

# MANAGEMENT COMMITTEE MEETING

Tuesday, 28th May 2024 6:30 pm

Hybrid meeting held at the BOILER HOUSE at 146 Drip Road Stirling and Via Microsoft Teams | Management Committee

## Attendees

<p><b>Present</b></p> <p>Kenny Hutton (KH) - <i>Joint Vice Chair</i> (Acting Chair) Andrea Finkel-Gates (AFG) - <i>Joint Vice Chair</i></p> <p>Abira Sarwar (AS) John Jenkins (JJ)</p> <p><b>By Teams</b></p> <p>Lyndsay Moffat (LM) Priscilla Maramba (PM)</p>	<p><b>In attendance</b></p> <p>Sharon Brady-Wardrope (SBW) - <i>Director</i></p> <p>Mareta Greig (MG) – <i>Head of Tenant Services</i> Paul Fraser (PF)<sup>***</sup> - <i>Senior Property Services Officer</i> Samantha Buggy (SB) - <i>Head of Corporate Services</i> Shona MacLeod (SM)<sup>***</sup> - <i>Finance Officer</i> William Boale (WB)<sup>**</sup> - <i>Housing Manager</i></p> <p>Callum MacDougall (CM)<sup>***</sup> - <b>Minutes</b></p> <p>Andrea Mina<sup>**</sup> – Observer Elaine Rosie<sup>**</sup> – Observer Hazel Robertson<sup>**</sup> – Observer Jillian Fearnside<sup>**</sup> – Observer Kerry Dawson<sup>**</sup> – Observer</p>
<p><b>Apologies</b></p> <p>Ann Dickson (AD) – <i>Chair</i> Callum Wynd (CW) James Bryce (JB)</p> <p>Cllr Gerry McGarvey (GM)</p>	<p>*Comment made on Decision Time (DT) **Excluding Item 12 only</p>

## 1 Chair's Statement

Purpose - For Information

The Chair welcomed all Management Committee (MC) members and staff to the meeting.

The Chair welcomed our 5 observers to the meeting and asked all in attendance to introduce themselves briefly to help everyone understand who each other are in relation to Forth Housing Association.

## 2 Apologies

Purpose - For Information

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Ann Dickson  
James Bryce  
Gerry McGarvey

## 3 Declaration of Interest

Purpose - For Information

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There were no recognisable declarations of interest, although AFG noted that she works with Scotland's Housing Network (SHN) and LM mentioned that she works with MacDonald & Cameron Ltd (M&C) through Gardeen Housing Association (GHA).

### 4.1 Management Committee Meeting - 25/03/2024

Purpose - For Approval

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A number of corrections to the minutes were noted on Decision Time (DT) and with the changes made from the notes by Committee members on DT, these minutes were approved as an accurate record of the meeting.

**Decision: Approved**

### 4.2 Confidential Minute from Management Committee Meeting - 25/03/2024

Purpose - For Approval

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There were no corrections made by committee members to this minute on Decision Time (DT). This minute were approved as an accurate record of the meeting.

**Decision: Approved**

### 4.3 Unconfirmed Minute of Development Sub Committee Meeting -16/04/2024

Purpose - For Information

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There were no corrections made by committee members to this minute on Decision Time (DT). This minute was noted by the MC.

**Decision: Noted**

## **4.4 Unconfirmed Minute of Audit & Risk Sub Committee Meeting - 14/05/2024**

Purpose - For Information

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There were no corrections made by committee members to this minute on Decision Time (DT). This minute was noted by the MC.

**Decision: Noted**

## **5.1.1 Development Sub Committee Referral - Item 6.1 Development Report**

Purpose - For Information

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SBW mentioned that last week we took occupation of 11 properties which was the first phase of the new Cambusbarron development. WB noted that he has emailed MacDonald & Cameron (our Development Coordinator representative) today asking for the timeline of the next phases that will come our way.

The MC noted the referral from the Development Sub Committee (DSC) regarding the Development Report.

**Decision: Noted**

## **5.1.2 Development Sub Committee Referral - Item 6.2 Raploch Site 8&9 Structural Cracking Report**

Purpose - For Information

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The MC noted the referral from the Development Sub Committee (DSC) regarding the Raploch Site 8&9 Structural Cracking Report and agreed to cover this as part of the Notifiable Events paper later on the agenda.

**Decision: Noted**

## **5.2.1 A&R Sub Committee Referral - Item 8.2 Q4 Performance report**

Purpose - For Information

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AFG praised and thanked the staff for how well this ARC information has been presented to committee and highlighted that it was a job very well done by all involved.

The MC noted the referral from the Audit & Risk Sub Committee (ARSC) regarding the Q4 Performance Report.

**Decision: Noted**

## **5.2.2 A&R Sub Committee Referral - Item 12.1 - H&S Q4 Update**

Purpose - For Information

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The MC noted the referral from the Audit & Risk Sub Committee (ARSC) regarding the Health & Safety Q4 Update. KH said that it was good to see the continued compliance with our health and safety matters.

**Decision: Noted**

## **5.2.3 A&R Sub Committee Referral - Item 6.1 - Internal Audit**

Purpose - For Information

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SBW noted that we will look to build in an audit for our Annual Assurance Statement also.

AFG asked if the actions on the procurement audit are still open. SB answered that yes, they are still open.

The MC noted the referral from the Audit & Risk Sub Committee (ARSC) regarding the Internal Audit.

