

SPIRE VIEW HOUSING ASSOCIATION LTD
MINUTE OF HYBRID MANAGEMENT COMMITTEE MEETING
HELD ON MONDAY 25th APRIL 2022 AT 5.00PM

PRESENT:	CHARLIE LUNN	CHAIRPERSON
	RACHEL COOPER	VICE CHAIRPERSON (ZOOM)
	CLARE O'DONNELL	SECRETARY
	ALLAN STEWART	TREASURER
	ALAN BROWN	COMMITTEE MEMBER
	ANGELA HEANEY	CO-OPTEE (ZOOM)

IN ATTENDANCE:	FIONA MURPHY	DIRECTOR (ZOOM)
	MARGARET BROWNLIE	DEPUTE DIRECTOR
	GILLIAN SPENCE	CORPORATE GOVERNANCE OFFICER
	JORDAN HENDERSON	FINANCE MANAGER
	DREW COLLIER	OBSERVER (ZOOM)

1.0 APOLOGIES, INTRODUCTIONS AND WELCOME

The Chairperson welcomed everyone to the meeting. Committee welcomed Drew Collier to the meeting and the Chairperson explained that Drew was recently interviewed as a prospective Committee Member following which he was invited along to observe this meeting.

The Director read out an email from Andrew Wilkie who advised that he wished to tender his resignation for personal reasons. Committee expressed their sadness at losing Andrew and instructed the Corporate Governance Officer to write to Andrew accepting his resignation and thanking him for this time.

The Director read out a message from Lynda Mulholland who requested a Leave of Absence due to health issues. Committee discussed this matter and instructed the Corporate Governance Officer to check the Rules regarding the frequency of LOA requests and report back at the next meeting before making a decision.

Committee noted that Ahmed Sharif failed to attend 4 consecutive Committee meetings therefore was deemed to have resigned.

1.1 Apologies

Apologies were received from;

LYNDA MULHOLLAND	COMMITTEE MEMBER
CRAIG ALLAN	COMMITTEE MEMBER
DONNA RICHARDSON	HOUSING MANAGER

2.0 MINUTES OF PREVIOUS MEETING

2.1 Minute of Management Committee Meeting 28th March 2022

The Minute of the Management Committee meeting held on 28th March 2022 was approved by Committee.

2.2 Confidential Minute of Management Committee Meeting 28th March 2022

The confidential Minute of the Management Committee meeting held on 28th March 2022 was approved by Committee.

3.0 MATTERS ARISING (Including Action Tracker)

Committee noted all items on the actions tracker were closed.

4.0 DECLARATION OF INTEREST

Angela Heaney and Drew Collier both declared an interest at item 11.2 Committee Recruitment report.

5.0 FINANCE REPORTS

5.1 External Audit 2022

The Finance Manager advised that a meeting had been held with our external auditors French Duncan and they agreed that this year's audit would commence on 11th July 2022. The auditors will be onsite for approximately 2 weeks for Spire View and 2 weeks for Copperworks. Planning works will commence on 4th July 2022. The Finance team has been issued with a list of requirements and are in the process of putting this information together ahead of the audit.

The Finance Manager advised that the Annual Accounts would be prepared and brought to Committee at the August 2022 meeting for consideration. He went on to advise that he had no concerns at this time.

6.0 DIRECTOR / CORPORATE GOVERNANCE REPORTS

6.1 Business Plan Progress Report 2021/2022

Committee noted the content of the report (copy available).

KPI Report

The Director drew Committees attention to all areas of the KPI report showing amber or red and explained the reasons why these figures were out with target. The Director advised that re-let times were out with target at an average of 10.24 days and not 10.31 / 9.9 days as stated within the written reports. She advised that the reason this figure remains out with target was due to extensive works required to some void properties and the time taken to sanitise and source materials etc. However a fogging machine had now been purchased which should help reduce this figure in the coming months.

The Director confirmed that there was a minor correction required to the staff sickness figure which should be 1.89%. ARC verification remains ongoing.

Delivery Plan

Committee noted that 2 items were outstanding in the delivery plan report. The Director advised that one Committee Member induction remains outstanding due to the member's time constraints. This will be moved forward and completed with the assistance of the Chairperson.

Risk Register

The Director pointed out that the Risk Register which forms part of this report has now been superseded by the new Risk Register contained in the updated Business Plan.

6.2 Final Revised Business Plan 2021-2024 (Year 2)

Committee noted the content of the report (copy available). The Director apologised for the delay in getting the final draft of the Business Plan to Committee. She explained that this was delayed to allow the Finance Manager to take up post with the Association and provide the required financial information.

The Director advised she recalled the Vice Chairperson suggesting that we could perhaps extend the 'Values' section of the Business Plan. The Director suggested that this would be a good exercise to undertake as part of and merger / Transfer of Engagements in future. Committee was in agreement with this.

The Director drew Committee attention to section 4.7 of the covering report and advised that a revised budget for 2022/23, 5 & 30 Year Projections and updated investment strategy were currently being prepared and would be presented to Committee in May 2022

Committee approved the Business Plan 2021-2024.

6.3 Potential Transfer of Engagements / Merger

A Separate Confidential Minute is available in relation to this item.

