

**West of Scotland Housing Association
Minutes of the Management Committee Meeting
Wednesday 28th June 2017
PUBLIC MINUTES**

Some Information has been removed for confidentiality

<p>Present: Ruth Simpson (Chair), Elaine Davidson, Kelly Adams, Ena Hutchison, Paul MacAninch, Colin Menabney, Katie McLeod, Michelle Meldrum (Gentoo Group), Clare Newton and Ann Reid</p> <p>Also present: Lorna Shaw, Research Resource</p> <p>In Attendance: Lynne Donnelly, Chief Executive Officer (CEO); Colin MacCallum, Director of Finance and Corporate Services (DF&CS), Jennifer Cairns, Corporate Services Manager (CSM), Geraldine Connelly, Temporary Change Manager (CMtemp) and Kari Archibald, Executive Assistant (EA).</p>	
<p>1. Apologies Apologies were submitted by Robert Higgins, Ian McGibbon and Rab Morrow</p>	
<p>2. Disclosure of Interests There were no disclosures of interest.</p>	
<p>3. Variation to Agenda The Chair informed the committee that Item 3 on the agenda would take place first and all items would follow.</p>	
<p>4. Customer Satisfaction Survey The Management Committee considered a presentation by Lorna Shaw, Research Resource. The Committee noted that</p> <ul style="list-style-type: none"> (1) overall, a total of 801 interviews were completed with West of Scotland tenants (2) tenants were asked about their overall satisfaction with their landlord (3) Some of the main areas of dissatisfaction were around maintenance and repairs (4) tenants felt that they were informed about their services decisions and found this very good (5) tenants were asked about their overall satisfaction about their quality of housing and this resulted in overall very satisfied but some areas such as tenant's needs should be considered more. <p>The CEO commented that the survey results clearly reflected the</p>	

<p>information Committee received at its previous meeting when it was highlighted that improvements to our approach to Contract Management was required and this would be a focus for staff in the coming year.</p> <p>The committee enquired how Research Resource identifies tenants who have had repairs and how quickly they make contact after the repair is carried out. Lorna informed committee that details of all tenants who have received a repair is provided at the end of each month, Research Resource carry out a random sample from the information received and ensure they cover a range of contractors and a wide area of stock. One Committee member was aware of a tenant who had three repairs carried out to her boiler in a short period of time. The CEO advised committee that once a more advanced IT system is in place the Association will be better able to analyse repairs and capture details such as recurring repairs and common faults such as those referred to by the committee member.</p> <p>The Committee felt that the presentation was very informative, noting some decline in performance and also some improvements. Committee thanked Lorna Shaw for her presentation.</p>	
<p>5. Approval of Minutes The approval of the minutes from the Committee Meeting of 29th March 2017 was proposed by Elaine Davidson and seconded by Ena Hutchison subject to the following change; Brian Spears being quoted of Chair of Gentoo Board when in fact he sits on the Board as a member and not as Chair.</p>	Approved
<p>6. Matters Arising All matters arising were noted. The CEO provided further clarity around 5. Approval of Minutes. The CEO had suggested to committee that members wishing to raise matters under AOCB then it would be best practice to notify the Chair in advance and the Chair would decided if the issue could be answered at the meeting or if it should be referred to the next meeting for discussion.</p> <p>Some members of the committee raised concern that it was unacceptable to pass their question or query through the Chair. Following discussion on the matter Committee agreed that this approach reflects good practice and was a more efficient way of managing the business of the meeting. It was agreed that Committee members should notify the Chair of any AOCB in advance of the meeting.</p> <p>The committee agreed the Executive Assistant would send a reminder of AOCB when issuing committee papers.</p>	<p style="text-align: center;">Agreed</p> <p style="text-align: center;">Action</p>

