

# Committee Minutes

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**Minutes of Date Held** Management Committee Meeting  
Monday 22<sup>nd</sup> May 2023  
at NGHAs offices at 200 Crown Street, Glasgow, G5 9AY at 6.30pm

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**Present** Jean Miller (Chair), Catherine Docherty, Pauline McKeever, Cal Duffy, Kirsten Adams-Mackenzie, Raymond Shannon, Shahila Mandaniya, Iain McCreaddie, Liz Peden and Aaron Reilly

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**In Attendance** Fraser Stewart - Director  
Chris Rothnie - Communications Manager  
Eamonn Connelly - Director of EVH

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## 1. APOLOGIES

Apologies were submitted by Ian Galloway, Mari Clark and Linda Malone

## 2. PREVIOUS MINUTES

i) **Management Committee** 27.03.23

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Pauline McKeever

ii) **Closed Session** 27.03.23

The above minutes were **approved** as a true and accurate record.

Proposed by : Aaron Reilly  
Seconded by : Pauline McKeever

### For Ratification:

i) Staffing Sub-Committee 11.04.23

## 3. DECLARATIONS OF INTEREST

There were no declarations of interest.

#### **4. COMMITTEE PERFORMANCE REVIEWS**

Eamonn Connelly (Director of EVH) was in attendance to carry out a Committee Observation which will form part of the Committee Performance review this year, alongside 1-2-1 review meetings with Committee members. Eamonn introduced himself and the review process that is being undertaken. Committee noted the content of Eamonn's previously distributed report. It was agreed that Committee members will individually contact Eamonn to arrange appointments and that, where preferred, a member of staff (Chris Rothnie or Jo Coyne) would be available to attend meetings. All agreed that Fraser Stewart could provide Eamonn with phone numbers for all present Committee members to help coordinate.

#### **5. MATTERS ARISING**

##### **a) Director's Appraisal**

The Director's Appraisal which was done on 9<sup>th</sup> March was formally signed off by both the Director and Chairperson on 11<sup>th</sup> April 2023.

##### **b) Buy Backs**

Committee noted the content of the previously distributed report and noted that funding for the 4 buy backs may be available through the Ukrainian project.

##### **c) Insurance**

Committee noted the content of the previously distributed report. In addition, Committee noted that concern has been expressed by at least one owner that the £2,500 excess for a second water event (in two years) was unacceptable and that they objected to it. Committee noted that this matter of concern will be expressly addressed at the Finance Sub-Committee.

##### **d) Succession Policy**

Committee noted the previously distributed report and that the succession plan will need updated in light of the imminent departure of the Development Manager. A full and updated plan will be brought to the Management Committee at the August 2023 meeting.

#### **6. GOVERNANCE UPDATE**

Committee noted the content of the previously distributed report. The assurance audit report will be presented to the Audit Sub-Committee on 4 September 2023 and taken to Management Committee for approval on 23 October 2023.

#### **7. SCOTTISH HOUSING REGULATOR AND GOVERNMENT UPDATE**

##### **i) Notifiable Events**

There were no notifiable events.

## **ii) Scottish Housing Regulator and Government Update**

Committee noted the content of the previously distributed report.

The report covered the outcomes of the Regulator's risk assessment, updated engagement plans (it was highlighted that NGHA is fully compliant), Regulator's annual assurance visits (NGHA not to be visited this year), and the Regulator's priorities and areas of focus as laid out in their Strategy and work plans for 2023/24.

## **8. COMPLAINTS UPDATE (Quarterly Complaints [Q4])**

Committee noted the content of the previously distributed report. There was considerable discussion around the changes and improvements to service that have been made as a result of complaints. Recommendations were made by Committee members to strengthen service improvements by being more proactive on social media about how residents can access support to address vermin issues, and addressing bird feeding at Gorbals New Park. Chris Rothnie will report back to Committee on how this is taken forward.

## **9. COMMUNICATIONS UPDATE**

Committee noted the content of the previously distributed report and Communications Work Plan for 2023/24.

