

SPIRE VIEW HOUSING ASSOCIATION LTD
MINUTE OF HYBRID MANAGEMENT COMMITTEE MEETING
HELD ON MONDAY 25TH OCTOBER 2021 AT 5.00PM
VIA ZOOM

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| PRESENT: | CHARLIE LUNN RACHEL COOPER CLARE O'DONNELL ALLAN STEWART ALAN BROWN ANDREW WILKIE | CHAIRPERSON VICE CHAIRPERSON (ZOOM) SECRETARY (ZOOM) TREASURER COMMITTEE MEMBER (ZOOM) COMMITTEE MEMBER (ZOOM) |
| IN ATTENDANCE: | FIONA MURPHY MARGARET BROWNLIE GILLIAN SPENCE DONNA RICHARDSON ANGELA HEANEY AMHED SHARIF | DIRECTOR DEPUTE DIRECTOR CORPORATE GOVERNANCE OFFICER HOUSING MANAGER OBSERVER OBSERVER |

1.0 APOLOGIES, INTRODUCTIONS AND WELCOME

The Chairperson welcomed all Committee Members to the meeting. The Director read out an email from Andy White who advised that he wished to tender his resignation from the Management Committee. The Director advised that Andy had recently taken up a new job in Barbados. Andy tried to continue to connect to Committee meetings remotely but unfortunately the time differences became too big an obstacle and Andy felt he had no choice but to resign. He advised that on his return to the UK he would contact the Association and apply for a position on Committee once again. Committee asked the Corporate Governance Officer to respond to Andy and thank him for his valuable contribution to the Association over the last 3 years.

1.1 Apologies

Apologies were received from;

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| CRAIG ALLAN LYNDA MULHOLLAND | COMMITTEE MEMBER COMMITTEE MEMBER (LOA) |
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2.0 MINUTES OF PREVIOUS MEETING

2.1 Minute of Management Committee Meeting 30th September 2021

Committee noted an error contained on the agenda which states the Management Committee meeting on Monday 28th September 2021 this should read Thursday 30th September 2021. The Minute of the Management Committee meeting held on 30th September 2021 was approved by Committee.

2.2 Minute of Annual General Meeting 16th September 2021

The Minute of the Annual General meeting held on 16th September 2021 was noted by Committee and accepted for presentation at the 2022 AGM.

3.0 MATTERS ARISING (Including Action Tracker)

Committee noted no open items contained within the actions tracker.

4.0 DECLARATION OF INTEREST

Angela Heaney and Ahmed Sharif both declared an interest in item 5.12 Committee Recruitment Report. This item will be deferred to the end of the meeting.

5.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS

5.1 Self-Assessment and Annual Assurance Statement

Committee noted the content of report (copy available). The Director advised John Mulholland of Mulholland Housing Consultancy was unable to attend the meeting this evening however John had prepared a report for Committee to consider. The Director advised that John would attend at the upcoming Business Planning event on the 12th of November 2021. Committee noted that whilst the Association has been assessed as being fully compliant with Regulatory Standards, John had identified additional actions at item 3.7 with the report that the association should undertake to ensure we remain compliant. Committee therefore agreed the following actions;

- Committee approved the Self-Assessment outcome up to 25th October 2021.
- Committee agreed that Self-Assessment against the Regulatory Standard will be conducted annually.
- Committee approved the continuation of a Governance & Financial Management Improvement Plan, with 6 monthly Committee reports.
- Committee considered the content of the Annual Assurance Statement.
- Committee agreed that they had sufficient assurance to sign the Annual Assurance Statement confirming full compliance to SHR.

5.2 Business Plan Progress Report to 30th September

Committee noted the content of report (copy available). The Director drew Committee attention to the KPI report. Committee noted that the average days to let were sitting at 10.35 days against a target of 8 days. The Director explained that this performance was a direct result in current COVID measures and the sanitisation of each void property, as well as supply chain issues. This means that it is taking longer to re-let each property while still complying with restrictions; unless the restrictions are eased. The Director explained that Committee may wish to consider revising the current target of 8 days, either during this year or going into next year. A Committee Member asked if the delay in re-letting properties was having a negative financial impact on the association. The Director confirmed that this was the case to some extent and more information would be provided on this matter at item 7.1 on the agenda.

Committee noted that the average days to respond to complaints were out with target and currently showing as 26 days against a target of 20 days and the percentage of complaints are out with target also sitting at 53.3% against a target of less than 40%. The Director advised that the Corporate Governance Officer would provide an update on complaints at item 5.10 on the agenda.

Committee noted that Tenant Satisfaction was down to 89.5% against a target of 97%. Although this is a disappointing result it is very typical across the sector and all staff are working hard to improve.

Committee noted that both SHQS and EESSH figures are slightly out with target and currently recorded as SHQS 98.2% and EESSH 99.8% both against a target of 100% however more information would be provided by the Depute Director within the Maintenance Reports.

Committee noted the Delivery Plan Progress report and agreed to extend the deadline for completion of the new build at Glenbarr Street from October to December 2021 due to delays with installing utilities.

