

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 24th July 2024

1.0 Present

Iris Robertson
Geraldine Baird
Josephine Deacon
William Hamilton
Audrey Laird
Wilma McCubbin
Michelle McNulty

In Attendance:

Alison Main (Director)
Ady Tester (Maintenance Manager)
Julie Roy (Corporate Services Officer)

2.0 Apologies

- 2.1 Apologies were received from Christine Devine, Andrew William Marshall and Sarah Jayne Newman.

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 Minutes of Management Committee Meeting of 26th June 2024

- 4.1 It was noted that in Item 4.1, Christine Devine's Declared Interests (Secretary of the Management Committee of the Birgidale Complex and a member of Castlemilk Community Council) were not recorded.
- 4.2 With this amendment, Wilma McCubbin proposed the Minutes of the Management Committee Meeting of 26th June 2024 to be a true record of the meeting. This motion was seconded by Audrey Laird and the Minutes were unanimously approved by the Management Committee.

5.0 Matters Arising from Minutes of Management Committee Meeting of 26th June 2024

- 5.1 Re item 5.2; the Director advised that draft versions of the updated job descriptions will be presented to all staff members in due course.
- 5.2 Re item 5.3; the Director advised that she will oversee the development of a Scheme of Delegation Policy, with input from Mullholland Housing Consultancy following the Governance Review.

Action

Dir

5.3	Re item 5.4; the Director advised that the Maintenance Manager has held some one-to-one iPad sessions with members of the Management Committee. There were, however, still two sessions to be scheduled. These will be arranged as soon as possible.	MM
5.4	Re item 5.5; the Director advised that she would telephone the Head Teacher of St John Paul II Primary School when the school reconvenes after the summer holidays.	Dir
5.5	Re item 5.7; the Director advised that there is no further update on the Discharge. Progress has been slow. The Management Committee will continue to be kept apprised of progress.	Dir
5.6	Re item 5.9; the Director advised that the first of the summer/autumn area meetings were held on 22 nd July 2024, which was facilitated by the Housing Manager and the Maintenance Manager. The Maintenance Manager confirmed that a total of eight residents attended.	
	A member of the Management Committee enquired as to whether the Association should consider initiatives to encourage attendance at the area meetings, whether they are sufficiently publicised, and whether the meetings are accessible for all.	
	The Director advised that the area meeting was publicised in the summer newsletter and leaflets are circulated. The Association also considers accessibility, in that it can make all its publications available in other formats and community languages, and can arrange translators if necessary.	
	The Director advised that the Management Committee will be provided with a report on the area meetings in due course.	HM/MM
5.7	Re item 5.10; the Director will explore options for displaying the Association's Mission Statement and Values in the Committee Room.	Dir
5.8	Re item 5.11; the Director advised that the next meeting of the Lived Experience group will now take place on Thursday 1 st August 2024.	MC/Dir
5.9	Re item 5.12; the Director noted that the car park signage advising those parking in the car park that they do so at their own risk and will be displayed as soon as possible.	MM
5.10	Re item 5.17; the Director advised that this staffing matter will be discussed under Agenda Item 11.0.	
5.11	Re item 5.19; the Director advised that following the Scottish Housing Regulator's (SHR) query, the Housing Manager had reviewed the figures provided for indicators 18 (rent lost through empty properties), and 30 (average relet time) in the Association's 2023/2024 Annual Return on the Charter. The Housing Manager confirmed that the figures provided by the Association are accurate and includes non-self-contained properties. The Housing Manager notified the SHR on 11 th July 2024, and the SHR confirmed receipt of this.	

- 5.12 Re item 5.28; 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.
- 5.13 Re item 6.2; the Director advised that no members of the Management Committee expressed an interest in attending the Glasgow West of Scotland's Forum of Housing Association's Annual General Meeting.
- 5.14 Re item 6.4; the Director advised that no members of the Management Committee expressed an interest in joining Employers in Voluntary Housing's Executive Committee.
- 5.15 Re item 9.2; the Director confirmed that an update on the SHR's query had already been provided.
- 5.16 Re item 10.5; the Director advised that the Corporate Services Officer had updated the Policy Bank and the website.
- 5.17 Re item 10.11; the Director advised that the Corporate Services Officer had updated the Policy Bank and the website.
- 5.18 Re item 11.2; the Director advised that all Management Committee appraisals had now been completed. A report on the appraisal process and findings will be presented at the next meeting of the Management Committee on 28th August 2024.
- 5.19 Re item 12.4; the Director advised that arrangements for 2024 Residents' Survey are in place. The results will be reported to the Management Committee in due course.
- 5.20 Re item 13.4; the Director advised that the Action Plan will be monitored by the Health and Safety Sub-Committee going forward.
- 5.21 Re item 14.1; the Director noted that Cyber Security will be discussed under Agenda Item 13.0.
- 5.22 Re item 15.2; the Director advised that she had provided the Scottish Housing Regulator with a further update regarding the Governance Review on 27th June 2024, following the meeting with Mullholland Housing Consultancy.
- 5.23 Re item 15.4; the Director advised that the Birgidale Complex has been booked for between 9.30am and 1.00pm on Friday 23rd August 2024.
- 5.24 Re item 15.10; the Director advised that she contacted Investors in People (IiP) to notify them of the Management Committee's decision to withdraw from IiP.

