

Management Committee Meeting

Monday, 28th November 2022 7:00 pm

Hybrid meeting held at FHA's office at 146 Drip Road Stirling and Via Zoom Conferencing | Management Committee

Attendees

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| <p>Present Ann Dickson Kenny Hutton John Jenkins Lynne Lavery Priscilla Maramba Andrea Finkel-Gates Alistair Hutton Lyndsay Moffat</p> <p>By Zoom James Bryce Cllr Gerry McGarvey</p> | <p>In attendance Sharon Brady-Wardrope Angela Laley Niall Patterson * Elaine Shepherd ** Fettes McDonald *** Ewan MacDonald *</p> <p>Becky Ramage (Minutes) Margaret Glencross (Minutes)</p> <p>* Excluding confidential item 4.3, 7.1 and 7.4 ** Item 8.2 only ***Excluding items 4.3, 7.1, 7.4 and from 8.3 onwards to 14.0</p> |
| <p>Apologies Lynore MacLeod Heather Arthur Mareta Greig</p> | |

1.0 Chairs Statement

Minute by Becky Ramage

Sharon Brady-Wardrope introduced Ewan MacDonald who was appointed to cover for development coordinator on an interim basis. All committee and staff introduced themselves.

As this was Niall Patterson's last committee meeting due to retirement the Chair thanked Niall

for the invaluable work throughout the past 3 years and he was presented with a gift from committee. Niall and Ewan then left the meeting. The Chair thanked all involved in the strategy day and thought it was well worth attending. The Chair was pleased to know Jacqueline was in attendance that day [REDACTED – PERSONAL DATA].

Items 4.3, 7.3 and 7.4 on the agenda were confidential and Chair agreed to take these items first.

The following items were considered private/reserved business, and, with the exception of Sharon Brady-Wardrope, no other staff were present during consideration of the following items

4.3 Draft Confidential minute of Staffing Sub Committee 15th November 2022

Purpose - For Information

Minute by Sharon Brady-Wardrope

The committee noted the unconfirmed confidential minutes of the Staffing Sub Committee.

7.3 Confidential Item

Purpose - For Information

Minute by Sharon Brady-Wardrope

It was noted that this item was a duplicate of item 4.3

The committee agreed to delete this item from the agenda

7.4 EVH Employers Ballot

Purpose - For Approval

Minute by Sharon Brady-Wardrope

The following item was considered private/reserved business, and separate, confidential minute produced. The only staff member present was Sharon Brady-Wardrope

Decision: The committee approved the recommendation from EVH for the 2023/24 pay award

2.0 Apologies

Minute by Becky Ramage

Lynore MacLeod & Heather Arthur

3.0 Declaration of Interest

Minute by Becky Ramage

None declared.

4.1 Minutes of the previous Management Committee Meeting 26th October 2022

Purpose - For Approval

Minute by Becky Ramage

It was highlighted that Alistair Hutton's name was missed from the minute and should be added as a record of attendance.

With the above amendment in mind, the minutes were approved as an accurate record of the meeting.

Approved

4.2 Draft Minute of Staffing Sub Committee 15th November 2022

Purpose - For Information

Minute by Becky Ramage

It was noted that Andrea Finkle-Gates name was incorrectly spelled and agree to be corrected.

John Jenkins clarified that the minutes needed to go to the Staffing Sub for formal approval, SBW confirmed that these were presented to the Management Committee for information at this time and would be formally approved at the next Staffing Sub Committee meeting.

With the above amendment in mind, the committee noted the unconfirmed minutes of the Staffing Sub Committee.

5.1 Allocations Policy - clarity amendment

Purpose - For Approval

Minute by Becky Ramage

John Jenkins asked for clarity around the wording for the additional bedroom where the parent or guardian has custody rights.

Committee approved subject to the wording being amended to include guardianship of children to make the policy very clear.

Approved

5.2 Referrals from Staffing Sub Committee

Purpose - For Approval

Minute by Becky Ramage

Lynne Lavery noted spelling mistake on 5.2 - 3 - should read breach of code.

It was explained that some of our policies were obsolete as they were now included in newer policies. Committee enquired if there was detailed staff induction training, and it was confirmed that there was, and it included general items and job specific items but needs updating. The new learning and development policy covers new staff members and on the job training for staff further development and growth and is presented for approval for staff consultation.

Learning & Development policy - Happy to Translate logo to be removed from paragraph 1.2. It is important that staff member and their line manager both sign the staff induction training.

Model Settlement Policy this has been taken from the EVH policy as we did not have one and it is something we must have.

Staff Safety Policy to be deleted as the EVH Employees Handbook and the EVH Health and Safety Control Manual covers all elements of staff safety both of which had been updated. There is requirement for Health and Safety group containing staff and senior management and representation from the governing body – this is referred to as a committee in the EVH H&S CM, but it is not a governing body therefore preference is to refer to it as a group.

A staff health & wellbeing group has been set up and are working through plans from staff satisfaction survey to be brought to a future committee meeting, and it is proposed that this group becomes the H&S Group, and we are seeking a volunteer from the management committee - James Bryce agreed to assist.