Committee noted the updated Risk Register and the Director advised that a Risk Workshop would be carried out at the Business Planning event on 12th November 2021.

5.3 Staff Structure Review

The Director updated Committee on the following;

- The Staff Service Sharing extension trial period is still on going and seems to be working well with no negative feedback. John Mullholland plans to conduct a review of the Service Sharing extension and discuss this further with Committee at the Business Planning Event.

- The Finance Manager Post advert would be advertised from Thursday 4th November, closing date for applications is 22nd November and interviews would be carried out in early December.
- Community Links Scotland are currently carrying out a feasibility study of the Estate Management Services and would also present their findings at the Annual Business Planning event.
- The timetable for implementation remains on track at this stage.

5.4 VAT Report

The Director updated as follows;

- French Duncan will start working on the historic VAT works during November 2021. As expected, there has been no response from HMRC with regards the error correction holding letter.
- French Duncan have started to prepare the VAT returns to 30th October 2021, which will be submitted by 7th December 2021.
- A staff guidance note on VAT has been prepared and distributed in advance of the training session arranged to take place on 28th October 2021.

5.5 ICT Disaster Recovery Plan - Report on Testing

The Director explained that this forms part of our Business Continuity and Disaster Recovery Plan, as discussed under item 5.1. Therefore Committee have agreed that a review of the BCDR Plan and its effectiveness, which will also include the ICT Disaster Recovery Plan. In the meantime, the Director has spoken with our IT support who have confirmed that we do not need to crash our systems in order to test at this time. Based on discussions with M2, our current security arrangements as well as historical events, the Director is confident that, should an event occur, M2 would be in a position to respond effectively.

5.6 Volunteer Co-ordinator Report

Committee noted the content of the report (copy available). The Director reported that the Volunteer Co-ordinator is achieving lots of very positive outcomes at Roystonhill Community Hub. She has strengthened the client base and ensuring that the halls are being let at every available opportunity. The Volunteer Co-ordinator is supporting a variety of groups and assisting some groups to apply for funds. The Director advised that the Volunteer Co-ordinator post is funded by the Scottish Governments Investing in Communities Fund until June 2022 however we have asked for an extension on this until March 2023 which, if successful, will cover this salary. A Committee Member congratulated the team on these successful outcomes and requested that an article be placed in the quarterly newsletter to reflect all the activities that are going on at the Hub.

5.7 Annual Business Planning Event / Away Day

Committee noted the content of the report (copy available) and the arrangements in place for this year's Annual Business Planning Event / Away Day. The Corporate Governance Officer encouraged all Committee to confirm their attendance at this event as soon as possible.

5.8 Guide to Information

Committee noted the content of report (copy available). Committee approved the revised Guide to Information for adoption and implementation.

5.9 Committee Appraisal

Committee noted the content of report (copy available). Committee considered the 3 year proposal submitted from SHARE for 2022-2024. They agreed to proceed with this 3 year proposal and to include a 360 appraisal for the Chairperson as outlined within the SHARE proposal and agreed that a representative from SHARE be in attendance to support the Chair and Vice Chairperson to carry out the 1-2-1 interviews with all new Committee Members. Committee also noted the proposed timetable and agreed it was acceptable.

The Corporate Governance Officer advised that Olwyn from SHARE requested that subject to Committee accepting SHARE proposal she be invited along to the November Committee meeting to observe and meet with the Chair and Vice Chairperson. Committee approved this request.

5.10 Complaint Handling Report to 30th September 2021

Committee noted the content of report (copy available). The Corporate Governance Officer (CGO) drew Committee attention to indicators 2-4 which show the average days taken to respond to complaints, Stage 2 complaints are out with the target of 20 days due to a particularly complicated complaint in the first quarter of the financial year which took 35 days to complete which has skewed the figures. The CGO confirmed that of 3 x Stage 2 complaints reported only 1 was concluded out with timescales in the last quarter.

She went on to advise that of 30 complaints received this year to date 16 had been upheld meaning the overall total of complaints upheld by the association is 53.3% which is out with the target of less than 40%. She advised that some individual staff training would be carried out by line managers to improve these figures going forward.

5.11 Membership Report

Committee noted the content of report (copy available). Committee approved 2 new membership applications and use of the seal. Committee noted that 17 Shares were cancelled following the implementation of the 5 year Rule however the Corporate Governance Officer advised that she had written to also affected and encouraged them to take up membership once again.

5.12 Committee Recruitment

This item was discussed after item 10.0 AOCB at 6.05pm

Angela Heaney and Ahmed Sharif both left the meeting at 6pm before this item was discussed.

Committee noted the content of report (copy available). The Committee Recruitment Panel advised that follow a successful interview they were satisfied that both Angela Heaney and Ahmed Sharif had the necessary skills required to be put forward and Co-opted onto the Management Committee. Committee discussed this matter and approved the Co-option of both prospective members.

6.0. DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS

6.1 Planned / Cyclical Maintenance Report

Committee noted the content of report (copy available). The Depute Director advised that she had nothing to add at this time other than what was contained within the report. She confirmed that all projects/works were on-going and progressing well.