<p>The CSM informed committee that the Short Life Working Group into the Governance Review had a meeting on 28th June. Members reviewed the current Committee Appraisal form and would like to recommend the addition of a section at the beginning of this form which would include discussion around the impact of training and a review of the previous years appraisal, and direct links to the standards of Governance and Financial Management. This would be piloted to committee for this year's appraisal. Committee agreed the proposal.</p>	<p>Agreed</p>
<p>7. Committee Briefing</p> <p>The CEO provided an overview and update on the information in the Committee Briefing. The CEO informed committee of the fire safety actions taken following the tragic fire at Grenfell Tower, London.</p> <p>The CEO provided an update to committee on the Gentoo disaggregation confirming the Scottish Housing Regulator had made a request to receive formal letters from the Banks involved rather than an electronic version. The DF&CS and the CSM are making arrangements to action this request.</p> <p>The Chair attended a Chairs retreat conference in May 2017 and informed committee that this was a positive event and would recommend that chairs of each the sub committees attend. Some of the Committee members attended the TIS conference in June and had provided feedback to committee. Some members felt that WSHA could do with more recognition around awards and more tenant interaction. The CSM commented that the Tenant Engagement Officer was now in place and he has numerous ideas on how to improve and promote work with tenants. The CSM will present an update report at the Management Committee meeting scheduled for August 2017</p> <p>The Committee was reminded that the August meeting will take place in Ayrshire and that this would include a stock tour. Two members requested the tour included Woodside Cottages, Ayr as they had concerns about the quality of tree pruning in the area. Another member confirmed the area looked well maintained. The CEO advised that a team were planning the route to ensure Committee were able to visit areas included in our Development Programme as well as areas the where staff experienced difficulties in managing the estates.</p> <p>Michelle Meldrum provided an update on the Gentoo brief advising that Gentoo had also taken action after the Grenfell fire to ensure the safety of their buildings and tenants.</p> <p>.</p> <p>The committee noted the content of the EVH brief and Colin</p>	<p>Approve</p>

<p>Menabney explained that although he is noted as a substitute member for the EVH board meetings that his work commitments restrict his attendance and he invited members to consider taking over his role. Ruth Simpson confirmed she would be willing to act as substitute member. Committee approved the nomination.</p>	<p>Approval</p>
<p>8. Annual Complaints Report The Temp CM provided a report to committee on the complaints received during 2016/17 together with the improvement actions that had been put in place. The committee was advised of the performance in responding, managing and learning from the complaints.</p> <p>The committee noted that the Association respond to 100% of complaints within the SPSO timescales of 5 days for frontline and 20 days for investigation.</p> <p>The committee was made aware that the majority of complaints relate to maintenance and repairs and significant improvements had been put in place in recent months including; regular contract management meetings and all vans have now been restocked with commonly used parts so that more repairs can be actioned on a first visit.</p> <p>The Committee noted there had also been a number of complaints received around gas repairs and ground maintenance. The Temp CM highlighted that proposed investment in a new IT system will support better management of complaints and she confirmed that recently appointed staff will receive additional training and refresher training will be carried out routinely to ensure improvements in our approach to complaints management are sustained. The committee noted the content of the report.</p>	<p>Noted</p>
<p>9. Annual Factoring Report The CEO provided a report to committee and asked for committee to note the progress against the 2016-17 action plan. Committee noted the report.</p>	<p>Noted</p>
<p>10. Risk Management Report</p> <p>The CSM informed committee of the overview of all the strategic risk areas and an update where further action is required or further assurance is needed.</p> <p>The Committee heard that Managers and Directors view their own risks and identify any further actions required to mitigate risk. There was a review of the staff structure and looking at any improvements around this. The CSM mentioned the demerger from the Gentoo Group confirming this could still be viewed as high risk.</p>	

<p>The Committee was also updated that the Tenant Engagement Officer has commenced and how his role will mitigate risk. Also that recruitment interviews for two new Management Committee members will take place on 10th July 2017.</p> <p>Following consideration some committee members expressed concern that the volunteers' dinner did not take place this year and asked if this could be arranged. The CSM will liaise with the Tenant Engagement Officer to arrange.</p> <p>The Committee noted the report.</p>	Action
<p>11. Development and Investment Sub Committee Minutes</p> <p>The Minutes of the Development Sub Committee meeting of the 7th June 2017 were noted.</p> <p>The committee had a discussion around the stock tour which took place prior to the meeting and gave positive feedback and asked if the CEO could thank New Gorbals Housing Association for accommodating this tour. The CEO confirmed she had previously thanked the staff at New Gorbals for their ongoing support.</p> <p>The Committee expressed its desire to take opportunities to arrange and meet with other Housing Associations for future stock tours and development ideas.</p>	
<p>12. Staffing Sub Committee Minutes</p> <p>The minutes of the Staffing sub committee meeting of 7th June 2017 was noted.</p>	Noted
<p>13. TAG minutes</p> <p>The minutes of the TAG meeting of the 22nd May 2017 was submitted and noted.</p>	Noted
<p>14. Resolution</p> <p>None.</p>	Noted
<p>15. Notifiable Events</p> <p>None.</p>	Noted
<p>Date of next Meeting</p> <p>Wednesday 30th August – time and Venue TBC</p>	