

COMMITTEE: MANAGEMENT COMMITTEE

DATE: MONDAY 29th APRIL 2019

VENUE: CONFERENCE ROOM

TIME: 6:30 PM

PRESENT: COLIN CAMPBELL (CHAIR)
JACKIE McKELVIE MBE (VICE CHAIR)
JEANETTE DILLON
RONNY LEE
DIANE MCCARNEY
SANDRA RORISON
SHARON TRITSCHLER
VIVIENNE HEARTON

IN ATTENDANCE:- NICK JARDINE, CHIEF EXECUTIVE OFFICER (CEO)
ANNE CULLEY, DEPUTE CHIEF EXECUTIVE
OFFICER (DCEO)
ALANA DURIN, FINANCE DIRECTOR (FD)
ALAN MCKNIGHT, ARNEIL JOHNSTON

APOLOGIES:- DAVID MCINDOE
JUNE GLANCY (SECRETARY)

REFERENCE: MIN/MAN/29APR19/KPD

1.0 CHAIRPERSON'S REMARKS

The Chair welcomed Alan McKnight from Arneil Johnston. Members noted that Alan would be observing the evening's meeting.

1.1 Health and Safety

The chair advised all of the relevant health and safety information.

1.2 Apologies

Apologies were received from David McIndoe and June Glancy

1.3 Declaration of Interest

There were no declarations of interest.

1.4 Gift & Hospitality Register

The DCEO updated members on three (3) gift items received :-

- Rose plant/shortbread/teabags;
- box of sweets;
- assorted Easter chocolates

Members also noted one (1) item of hospitality:-

- FD attended CIH Annual Dinner as an SFHA Board Member.

These items were noted by members and the Gifts & Hospitality Register was duly signed.

2.0 DEFERRED ITEMS

Noted by members.

3.0 FOR DECISION

3.1 Risk Map

The CEO talked through this document and explained the methodology used to update. A general discussion took place which included the following:-

- Maple Road – a member suggested that it would be useful to include timescale within the “Existing Action” column i.e. when it commenced and when some form of output will be seen. **The CEO agreed and advised that Maple Road would be on the Agenda for the June 2019 meeting.**
- Brexit – prudent approach has been taken with the fixing of rates at 1.39%. All agreed still very much an unknown.
- Independence Referendum (possibly years 2021/22) – will be added.
- Constitutional Partnership – agreed that there are several headings this could fall in to. Perhaps should be an individual element. **Agreed that officers should consider.**

3.2 Committee Member Recruitment Policy

The DCEO talked through the front page report. Members discussed and it was agreed that:-

- The list of Skills, Knowledge and other Qualities in Schedule 1 could be seen by individuals as too high an entry tariff and it should be explained that not all criteria are essential to come on board as indeed many of these traits are learned/acquired whilst serving on the board. The DCEO to amend Schedule 1 to reflect this.
- Reference to “Inverclyde College” on Page 4 to be replaced with West College Scotland”

Members agreed once the above amendments were made the Policy is approved for immediate use.

3.3 Membership Policy

Members noted and approved the reviewed Membership Policy.

3.4 Stock Tour

After much discussion it was agreed that a stock tour would be beneficial. Consideration was given to a “mobile” Management Committee meeting however this would not be practical in June due to the presentation of the accounts by the Auditor. Therefore it was suggested that a Wednesday towards the end of June be considered. **The CEO to advise date at the next meeting with Management Committee members confirming whether they would be able to attend.** It is hoped for a good attendance.

4.0 FOR INFORMATION/DISCUSSION

4.1 Employee Engagement Survey

The DCEO talked through the cover report. Members noted the content of the report and the following points/comment/suggestions were discussed:-

- Outstanding matters to be completed
- Noted that Temperature Gauge survey showed improvement on staffs feelings.
- Monthly updates regarding Employee Engagement Survey now concluded (one year period)
- Next Employee Engagement Survey will be undertaken in the 4th Quarter i.e January-March 2020
- Appraisal system – consideration/discussion to be given about the Governing Body being given some objectives, in an attempt to link in the Governing Body element, to make clear to staff what GB do and as a result of this, staff will have an understanding of the GB role. The DCEO acknowledged that whilst the established Performance and Development Review Policy, which includes training plans, also accounts for the GB too, a working party is soon to be established with staff, which will specifically focus on the appraisal process and the appraisal form. These comments made, will however now be factored in to this review.
- Reminder to staff of open invitation to attend Management Committee meetings

4.2 Feedback on Internal Management Planning Day 23/2/19

The CEO requested feedback from members following the IMP day on 23rd February 2019. Members commented as follows:-

- Excellent venue with good parking facilities
- Well attended event
- 2 external speakers were excellent
- Good debate on tenant satisfaction and on what we do over the next 6 months
- Good discussion regarding Internal Management Plan and whether to possibly cover 3 years with milestones

All who attended agreed that it was a positive day.

