
MINUTES

ITEM 6.1

COMITTEE: MANAGEMENT COMMITTEE
DATE: MONDAY 26th APRIL 2021
VENUE: VIRTUAL MEETING VIA ZOOM
TIME: 6:30PM

PRESENT: VIVIENNE HEARTON (CHAIR)
JUNE GLANCY (SECRETARY)
SANDRA MCMENAMIN (NOT PRESENT FOR ADMIN CONTROL PRESENTATION)
DOREEN WILLIAMS
ANTHONY WILSON
DIANE MCCARNEY
SANDRA RORISON

IN ATTENDANCE: - ANNE CULLEY, DEPUTE CHIEF EXECUTIVE OFFICER (DCEO)
ALANA DURNIN, FINANCE DIRECTOR (FD) (NOT PRESENT FOR ADMIN CONTROL PRESENTATION)
BRIAN PRATIES, DEVELOPMENT/TECHNICAL SERVICES MANAGER (DTSM)
HAZEL AITKEN, HOUSING MANAGER (HM)
SUK HOPPER, TECHNICAL MAINTENANCE MANAGER (TMM)
STEVEN GILLIES, ADMIN CONTROL (BEFORE THE MEETING COMMENCED)
MARTIN RITCHIE, INTERNAL AUDITOR – TIAA (ITEMS 3.10-3.13 ONLY)
VICTORIA WINTERS, HOUSEMARK (FOR ITEM 4.7 ONLY)
MARY MCCREADIE, SENIOR CLERICAL ASSISTANT, MINUTE TAKER
KIRSTY DAVIS, OFFICE MANAGER (FOR ADMIN CONTROL PRESENTATION ONLY)

APOLOGIES:- JAMES PATON (CASUAL MEMBER)
NICK JARDINE CHIEF EXECUTIVE OFFICER

REFERENCE: MIN/MAN/26APR21/MMC

Welcome to Victoria Winters - Housemark Presentation (item 4.7 to be discussed after Item 2.0) Time line 6.40 – 7.00PM

Welcome to Martin Ritchie Internal Auditor ttaa (items 3.10- 3.13 to be discussed after Victoria Winters) Timeline 7.00pm – 7.20pm

Before the Meeting commenced, Steven Gillies from Admin Control gave a 30 minute training session for Members on the software package and how to use Admin Control effectively.

1.0 CHAIRPERSON'S REMARKS

The DCEO advised Members that Sharon Tritschler, Chairperson, has resigned from Committee, with immediate effect, due to a private personal matter. **The DCEO advised that Viv Hearton, current Vice-Chairperson, with Committee agreement, would take on the Chairperson position, until the AGM. This was unanimously agreed by Members and Viv therefore commenced as Chair for the meeting.** The Chair welcomed all to the meeting. It was advised that Item 4.7 a presentation by Victoria Winters, Housemark, would be heard after Item 2.0 from 6.40-7.00pm. It was also agreed that Martin Ritchie, Internal Auditor would present Items 3.10-3.13 from 7.00pm-7.20pm.

1.1 Health and Safety

The Chair advised all members should be aware of their own Health and Safety responsibilities whilst attending meetings remotely.

1.2 Apologies

Apologies were received from James Paton and Nick Jardine.

1.3 Declaration of Interest

There were no Declarations of Interest.

1.4 Gift & Hospitality Register

Members were advised of 1 box of chocolates received by a former Committee Member for staff members as a “thank-you”. **Noted by Members.**

1.5 Resignation Letters – Management Committee

The DCEO advised these letters were now for noting and in accordance with the Entitlements, Payments and Benefits Policy, should Committee like to send a small gift as is the norm when a member leaves Committee, this can be arranged for David, Jim and now Sharon. **Noted and Approved by Members.**

2.0 DEFERRED ITEMS

The DTSM advised a programming meeting was scheduled later in the week in regards to the GPT Agreement and an update will follow when available. **Members noted the content of this report.**

3.0 FOR DECISION

3.1 Business Plan 2021-2024 & Internal Management Plan

The DCEO talked through the Business Plan advising Members following the Planning work they did with Allison Smith, Consultant, this has all been incorporated into this document, along with input from senior managers. Regarding

Section 7 Resources, these areas will be included in the Final Document, being presented at the May 2021 meeting. The DCEO reminded Members of the 6 renewed and agreed strategic objectives, also asking Members to please consider these renewed objectives for the May 2021 meeting, when senior staff and Committee will finalise Appendix A of the document, being the Strategic Delivery Plan. **Noted and Approved by Members.**

Victoria Winters - Housemark Presentation (item 4.7) was heard at this point as previously agreed.