6.4 Committee Succession Strategy & Training Plan

Committee noted the content of the report (copy available). Committee approved the Succession Strategy and Action Plan.

6.5 Staff / Committee Training Report

Committee noted the content of the report (copy available). The Corporate Governance Officer apologised to Committee, as the wrong attachment was included with the report showing staff and Committee training for 2022/21 and not 2021/22. She advised that she would circulate this to Committee separately.

6.6 Complaints Handling Report to 31st March 2022

Committee noted the content of the report (copy available).

Committee noted a total of 44 complaints received during the financial year, 3 of which were not responded to within timescale. The Corporate Governance Officer explained that staff training had been carried out to ensure that timescales are adhered to in future.

6.7 Membership Report

Committee noted the content of report (copy available). Committee approved 3 membership applications.

6.8 Volunteer Coordinator

Committee noted the content of the report (copy available).

Committee noted that some sections of information were missed out on the attachment to the report however the Director advised that this had been updated and would be forwarded onto to Committee following the meeting. The Director confirmed that the Volunteer Coordinator had met or indeed exceeded all project outcomes.

The Director apologised for the size of the text contained within the attachment and advised that she would ask the Volunteer Coordinator to adjust the formatting on future reports.

7.0. DEPUTE DIRECTOR / MAINTENANCE / DEVELOPMENT REPORTS

7.1 Planned / Cyclical Maintenance Report

Committee noted the content of report (copy available). The Depute Director advised that she had nothing further to report other than what was contained within the report.

7.2 Glenbarr Street New Build

Committee noted the content of report (copy available). Please refer to the confidential minute for further detail on the discussion on this matter.

8.0 HOUSING MANAGEMENT REPORTS

8.1 Housing Management Performance Reports 2021/2022

Committee noted the content of report (copy available).

The Director advised that following discussion with Committee, future housing management performance will be reported via the Business Planning Progress Report Key Performance Indicators.

The Director drew Committee attention to an error in section 4.4 of the covering reports which should state 10.24 days and not 10.15 days. This change was due to an error in the calculation picked up when carrying out the ARC verification.

8.2 Outcomes Report – Financial Capability/Money Advice/ Tenancy Support 2021/2022

Committee noted the content of report (copy available). The Director apologised that this report was sent out separately to the Committee papers which was due to late submission of information from partner organisations.

The main points of note were;

- The Money advice service had been very busy and seen almost 400 people over 2021/22, generating £268,000 of financial gains for tenants.
- The Tenancy Support Officer's case studies. The Tenancy Support Officer is very successful and often engages with hard to reach tenants gaining very positive outcomes.
- A very good performance with the Financial Capability Officer service during the period. Committee noted excellent outcomes for tenants and noted a healthy demand.

8.3 Tenant Participation Strategy Progress Report 2021/2022

Committee noted the content of report (copy available). The Director noted an error contained within the Tenant Participation Action Plan where it stated that no community events were carried out due to COVID 19. We have in fact carried out 3 community events since December 2021.

8.4 Write off Report

Committee noted the content of report (copy available). Committee discussed the proposed write offs and following discussion, approved the recommendation to write off these balances.

9.0 POLICY REVIEW

9.1 Policy Review Timetable 2022 / 2023

The Director advised that Committee recently approved an updated Policy Review Timetable. However, given the potential Transfer of Engagements which would in itself trigger certain policy reviews, as well as the workloads associated with a ToE for Committee and Staff, it was suggested that it would be appropriate to defer the review of some policies during the current year. The policies in question are;

Committee Member Expenses
Charitable Donations Policy
Settlement Agreement Protocol
Membership Policy
Protocol for Management, Appraisal & Support of Director
Privacy Policy
Domestic Abuse Policy
FOI and EIR Policy
Allocation Policy
Factoring Written Statement of Services
Tenant Participation Strategy
Asset Management Strategy
Attendance Management Policy
Financial Regulations
Financial Procedures
Treasury Management

Committee approved this recommendation.

9.2 Business Continuity & Disaster Recovery Plan

The Director advised that unfortunately she did not received the information she required in time to carry out the review of the Associations Business Continuity & Disaster Recovery Plan this month. She therefore requested an extension on this Policy review until May 2022. Committee approved this extension.

9.3 Service Standards

Committee considered the revised draft Service Standards and agreed to the adoption and implementation of this Policy.

10.0 DATE & TIME of NEXT MEETING

The next hybrid Management Committee meeting will take place on Monday 30th May 2022 at 5.00pm in the office at 43 Tharsis Street / via zoom. Charlie Lunn submitted his apologies in advance.

11.0 AOCB

11.1 Email

The Director read out an email from Matt Addicott from Platform Online. The email detailed information on this year's Alexandra Park Family Festival Day, which will take place on the 23rd July 2022. The email asked if anyone would be interested in joining a working party to organise the event or if the Committee would consider making a donation. Committee discussed this matter and approved a donation of £100 to the event.

11.2 Committee Recruitment Report

Angela Heaney and Drew Collier had both declared an interest and left the meeting at 6.10pm

Committee noted the content of report (copy available). Committee approved both recommendations put forward within the report;

- Drew Collier Co-opted onto the Management Committee until the AGM in September.
- Angela Heaney will fill the casual vacancy created by a previous resignation.

Meeting closed at 6.20pm

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