6.2 Glenbarr Street New Build

Committee noted the content of report (copy available). The Depute Director advised that there has been a further delay to completion and handover due to issues with utility connections and meter installations. She advised that she was hopeful that this will be resolved and handover will be carried out by the end of November, she advised however that should this not be the case then we would not take handover until after the Christmas period. The Collateral Warranties for the contract were presented to the Chair for signing at the end of the meeting.

A Committee Member asked if all the new build properties had been allocated. The Housing Manager confirmed that this was indeed the case and all tenants/applicants had been notified.

A Committee member raised a concern regarding the current road layout. The Depute Director advised that the design/layout is designed and agreed in line with the requirements of the Roads Department when they are considering road layouts as part of the development proposals. This will be monitored and if it causes any major issues, we can open up discussions with Roads Department at the time of final inspection.

6.3 Hub Shop Unit – Capital Works

Committee noted the content of report (copy available). The Depute Director confirmed that all capital works in the Hub shop unit were now complete along with the additional works instructed to maximise funding drawdown. She advised that the loft ladder was the only item outstanding and it is anticipated that this would be installed in the near future.

The Director advised that the Pantry run by North Glasgow Community Food Initiative (NGCFI) has been very well received by the community and feedback very positive. She confirmed that NGCFI reported over 300 members currently and membership closed for a short time to ensure that they can meet demand. Any local person wishing to take up membership are currently being placed on a waiting list and contacted at the appropriate time.

8.0 HOUSING MANAGEMENT REPORTS

7.1 Housing Management Performance to 30th September 2020

Committee noted the content of report (copy available). Committee noted performance in relation rent arrears which remains under target at 1.94%, the Housing Manager advised that there was always room for improvement and every effort is made to remain within 2% target.

The Housing Manager advised that she had seen a rise in housing applications, which could be in relation to the new build at Glenbarr Street and also due to the easing of lockdown restrictions. Committee noted that average time to re-let is currently out with the target of 8 days and the reasons contained within the report with regards to this. The Housing Manager advised that staff are working hard to process void properties as quickly as possible.

8.2 Outcomes Report – Money Advice, Financial Capability and Tenancy Support

Committee noted the content of report (copy available). The Housing Manager advised that the Money Advice, Tenancy Support and Financial Capability services were going very well and had a healthy demand for appointments. Committee noted the case studies and the positive results achieved. She further advised that while most of the services have returned to normal and advisors seeing clients face to face some tenants prefer telephone appointments and these are catered for.

8.3 Rechargeable Repairs, Legal Expense & Former Tenant Write Off.

Committee noted the content of report (copy available). Committee approved the proposed rechargeable repairs write offs. Committee approved the proposed legal expenses write offs and approved the proposed former tenant account write offs. The Housing Manager confirmed that if these tenants ever return they would be pursued for their outstanding balances.

7.4 Tenant Satisfaction Survey Report

Committee noted the content of report (copy available). The Housing Manager advised that although we saw a slight reduction on tenant satisfaction during the recent survey carried out by Research Resource overall the results were positive. She confirmed that they demonstrate that we are exceeding the Scottish Average in most of the Scottish Social Housing Charter Indications. The Housing Manager reported that Satisfaction levels had dropped across the sector however she advised that the timing of the survey may have affected the results due to ongoing issues with bulk uplifts and a reduction of services provided by Glasgow City Council. Committee noted the actions that will be undertaken as a result of this survey to increase tenant satisfaction.

8.0 POLICY REVIEW

8.1 Committee Member Role Descriptions

Committee considered the reviewed draft Committee Member Role Descriptions and agreed to the adoption and implementation of these.

8.2 Business Continuity and Disaster Recovery Plan

The Director advised that, as discussed under item 5.1 and 5.5, the proposal for review of this policy / plan would be to ask our Internal Auditors to conduct a review of the effectiveness of the Plan to enable an updated version to be created and implemented. This would include the ICT element. Committee approved this request.

8.3 Staff Expenses Policy Review

Committee considered the reviewed draft Staff Expenses Policy and agreed to the adoption and implementation of this Policy.

9.0 DATE & TIME of NEXT MEETING

The next hybrid Management Committee meeting will take place on Monday 29th November 2021 at 5pm in the office at 43 Tharsis Street. A Joint Office Bearers meeting will also take place on Tuesday 9th November 2021 at 5.30pm.

10.0 AOCB

10.1 Roystonhill Community Hub

The Director advised that all activities are going very well at the Hub, she advised that she planned to start to report more detailed financial information on the Hub including an income and expenditure for Committee consideration. The Director provided Committee with an update on the current funding position at the Hub and advised that she was currently working on a Big Lottery Funding application that if successful would cover all 3 staff at the Hub salaries for varying periods over the coming 3 financial years.

Meeting closed at 18.10pm

Minutes taken by Gillian Spence

I certify that the above minute has been approved as a true and accurate reflection of the proceedings

Signed (Chair)

Date