Martin Ritchie Internal Auditor ttaa (items 3.10- 3.13) was heard at this point as previously agreed

The DCEO talked through the Internal Management Work Plan. The DCEO advised Members that she was anticipating the CEO would return to work sometime during May and the agreed SMT restructure and change of job titles have for ease, been incorporated into this document. The DCEO advised the Work Plan for 2021-2022 at the 2nd column (strategic objective numbers) will now require to be changed to tie in with the 6 new strategic objectives, as set out in the Business Plan and this will be done for the May meeting. There are also discussions to take place with Senior Managers, with regards to Sub-Committees and Senior Management Operational meetings, as a result of the SMT re-structure. This will take place following the CEO's return, with any recommended Sub-Committee changes being discussed with Committee for their consideration and approval. **Noted and approved by Members.**

3.1.1 Policy Review Timetable

The DCEO talked briefly through the Policy Review Timetable. **Noted and Approved by Members.**

3.2 Risk Management Plan

The DCEO talked through the Risk Management Plan. The DCEO advised Covid-19 Pandemic will remain as one of the top risks for the Association but with Committee approval would like to reduce the impact level to 4, giving an updated current risk score of 20. A Member asked what abbreviation PI is. The DTSM advised it was "Professional Indemnity". The DCEO thanked the Member for raising this and agreed on the importance of all Managers when using abbreviations to initially show in full in documents, before then using the abbreviation. The DCEO advised the scoring matrix on the final page, the green colour should actually be shaded grey. **Noted and Approved by Members, who also expressed their thanks to senior managers for the work involved in producing these documents.**

3.3 Management Committee Remit (full review post SMT Restructure) (*deferred*)

3.4 Review of Scheme of Delegation (full review post SMT Restructure) (*deferred*)

3.5 Standing Orders (full review post SMT restructure) (*deferred*)

The DCEO advised it was hoped that the SMT Restructure would have been concluded and effective from April and this was the reason Items 3.3-3.5 being diarised to be on the Agenda for April. As Committee know, the SMT Restructure will now be fully effective from 1st July, therefore these items will be on the Management Committee Agenda for the meeting in June. **Noted by Members.**

3.6 Customer Engagement Strategy (*deferred*)

The DCEO advised this has been deferred due to workload of staff and mainly to ensure the Engagement Calendar was finalised and would be discussed at the Management Committee Meeting in May. **Noted by Members.**

3.7 Notifiable Events Register – Annual Report

The DCEO presented the report and also advised Members following the resignation of Sharon Tritschler as Chairperson, she would arrange to have the Scottish Housing Regulator (SHR) Portal updated to inform the SHR that Viv Hearton is now Chairperson. The DCEO advised she will ask SHR if they can remove the event referring to Cloch HA offices being closed due to the pandemic, due to the fact Cloch are no longer a subsidiary of OTHA. **Noted by Members.**

3.8 Stock Tour

The DCEO advised Members there are no plans to hold a stock tour in the immediate future due to the Pandemic. The DCEO advised this could possibly be done virtually later in the year. **Noted and agreed by Members.**

3.9 Ratification of Decisions Between Meetings

3.9.1 Scottish Public Services Ombudsman (SPSO) Complaints Handling Procedure

The HM talked through this Decision that required to be made Between Meetings.

The DCEO also advised Members that whilst some staff have received training on the updated model SPSO Complaints Handling Procedure, the Association are currently sourcing awareness training about this for all staff. A Member advised she thought it would be really useful for all staff to have refresher training on complaints to help them understand and be comfortable with the complaints process.

The DCEO also advised Committee that some decisions required to take place between meetings due to timing of meetings etc, and stressed where this could be avoided it would be, but there may be times when this is required. A Member advised it is important that all Members feel they have the same level of involvement with the decision making process and therefore taking decisions out with meetings where possible should be avoided, this was fully noted by senior staff. **Members ratified the decision taken.**

3.9.2 Garvald Street Settlement Agreement

The DTSM talked through this Decision that required to be made Between Meetings, also adding that Engie have now accepted liability for the latent defects and it is possible they could even accept adoption of the roads. Update information for Committee, will therefore continue to follow when possible. **Members ratified the decision taken.**

3.9.3 Royal Bank of Scotland (RBS) Consent

The FD talked through this Decision that required to be made Between Meetings. Updating Members in relation to RBS requiring formal consent from the separation from Cloch as part of loan agreement terms. A copy of the Finance & IT Shared Services Agreement was also required as part of the Bank's consent.