The Director explained that IiP had then confirmed that they could offer some other options to the organisation. Following discussion around these options, the Management Committee unanimously agreed to allow the accreditation to lapse in September 2024, noting that the Association could reapply at any point in the future.

Dir/CSO

Dir

Dir

A member of the Management Committee enquired as to how liP is now perceived within the sector, and whether it still holds the same significance as it did when the Association first obtained accreditation many years ago.

The Director advised that many housing associations still maintain their accreditations, so there is still an appetite for it. Some housing associations have obtained platinum accreditation (the highest level of accreditation).

The Director will contact liP to advise of the Management Committee's decision.

Dir

5.25 Re item 15.13; the Director advised that the Internal Auditor's Annual Report 2023/2024 was circulated with the papers for the Audit and Risk Sub-Committee meeting on 10th July 2024.

5.26 Re item 15.15; the Director confirmed that the Association had purchased a donation of flowers.

6.0 Correspondence

Glasgow & West of Scotland Forum of Housing Associations (GWSF) consultation – strengthening regulatory support and protection for community-based housing associations

6.1 The paper 'Glasgow and West of Scotland Forum of Housing Association's Membership Consultation (June 2024)' and the appended consultation form from GWSF and the Association's draft response form, were circulated to the Management Committee in advance of the meeting.

6.2 Following consideration, it was proposed by Iris Robertson that the response as set out in the form, be submitted. This motion was seconded by Wilma McCubbin and it was unanimously agreed by the Management Committee.

6.3 The Director will oversee submission of the Association's response form.

Dir

Poverty Alliance – What's Right for Human Rights Scotland Policy & Practice – 20th August 2024 in the Studio Glasgow (10am to 1pm) – received via Ardenglen Housing Association on 18th July 2024

6.4 The Director advised that the Poverty Alliance is hosting a session called 'What's Right for Human Rights Scotland Policy and Practice' on Tuesday 20th August 2024 in The Studio Glasgow, from 10am to 1pm. She advised that it may be of interest to the Management Committee given its involvement in the Lived Experiences Group. The Chairperson advised that she would be interested in attending. The Director will forward the relevant details to the Chairperson.

Dir

7.0 Notifiable Events

7.1 The Director advised that there were no updates to report.

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 was noted.

9.0 Maintenance Report

Insurance case

- 9.1 The paper 'Maintenance Report – Insurance Case – July 2024' was circulated to the Management Committee in advance of the meeting.
- 9.2 The Director outlined the content of the report, which details the case that has been forwarded to the Association's insurer, Zurich Municipal. The Director advised that it would take some time for Zurich Municipal's claims department to determine whether liability is accepted.
- 9.3 The Management Committee will be kept informed of the matter.

Dir

Damp and Mould Sensors

- 9.4 The paper 'Damp & Mould Sensor Equipment Report - July 2024' was circulated to the Management Committee in advance of the meeting.
- 9.5 The Maintenance Manager outlined the content of the report.
- 9.6 The Management Committee commented on the cost savings to the Association, and the numerous benefits of fully integrating the damp and mould sensors with its existing housing management software system.
- 9.7 The Maintenance Manager advised that it would contribute to the effective and efficient control and management of the risks from exposure to dampness, mould and condensation in tenants' homes.
- 9.8 Following consideration, it was proposed by Audrey Laird that the Association purchases and integrates 20 dampness and mould sensor units at a cost of £5,106 inclusive of VAT. The motion was seconded by Wilma McCubbin and it was unanimously approved by the Management Committee.
- 9.9 The Maintenance Manager will oversee the Management Committee's decision.

MM

10.0 Performance Management

Quarterly Performance Proforma

- 10.1 The paper 'Quarterly Performance Management Proforma (1st April 2024 to 30th June 2024)' was circulated to the Management Committee in advance of the meeting. The content was noted.
- 10.2 The Director highlighted that the percentage of all factoring charges (including arrears) recovered had gone down due to the recent factoring invoice run.

Draft Policy & Procedures

- 10.3 The paper 'Policy Report (July 2024)' and the appended draft 'Performance Management Strategy', and 'Financial Procedures' (accompanied by Equalities Impact Assessments) were circulated to the Management Committee in advance of the meeting.

