that 'the Association has a robust and effective framework for risk management, governance, and internal control, which has been consistently demonstrated through our [Quinn Internal Audit's] audits'.	
15.13	A full copy of the Internal Audit Annual Report will be circulated to the Management Committee as part of the papers for the upcoming Audit and Risk Sub-Committee meeting on 10 th July 2024.	Dir
	<i>Flowers on the Railings</i>	
15.14	A member of the Management Committee advised that Castlemilk's 'Flowers on the Railings Day', to commemorate lost lives in the Castlemilk community, will be held on Saturday 27 th July 2024.	
15.15	The Director will oversee arrangements for the Association's donation of flowers to the remembrance event.	Dir
16.0	Date and Time of Next Meeting	
16.1	The next meeting of the Management Committee will take place on Wednesday 24 th July 2024.	
16.2	The meeting ended at 7.30pm.	

_____ Signed (Chairperson) _____ Date