The FD also then talked through the Shared Services Agreement for finance and IT services, which was developed and considered and then signed off by the DCEO and the Cloch Director. This is a live document which explains why OTHA and Cloch have this agreement and gives information which will also sets out expectations. The FD advised this document would be reviewed in one year. Members thanked the FD for this report. **Members ratified the decision taken.**

3.10 Internal Audit OTHA & Cloch HA Assurance Review of Factoring

Martin Ritchie talked through this report advising Members the Factoring Review had been categorised as Limited Assurance. The TMM advised that staff were aware Factoring required significant improvements and that a process has now been put in place, in order to address failings by October 2021. Committee will see this from the Management responses given in the report. The DCEO advised as part of the SMT restructure, Factoring responsibility has now been moved directly to Maintenance under the remit of the TMM, instead of a variety of responsibilities across the different departments. That said, all departments are aware they have a role to play in supporting the requirements of Factoring. Martin advised he was in agreement with all the management comments and implementations being put in place and this will be monitored at a follow up review. **Noted by Members.**

3.11. Internal Audit OTHA & Cloch HA Follow Up Review

Martin talked through the Follow Up Review, advising Committee it was very positive to see actions taken, in respect of recommendations made. **Noted by Members.**

3.12 Annual Report 2020-2021

Martin talked briefly through this report. **Noted by Members.**

3.13 Audit Strategy and Annual Internal Audit Plan (Programme) 2021-22

Martin talked through this report, explaining how the programme was agreed in consultation with the DCEO and Director Cloch, taking account of Risk Registers and tiao knowledge. The DCEO reminded Members that Joint Internal Audit remains in place with Cloch at this time, thus the programme for 2021-2022 being jointly agreed. **Noted by Members.**

3.14 Donations 2020-2021 – Remaining spend

The DCEO advised it came to light only £500 had been spent from the 2020/21 Budget for Donations due to unforeseeable circumstances. The DCEO advised, following discussion with the finance manager, that providing approval was granted from Members tonight to spend the remaining 2020/21 budget, these donations could be accounted for within the 2020/21 annual accounts. The DCEO advised of some good causes/charities in Inverclyde that had been suggested by staff and Committee and also asked Members for any other suggestions. **Following discussion it was agreed donations should be made as follows, to be accounted for as part of the 2020/21 Donations budget:**

- **Man On Inverclyde £200**
- **Children in Poverty Inverclyde £100**
- **32nd Greenock District Scout Group £100**
- **Inverclyde Foodbank £100**

Unanimously agreed by Members.

4.0 FOR INFORMATION/DISCUSSION

4.1 Cloch Q3 Performance Report

The FD talked briefly through this report advising that the Quarter 4 report will be the final Cloch Performance Report brought to Committee as the separation from Cloch has now been concluded. **Noted by Members.**

4.2 GWSF Coronavirus Advisory Guidance February 2021

The DCEO advised this Item should read Scottish Housing Regulator Coronavirus Advisory Guidance and not GWSF. The DCEO advised unless guidance changes OTHA will be required to have a physical AGM this year and this is currently being considered in line with a suitable venue where social distancing etc can be implemented. A Member suggested a local school that has a large gym hall may be a suitable venue for this. The DCEO also reminded Members that OTHA will be moving to new updated rules this year via a Special General Meeting prior to the Annual General Meeting and these new rules will include for the future, that OTHA can enable attendance and participation at an AGM, by means of electronic facility e.g. 'Virtual'. **Noted by Members.**

4.3 Scottish Housing Regulator Coronavirus Update Link:-

[Coronavirus – Advice for governing bodies | Scottish Housing Regulator](#)

Noted by Members.