Draft Performance Management Strategy

- 10.4 The Director advised that the Strategy had been reviewed, and the proposed amendments are minimal. The key changes to the Strategy include reference to performance information (via the Performance Proforma) now being reported on a quarterly as opposed to monthly basis, following initial findings from the Governance Review.
- 10.5 Following consideration, it was proposed by William Hamilton that the Strategy is adopted by the Association. This motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.
- 10.6 The Corporate Services Officer will update the Policy Bank and the website.

CSO

Draft Financial Procedures

- 10.7 The Director advised the Financial Procedures are reviewed annually, to ensure the document reflects current and best practices in relation to finance processes.
- 10.8 She outlined the number of changes that have been made, which both the Finance Officer and FMD Financial Services have contributed to.
- 10.9 Following consideration, it was proposed by Alex Bruce that the Association adopts the reviewed Policy. This motion was seconded by Iris Robertson and it was unanimously approved by the Management Committee.
- 10.10 The Corporate Services Officer will update the Policy Bank and the website.

CSO

11.0 Staffing

- 11.1 The Corporate Services Officer declared an interest in this Agenda Item and left the meeting.

Staff Absence

- 11.2 The paper 'Staff Absence – 1st April 2024 to 30th June 2024' was circulated in advance of the meeting.
- 11.3 The Management Committee noted that content of the report and higher level of staff absences during the first quarter of the financial year.
- 11.4 The Director confirmed that the Association's Attendance and Absence Management Policy will continue to be applied and the situation will be monitored over the coming months.

Flexible Working Request

- 11.5 The Director advised that a flexible working request (to reduce weekly working hours from 35 to 30 over four days rather than five) has been received from the **[PERSONAL DATA REDACTED]**. Under the current Policy, the Director is authorised to approve such requests (with Management Committee dealing with any appeals etc) and it is being brought to Management Committee at this time for information only. There are no concerns regarding this proposal and the Director advised that the request will be approved.

12.0 Factoring

- 12.1 The paper 'Statistical Factoring Report (1st April 2024 to 30th June 2024)' was circulated to the Management Committee in advance of the meeting. The content of the report was noted.

13.0 Cyber Security

- 13.1 The paper 'Cyber Risk Management Report – July 2024' was circulated in advance of the meeting.
- 13.2 The Maintenance Manager outlined the content of the paper, emphasising that cyber threats are a significant risk to the organisation and so it is vital that the Association continues to develop approaches to minimise data breaches, ransomware attacks etc.
- 13.3 Following careful consideration, it was proposed by Alex Bruce that the Association approves the acceptance of Assure Technical's comprehensive package to consolidate all the Associations' cyber security needs and provide significantly better protection, at a cost of £6,480. The motion was seconded by Michelle McNulty and it was unanimously approved by the Management Committee.
- 13.4 The Maintenance Manager will oversee implementation of the Management Committee's decision.

MM

14.0 Any Other Competent Business

Media Group

- 14.1 It was agreed that a Media Group meeting would take place at 3.00pm on 29th July 2024.

Stage 3 Adaptations Funding Allocation

- 14.2 The Director advised that confirmation has been received from Glasgow City Council (GCC) that Association's Stage 3 Adaptions funding allocation for 2024/2024 is £16,500. The Association had bid for £25,000 but GCC noted that the overall bids submitted far exceeded the budget available, meaning that organisations have not received their full funding request.

Finance Training

- 14.3 It was agreed that Finance Training (to be delivered by FMD Financial Services) be scheduled for 30th October 2024.

Wood Chipper

- 14.4 The Maintenance Manager set out a proposal to purchase a wood chipper (at a cost of £10,704) to help the Estate Caretakers process the large amounts of tree/vegetation waste that is being generated through their work in the area. The Association would be able to 'trade in' an existing mower that is no longer being used to offset part of the cost of this (£2,704). There is money within the Association's equipment budget to meet the remaining amount and the proposal has been discussed with FMD Financial Services.

14.5 After consideration, it was proposed by Alex Bruce that the Association purchases this equipment. This motion was seconded by Iris Robertson and unanimously agreed by the Management Committee.

14.6 The Maintenance Manager will implement the Management Committee's decision.

Jim Harvey

14.7 The Director confirmed that the Association has been advised of the recent passing of Jim Harvey of JH Consulting. The Management Committee noted this sad news, recognising that Jim had worked with the Association on a number of areas over many years and that his input was most valued.

Dir

15.0 Date and Time of Next Meeting

15.1 The next meeting of the Management Committee will take place on Wednesday 28th August 2024.

15.2 The meeting closed at 7.50pm.

_____ Signed (Chairperson) _____ Date