Decision: Committee approved

- ***The deletion of the Staff Safety Policy and the Staff Induction Policy.***
- ***The amendments to the EVH Employees Handbook and H&S Control Manual***
- ***Learning and Development Policy for staff consultation***
- ***Model Settlement Agreement Policy EVH and the associated Pre-Termination and***

Settlement Guidance

- **The appointment of a committee representative onto the H&S Group**

6.1 Staff Business Strategy Update Arrangements

Purpose - For Approval

Minute by Becky Ramage

Sharon Brady-Wardrope outlined the proposal to present the outcome of the management committee strategy day to staff and to combine this with an informal lunch and some team building activities by way of a thank you for all the hard work over the year.

Decision: Committee approved the additional half day office closure on 16 December and to cover the cost of a lunch for staff up to the value of £150.

6.2 Health and Safety Report

Purpose - For Information

Minute by Becky Ramage

We are still doing really well with compliance, currently working with tenants with a view to getting gas uncapped. Being proactive with them and we have several other items in place which has been funded to help see our tenants through winter. We will need to engage with tenants in the future in order to sustain their tenancies. Staff are putting a lot of work and effort into this. Clarity was given over the fuel support fund that this did not need to be paid back by tenants who received support for uncapping gas meters.

It was suggested that a news article should be added to our winter newsletter regarding mould at this time of year. It was confirmed that this is already an article.

The committee noted the report and the compliance with our health and safety duties.

7.1 Managements Accounts for Quarter 2

Purpose - For Approval

Minute by Becky Ramage

Paper presented by Fettes McDonald who went on to explain the figures. Although written in different format from previous year. He also pointed out that when comparing figures, he looked to see if any had deteriorated. Reactive maintenance slightly above cost. Cyclical below budget. Arrears are up by about 20,000 since year end, still at good figure but further investigation by staff underway on how the report produces these. John Jenkins would like to see trends in the actual figures. This was agreed

Decision: Committee noted the financial performance for the quarter and approved accounts for the period ending 30th September 2022.

7.2 Rent Review Consultation - 30yr Cash Flow Projects

Purpose - For Approval

Minute by Becky Ramage

Power point presentation by Fettes McDonald of FMD on the cash flow projections and the implications of a rent freeze, a 5% increase and a 5% increase with a 1% claw back over 5 years.

Sharon Brady-Wardrope advised that the focus on rent consultation on 5% might take a half percentage or percentage either way depending on the budget costs that are still being pulled together. She advised that we have done affordability check on 5% for single person in a once bed and it was still under 25% of income spent on rent.

Andrea Finkel-Gate asked if we will be doing a formal consultation or pre-engagement. SBW confirmed it will be a formal consultation with replies due back by mid-January 2023, it will be made absolutely clear that a decision will be made in relation with Scottish Government. It was very difficult to put precise figures for possible rent increase due to current rate of inflation along with cost of living and general status of the world. Interest rates are the highest they have been for over 3 years. Fettes advised that current financial positions for Forth is on the better side but if there was a rent freeze cash would go down and would have an adverse impact. If we are looking for an increase of 5% or thereabouts we could then be looking at savings having to be made in other areas. Currently looking at budgets and looking to start rent consultation soon. What could be worst case scenario on a 2 bedroom is that 25% or more of their income could be spent on rent and we would identify these cases to ensure we work to sustain tenancies. Fettes advised it could be January before there is a better idea of how rates will go. Everyone is very clear of inflation and we must be able to manage expectations by making it clear what could happen.

Decision: Committee approved consultation on the rent increase at 5% or a percentage point variation to begin.

8.1 Rechargeable Repairs Policy

Purpose - For Approval

Minute by Becky Ramage

SBW invited any questions or comments.

Comment from Andrea Finkle-Gates on DT - 8.1 (2) RR Policy 2019 with tracked changes.doc (Page 5) We just need to ensure that these two people are not on leave at the same time

It was agreed that it could be referred to a member of SMT – policy to be amended

With the above amendment in mind, the committee approved the Rechargeable Repairs Policy

Decision: Approved Committee

8.2 Pets Policy

Purpose - For Approval

Minute by Becky Ramage

Elaine Shepherd joined meeting to present this paper. ES advised it has been a few years since last fully reviewed and during this time tenants have been asking for more than 1 pet. Applicants refused accommodation due to pets policy. SBW added that the old policy very restricted and out dated.

Andrea Finkle-Gate commented on DT - 8.2 (2) Pets Policy 2019 with tracked changes.doc (Page 5)

When outside of the home. It is not required (and can be dangerous) for dogs to wear collars inside the home

Lynne Lavery commented on DT - If changes to the policy are approved, how will tenants be informed given that not all tenants have access to or use online applications? (My Forth, Website, Facebook) Mareta Greig replied via DT that we can use all outlets to inform tenants as you say my forth, website, Facebook but can also send a text. We can also inform tenants face to face when we go out to do the annual visits. Similarly, new tenants would be informed as the SST would need changed as it is currently specific on what pets tenants would be allowed permission for.