4.4 Wider Action Update

The DCEO talked briefly through this report. The DCEO also advised talks are at a tentative stage on how wider action could be improved for OTHA tenants and residents, by the consideration of having a wider action officer post. Should discussions progress, a proposal will be submitted to Members. **Noted by Members.**

4.5 West Stewart Street Update

The DTSM advised the focus was to prepare the building ready for staff and the basement area for the Pathways to Construction Project. ACS carried out a Fire Risk Assessment and some additional works (defects and reactive maintenance work) have now been instructed following this. The DTSM advised the Working Party is due to meet on 7th June to start planning and agree on phasing staff moving to the building. The DTSM also advised the Quantity Surveyor is still working on the final account and this would be finalised soon. The DCEO advised it was anticipated that IT colleagues will move the Servers to West Stewart St during the July holiday weekend. **Noted by Members.**

4.6 Scottish Housing Regulator ~ Engagement Plan OTHA

The DCEO was pleased to advise Members on the letter received from the SHR confirming OTHA Regulatory status as compliant. **Noted by Members.**

4.7 Housemark - Annual Performance Summary Report – Feb 2021

Victoria Winters of Housemark gave a power-point presentation (Shared-Screen) advising Members on the Association's Annual Performance to March 2020. **The Chair thanked Victoria for her presentation which was noted by Members.**

The HM also updated Committee on the report she had prepared which gave further contextual information. A member had found this report to be particularly helpful.

5.0 FOR NOTING

5.1 Maple Road Update

The HM presented this report and updated Members that she would be meeting with the DTSM and the Design Teams Consultant on Friday and this will be fed-back at the next Management Committee Meeting. A Member advised a window at 13F Maple Rd had been lying open since before Christmas. The HM advised she would make enquiries regarding this. A Member praised the staff for their progress with this project. **Noted by Members.**

6.0 FOR APPROVAL/RATIFICATION

6.1 Minutes of Management Committee Meeting of 22nd February 2021

The minutes of the Management Committee Meeting of 22nd February 2021 were proposed by Anthony Wilson and seconded by Doreen Williams as a true and accurate record of the meeting.

6.2 Minutes of Housing & Technical Services Sub Committee Meeting of 21st September 2020 (carried over from meeting on 22nd February 2021)

The minutes of the Housing & Technical Services Sub Committee Meeting of 21st September 2020 were proposed by June Glancy and seconded by Sandra Rorison as a true and accurate record of the meeting.

6.3 Minutes of Housing & Technical Services Sub Committee Meeting of 8th December 2020

The minutes of the Housing & Technical Services Sub Committee Meeting of 8th December 2020 were proposed by June Glancy and seconded by Sandra Rorison as a true and accurate record of the meeting.

6.4 Minutes of Finance, Staffing & General Purposes Sub Committee of 24th November 2020

The minutes of the Finance, Staffing & General Purposes Sub Committee Meeting of 24th November 2020 were proposed by Vivienne Hearton and seconded by Sandra Rorison as a true and accurate record of the meeting.

6.5 Matters Arising

There were no Matters Arising.

6.6 Use of Seal

Members granted Retrospective Use of Seal for the following item:

Date	Description
09.04.2021	Sale of One Quarter Pro Indivisio Share of [REDACTED], Greenock

7.0 AFFILIATIONS/TRAINING & CONFERENCES

7.1 SFHA Membership Renewal

Members agreed to renew SFHA Membership for 2021/22.

7.2 TPAS Membership Renewal

Members agreed to renew TPAS Membership for 2021/22.

- 7.3 Glasgow West of Scotland Forum (GWSF) ~ Annual Regeneration Conference
The DCEO advised if any Members wished to attend this virtual Conference to advise Mary or Kirsty to arrange this. A Member asked if a programme was available yet. The DCEO advised we would make enquiries and send full information to Members when available. **Noted by Members.**

8.0 A.O.C.B.

The DCEO thanked Members for their attendance, noting the extra pressure on Members due to the resignation of 3 Members recently. The DCEO also advised Committee regarding the importance of having a quorum for the next Management Committee Meeting in May due to in particular the Annual Return on the Charter (ARC) sign off required, for submission to the SHR. **Noted by Members.**

The DCEO further advised that due to the recent resignations the number of Management Committee Members had dropped to 8 but she has been in contact (on recommendation) with Michelle McIlroy, a current OTHA tenant who will most likely come to the May meeting and join the Management Committee. Committee were pleased to hear this news. The DCEO also asked Members if they wished to recommend anyone who would be interested in joining our Management Committee to please let her know. **Noted by Members.**

The DCEO advised as Committee were aware, the Housing Services and Performance Director is due to cease employment with OTHA on 30th June 2021 but will now be leaving in early May 2021, agreed by both parties, via a period of approved leave. The DCEO further advised it was anticipated the CEO would return to work during May. **Noted by Members.**

The Meeting closed at 8.30pm with a vote of thanks to the Chairperson.