An update was provided on the Equalities Data Protection project. Hard copy Equalities surveys were handed out to Members who would prefer not to fill the form in on line. Committee Members were advised that they would receive an on line link to the survey the following day.

## **10. HEALTH AND SAFETY: ANNUAL REVIEW AND PLAN FOR 2023/24**

Fraser highlighted the following from the previously distributed report:

- The report is detailed in all aspects, particularly in relation to induction, training and reporting as it is critical that committee get assurance on what we are actually doing to minimise risk to the health and safety of staff and tenants.
- There is an additional emphasis on tenant safety with a detailed update on, and plans to further improve policy and practice in relation to, the "big six" issues (fire, gas, asbestos, water hygiene, lifts and electrical safety).

Committee noted the report.

## **11. BUSINESS IMPROVEMENT PROJECT PHASE 3**

Fraser highlighted the following from the previously distributed report:

- Phases 1 and 2 are almost complete with all of the core objectives achieved and the outstanding issues completed over the next two months.

- The content of Phase 3 which is concerned with maximising the use of IT where it leads to better and more efficient working. A more detailed report on Phase 3 will be put to the next Finance Sub-Committee.

Committee noted the report and **approved**:

- the additional spend of £15,650 for Phases 1 and 2
- provisionally, the Phase 3 project costs of between £142,200 and £176,400 and the work being undertaken by BDO, subject to adherence to procurement policy and legal requirements, and final approval being sought at a later Finance Sub-Committee or Management Committee.

## **12. BUSINESS PLAN**

Committee noted the previously distributed report and agreed that a further meeting to deal with the approval of a final business plan should be held on Monday 10<sup>th</sup> July.

Fraser confirmed that the issues where “worst case” assumptions on costs were made and are being revised as a result of matters being clarified include Loans, Wages, Utilities and materials for maintenance and modernisation. Other major items impacting the Business Plan include the Ukrainian refugee project and buy backs.

## **13. HR ISSUES**

### **i) Hybrid Working**

Committee noted the report on Hybrid Working and expressed their very positive agreement that Association staff need to be in, and be seen to be in, the community they are serving.

Committee **approved** the proposed Hybrid Working Policy.

### **ii) Flexi/TOIL**

Committee agreed that, with the Hybrid Working Policy approved, a consultation on Flexi /TOIL should commence in mid-June. Fraser confirmed this would be a formal consultation lasting at least 40 days as Flexi and TOIL are part of the conditions of service.

Committee agreed that the Association’s Conditions of Service are already generous so far as the holiday entitlement is concerned (40 days, including 15 public holidays).

## **14. CO-OP / STARBUCKS PLANNING APPLICATION**

Fraser confirmed that he had:

- consulted the Management Committee through email and that the unanimous view was that the Association should object to the planning application for a Drive through Starbucks in the Co-op car park, and
- submitted an objection on behalf of the Association which had been shared with Management Committee members through email.

Committee formally **approved** the lodging of the objection and noted that a wide range of objections had been submitted, including from all of Gorbals elected representatives and other high profile politicians (e.g., the MSPs Patrick Harvie and Paul Sweeney). Fraser confirmed that he would notify committee directly of any decision the council planning committee make.

## 15. PAIH MEMBERSHIP

Continued membership of Positive Action in Housing was **approved**.

## 16. ARC

Committee member queried a figure on the update from Head of Housing Services that was handed out. The Director confirmed that he would investigate the apparent inconsistency, have any necessary corrections made and report back at the next meeting.

Committee noted that a report on the ARC noting key issues and trends, along with a Peer Group comparison report, would be issued at the next meeting. In the meantime committee **approved** the submission of the ARC.

## 17. APPLICATIONS TO JOIN / USE OF SEAL

None

## 18. A.O.C.B

### i) TASK Nursery / Caledonia Road Demolition

Committee noted the Association is seeking to ensure that decant accommodation is available to TASK Childcare in the event of the demolition process requiring it. It is likely that the now closed "Rising Stars" nursery in the Adelphi Centre will be available and this option will be investigated.

- ii) Committee **approved** that an additional Management Committee meeting be held on Monday 10th July.

Meeting closed at 8.15pm.