4.3 Cloch HA ~ Quarterly Performance Monitoring ~ Quarter 3 2018/19

The FD talked through the previously circulated report. Members noted the following: -

- Cloch will come in under budget therefore in terms of assurance this is positive
- Reactive Repairs and Voids – similar trend as has been seen throughout the year due to contractor issues
- Efficiency ratios have improved
- Customer satisfaction has increased with the introduction of the One Stop Shop. Investment has been worth-while

Members noted the positive Quarter 3 Oversight Report.

4.4 West Stewart Street ~ Office Update

The CEO talked through this report. **Members noted the content and approved the appointment of Design Teams as detailed at a cost of [REDACTED].**

A member asked the timescale on the phases of works. The CEO advised that the vast majority of work could be done within 3 - 3½ months although some matters are outwith our control i.e. building warrant.

Members noted that it is planned to locate a small staff team in West Stewart Street as soon as possible to save on non-domiciliary rates.

Members acknowledged that whilst OTHA still has the High Street office there is no great urgency to move however there needs to be some sort of project management in place and **members would like to see a project plan with critical path analysis for the next meeting. The CEO advised he will request this from the architects.** The CEO is the lead officer.

Budget allowance was [REDACTED] (including purchase). The CEO advised that we are seeking to co-locate with other community groups and may therefore be able to source a funding stream. **This element to be included in project plan as it is another dependency.**

The FD updated that Wi-Fi in the West Stewart Street office will only support a few staff at this time prior to new infrastructure being put in place. We can however use this time to make decisions on other elements such as new flexi system and CCTV.

A member asked for a realistic date that OTHA would be operating from West Stewart Street. The CEO advised may be around September 2019.

4.5 Tenant Satisfaction Survey January 2019

Members noted the results of the Tenant Satisfaction Survey 2019 and agreed that this was a positive and easy to read report which made good use of info-graphics.

5.0 FOR NOTING

5.1 Motor Neurone – Thanks for Donation

Noted by members.

5.2 Ardgowan Hospice – Thanks for Donation

Noted by members.

5.3 SFHA Member Policy Bulletin (Issue 11)

Noted by members.

5.4 SHAPS Valuation as at 30 September 2018

Noted by members. The CEO updated members that approximate valuations were due at the end of March 2019 but had not been received as at today's date. The FD will contact for an update. **Members noted when this information is received it will be discussed at a Joint Pensions Working Party meeting.**

5.5 SHR

1. Our Regulation of Social Housing ~ A Consultation

The CEO updated members on the Scottish Housing Regulator's New Regulatory Framework which is effective from 1/4/19.

Members agreed to develop an Assurance Statement for submission by October 2019 which meets the requirements of guidance and statute.

Members agreed to enter into discussions with Cloch HA to develop an agreed Assurance Statement from Cloch to OTHA as it is a requirement of a parent body to submit an assurance which covers subsidiaries. **This will be discussed at the Joint Internal Audit Committee.**

A member advised a note of concern which had been raised at the Cloch GB meeting recently regarding removal of control in relation to this new regulation and agreed that it would be a good opportunity to discuss this in terms of assurance. The CEO advised this matter is non-negotiable as it is a regulatory requirement of the Scottish Housing Regulator. Members acknowledged that whilst this is a regulatory requirement this matter should be handled sensitively. The CEO advised he believed the way forward is for the Parent & Subsidiary to sit down together and write an assurance statement that both are in agreement with. **Members agreed that Regulatory compliance is mandatory and must be accepted.**

Appendix 1 - Standard 3 – Page 4 (title of Standard 3) should read “The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.”

2. Group Structure & Constitutional Partnerships

The CEO talked through the presentation highlighting the significant changes which were noted by members. A member commented that this now gives more clarity.

3. Notifiable Events Statutory Guidance

The CEO talked through a presentation highlighting the main change that the parent company must now register a notifiable event on behalf of the subsidiary via the SHR portal. **The CEO will report any such notifiable event to the Governing Body.**

4. Engagement Plan for 2019/20 for OTHA & Cloch

Members noted that OTHA will now receive the Engagement Plan for both parent and subsidiary. The Engagement Plan will be forwarded to Cloch for presentation at their Board Meeting.

Members noted that a “review of Cloch’s service quality performance for improvement with a particular focus on the following areas when it submits its next Annual Return on the Charter”:-

- lets to homeless people;
- reactive pairs completed right first time;
- satisfaction with the repairs service; and
- tenancy sustainment for homeless people

5.6 Freedom of Information

The CEO talked through the correspondence received from the Scottish Information Commissioner regarding RSLs being subject to Freedom of Information Scotland Act 2002 from 11 November 2019. This act places three key duties on organisations:-

- the duty to respond to requests
- the duty to publish information
- the duty to advise and assist requesters

Information, advice and guidance was published on 26.04.19 to help RSLs and subsidiaries meet each of the three duties. The CEO advised that staff will also be attending training events.

The impact of this is unknown at present however OTHA will endeavour to increase information on website/publications etc.