Agreed to amend the policy to 'when in communal areas.

Approval with amendment.

Elaine Shepard & Fettes McDonald left the meeting at this point.

8.3 Factoring Policy - Consultation Update

Purpose - For Approval

Minute by Becky Ramage

SBW welcomed any questions or comments.

Decision: Committee noted the consultation and approved the Factoring Policy.

8.4 Customer Care Policy

Purpose - For Approval

Minute by Becky Ramage

This paper was presented by Angela Laley. Angela advised now known as Customer Experience Policy. John Jenkins - 4.4.1 Include email as well not just letters. 4.8.1 - handbook up review – John Jenkins asked for people who don't have access to website, do we send loose

pages out? Angela confirmed that this is something we need to consider.

Document Note Andrea Finkel-Gates Page 5 - 8.4 Appendix One Draft Customer Experience Policy.docx (Page 5) missing word.

John Jenkins asked about the monitoring of the policy, and it was advised that performance would be measured through the complaints reporting but Sharon Brady-Wardrope advised that we intend to develop additional KPIS for processing enquiries such as time to response to emails/calls but software needs to be developed for this.

Decision: Committee noted the Customer Experience Policy and approved for tenant and staff consultation.

9.1 Interim Director Report

Purpose - For Approval

Minute by Becky Ramage

SBW - proposal to cancel 19th December MC meeting which is normally pulled forward, it was discussed that it had been a busy time and that attendance at this meeting is low. Main item taken is the budgets which would not be ready if the meeting was pulled forward, but these can be taken to the January meeting.

Code of Conduct – the annual code of conduct has been issued which committee members were reminded to sign (page 11) and return as proof of reading and understanding. Committee are asked to complete this as a priority to ensure good governance.

Andrea Finkle-Gate asked if it would be possible to have an email signature and if it would be possible to look into DocuSign for the future. – it was agreed that this would be acceptable, and we would be looking at our document management software.

Decision: Committee noted the report and approved to cancel the December meeting.

9.2 Governance Improvement Plan

Purpose - For Information

Minute by Becky Ramage

Sharon Brady-Wardrope advised no new actions. 13 items completed and 35 still outstanding but progressing well. The appendix had been split to show completed items separately which the committee welcomed.

John Jenkins clarified the closure of the 1.7 regarding review of action plan for equalities that he would not be satisfied that we have completed this work. Sharon Brady-Wardrope advised that this was down to her understanding of the item and it was agreed that this would be split into two actions – one to reflect the equalities impact assessments and the associated paperwork which has been completed and subject to a final review by the consultant hopefully in January and one to detail the ongoing work to gather our equalities data for service development to meet our duty.

Committee noted the progress on the governance improvement plan.

9.3 Notifiable Events

Purpose - For Information

Minute by Becky Ramage

Paper was presented by Sharon Brady-Wardrope. 4 notifiable events still open - no further update on them. Further notifiable event was emailed to committee 25th November, this involved a child and further security measures are now in place. Currently working with family to see if any other measures are required. SHR already notified.

Committee noted the reported and welcomed the new dedicated report for Notifiable events

9.4 2023/24 Meeting Schedule

Purpose - For Approval

Minute by Becky Ramage

Meeting dates for 2023-24 were presented. Discussion on alternative dates but a Monday still appropriate for committee. Papers posted 10 days before if possible (or at least the majority). Times changing to 6:30-8:30pm. SBW confirmed that a revised meeting schedule will be drawn up and will include training dates. In future there will now be 10 meetings per year, July & December meetings to be removed. This may mean that accounts presented in August and the ARC due in May, the meetings prior to these dates may be changed.

Committee asked to change the sub committees so that they are not all in the same week. Priscilla Maramba asked if the Strategy Day could be changed to a Saturday, this could be considered but some members noted that they would not be available at weekends.

Decision: committee approved the proposed changes to 10 meetings per year and moving the subcommittee meetings away from a single week and for a new schedule with an amended Standing Orders to be presented to the January meeting for approval.

10.0 Membership

Purpose - For Information

Minute by Becky Ramage

No new requests for membership.

Committed note this item

11.0 Correspondence

11.1 New Charter Letter to Landlords

Purpose - For Information

Minute by Becky Ramage

SBW - no significant changes to the charter.

Committee noted the letter

11.2 EVH Monthly Briefing

Purpose - For Information

Minute by Becky Ramage

SBW - no significant changes.

Committee noted the briefing

12.0 Governance Learning Plan

Purpose - For Information

Minute by Becky Ramage

Sharon advised appraisals are pretty much done. AFG - Just plan for the year.

13.0 AOCB

Purpose - For Information

Minute by Becky Ramage

Pricilla Maramba wanted to express her thanks to James Bryce for his assistance over the weekend and thought that using WhatsApp as a communication tool was working well.

14.0 Date of next meeting - Monday 19th December 2022 (Monday 30th January if Committee Approve the meeting amendment)

Minute by Becky Ramage

Next committee management approved 30th January. Please note no December meeting. The chair thanked everyone for their attendance this evening and for staying over the time limit to ensure the meeting was complete.