6.0 FOR APPROVAL/RATIFICATION

6.1 Management Committee Meeting of 18th February 2019

Item 3.5 Rent Consultation – it was agreed that the Governing Body member’s name should be removed and replaced with “a member”

With this amendment the minutes of the Management Committee Meeting of 18th February 2019 were proposed by Jeanette Dillon and seconded by Jackie McKelvie.

6.2 Housing & Technical Services Sub Committee Meeting of 20th November 2018
The minutes of the Housing & Technical Services Sub Committee Meeting of 20th November 2018 were proposed by Jeanette Dillon and seconded by Ronny Lee.

6.3 Finance, Staffing & General Purposes Sub Committee of 29th November 2018
The minutes of the Finance, Staffing & General Purposes Sub Committee of 29th November 2018 were proposed by Jackie McKelvie and seconded by Ronny Lee.

6.4 Special Finance, Staffing & General Purposes Sub Committee of 18th December 2018
The minutes of the Special Finance, Staffing & General Purposes Sub Committee of 18th December 2018 were proposed by Colin Campbell and seconded by Ronny Lee.

6.5 Matters Arising
Management Committee Meeting of 18th February 2019
Item 3.1 Senior Team Structure Review Report from Consultant, page 3 paragraph 4 – The CEO advised he and the 3 GB members who had commissioned the report, have now received a draft from the consultant and is therefore ready for discussion with those three Governing Body members.
Item 3.10 Joint Pensions Working Party – still looking for a volunteer to join this working party.
Item 3.12 Maple Road LSVT Flats – the CE updated that consultation had commenced with Maple Road residents. Turnout at the first meeting was very poor.
Item 6.3 Joint Internal Audit Committee Meeting of 14th November 2018 – as this item had been taken for “information only” as only one member present at last meeting this minute will return to the May meeting for ratification.
Item 6.6 Fixed Loan – The FD updated that OTHA are now paying 1.5% against our £14m loan as opposed to 4.5%.

Housing & Technical Services Sub Committee Meeting of 20th November 2018
There were no matters arising.

Finance, Staffing & General Purposes Sub Committee of 29th November 2018
There were no matters arising.

Special Finance, Staffing & General Purposes Sub Committee of 18th December 2018

There were no matters arising.

6.6 Use of Seal
Members granted retrospective Use of Seal for the following:-
23rd February 2019

Disposition, Shared Ownership Re-Sale, [REDACTED] Place, Greenock

Disposition, 75% Shared Ownership, [REDACTED] Place, Greenock

20th March 2019

Exclusive Occupancy Agreement, 25% Share, [REDACTED] Place, Greenock

Members approved the following Share Membership application for signing and sealing:-

[REDACTED], Greenock
[REDACTED] Street, Greenock

7.0 AFFILIATIONS/TRAINING & CONFERENCES

7.1 TPAS Membership

Members agreed to renew membership at a cost of £436.

7.2 TPAS Conference 4-6 December 2019

Noted by members.

7.3 Child Poverty Action Group Annual Conference 07.06.19

Noted by members. The CEO advised 2 staff members may attend. A member expressed an interest and will advise if available to attend.

7.4 EVH Governing Body One Day Seminar "Making things Better" & Code of Conduct for attending EVH events

Noted by members.

7.5 SFHA Housing Scotland Annual Conference 11-12 June 2019

Noted by members. The FD advised that she has a free place as she is on the SFHA board.

7.6 Chartered Institute of Housing ~ Housing Partner Subscription 2019/20
£325. **All agreed.**

7.7 TIS Annual Conference, 14-16 June 2019

Noted by members.

7.8 GWSF Regeneration Conference 21.06.19

Noted by members. The CEO advised that one senior member of staff will attend.

8.0 A.O.C.B.

OTHA/Cloch ~ The Future

Referring to a "doodle poll" sent by the CEO the Chair reminded the CEO that potential dates should be discussed and agreed with the Chair in the first instance. The CEO apologised for this oversight.

Following the results of the Doodle Poll and discussion it was agreed to meet on Wednesday 1st May at 6.30pm in Oak Tree office. Any member

unable to attend is encouraged to discuss or email prior to the meeting.

Apologies for the meeting were tendered by Viv Hearton. On the GB thinking that the SMT were attending this meeting, the DCEO and FD also tendered their apologies as they have prior engagements, as they understood that this was purely a Governing Body meeting, as advised by the CEO, who was also under that impression from the GB.

It was agreed that the CEO would present his report to members and then leave the meeting in order that the Governing Body could discuss.

Joint Internal Audit Tender

The DCEO updated members that the Joint Tender Audit results are that we will remain with TIAA.

SHR

The DCEO advised that she had been contacted by Helen Shaw, Assistant Director Finance and Risk to serve on another RSLs Board however, on this occasion, she has declined.

EVH Events ~EVH – April's Monthly Report

Noted by members.

There being no further business the meeting closed at 8.30pm with a vote of thanks to the Chair.