**Decision: Noted**

## **5.2.4 A&R Sub Committee Referral - Item 7.1 Risk Register**

Purpose - For Information

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SBW noted that it's more minor changes to wording and a refresh that has been made. There were minor changes to risk ratings have been updated as well. It is more of a strategic risk rather than development operational risk.

The MC noted the referral from the Audit & Risk Sub Committee (ARSC) regarding the Risk Register.

**Decision: Noted**

## **5.2.5 A&R Sub Committee Referral - Item 10.2 - Registers Report**

Purpose - For Approval

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As there were no further questions, the Management Committee Approved the Payments, Benefits, Gifts and Hospitality Register, Disposals of land/property Register and the Fraud, Bribery, Corruptions and Whistleblowing Register referred from the Audit & Risk Sub Committee (ARSC) regarding the Registers Report.

**Decision: Approved**

## **5.2.6 A&R Sub Committee Referral - Item 8.2 - ARC Data Correction**

Purpose - For Approval

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SB explained that this report highlighted that during the current ARC data collection it was discovered that during the previous year's complaints data collection, it appeared that there was a procedural decision not to include complaints regarding staff although the complaints were logged, investigated and responded in accordance with the policy they were not included in the report. During the course of this reporting year there were 6 stage 1 complaints relating to staff and a further 4 stage 2 staff related complaints.

SBW noted that Senior Management Team recognise that it is viewed as good practice to include all complaints, whilst any staff complaints should be kept confidential to colleagues, the data should be anonymised and included going forward.

SB added that this year's submission is calculated to include all complaints including staff complaints. The 4 miscoded which are not included in 2022/23 submission are staff error and SPSO refresher training has been given and closer monthly monitoring of complaints by Heads of Service is underway.

The members agreed that these should be included and that a correction submitted for 2022/23 along with the 4 miscoded complaints.

With the amendments made from the corrections noted on DT, the MC approved the referral from the Audit & Risk Sub Committee (ARSC) regarding the ARC data correction.

**Decision: Approved**

## **6.2 Procurement Annual Update**

Purpose - For Information

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PF presented this report to MC which outlined what procurement exercises have taken place

the previous reporting year and what needs procured this reporting year.

As there was no further comments or questions in relation to this item the MC noted this report on the procurement annual update

**Decision: Noted**

## **6.3 [REDACTED – CONFIDENTIAL INFORMATION]**

### **7.1 Management Accounts Q4 Report**

Purpose - For Approval

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SM presented this report to the MC which was a referral from the ARSC's last meeting. The report outlined the Quarter 4 Management Accounts and inform MC of the financial performance of the Association for the period to 31 March 2024.

SM provided an update on the bad debt provision, explaining that bad debt provision is not written in any policies but is covered in the Business Plan. At the moment it is useful to leave it within the Business plan as it allows us to review and adjust it if needed on an annual basis.

KH asked what the reason for the reduced depreciation period was. SM explained that it was in regard to Raploch Site 8&9 and that we hadn't received those properties when we were due to.

KH also asked what the slight changes to the RAG rating were. SM noted that the amendment to the previous RAG rating was adding the word 'unexpected' as previous wording felt almost too restrictive. For example, as we draw down funds, we would expect to see some of the covenants continuously decrease however this would be no cause for alarm. SBW highlighted that there is no industry standard for this KPI and that we will continue to look into the RAG rating status moving forward.

The MC approved the Quarter 4 Management Accounts.

**Decision: Approved**

### **7.2 Five Year Financial Projections Report & SHR Submission**

Purpose - For Approval

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SM presented this report to MC which outlined the Five Year Financial Projections Report & SHR Submission which had already been scrutinised at the previous ARSC and were part of the 30yr projections approved at March 2024 committee meeting.

As there was no further comments or questions in relation to this item the MC approved this report on the Five Year Financial Projections Report & SHR Submission.

**Decision: Approved**

### **8.1 Draft Business Plan 2023-2028**

Purpose - For Approval

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**\*\* PM re-joined the meeting at this point \*\***

SBW presented this report to MC which outlined the refreshed Business Plan for 2024-29 (which is a refreshed version of the original Business Plan 2023-2028) and the Risk Register that was previously considered at the April ARSC meeting.

SBW explained that as this is a refresh of the 5-year plan there are no material changes. There are minor changes proposed to the vision and values which reflect our present objectives and provide clearer values that reflect our current culture. The new delivery plan has been streamlined to reflect the six key operational areas as governance and corporate services are combined as is learning, growth and wellbeing. SBW added that we will continue develop our improvements alongside the refresh of both our Asset Management Strategy and our Development Strategy to achieve a high standard of service delivery.

SBW mentioned that it would be useful to have a small synopsis to take out of the Business Plan which we can use when in contact with tenants. MC agreed with this idea as they believe it would be well received by our tenants.

KH noted that it would be good to have a summary document as this would also be helpful for tenants. SBW agreed and will look into this for the future.

SBW highlighted that following approval of the refreshed Business Plan from tonight's meeting, we will look to then develop our new Delivery Plan.

JJ suggested that it would be useful to map out the recently gathered information from the stock condition survey work, equalities data and the annual tenant visits, to inform the governing body's deliberations over the new Business Plan. If we can pull something together, even if it is a summarised version. SBW agreed and mentioned that we will look to get a session organised for this, most likely at the end of July/ beginning of August. Dates will get circulated shortly to organise everyone's availability.

JJ asked how we look to take forward the Draft Business Plan in relation to our tenants. SBW explained that we can build this up and look to target not only the local areas but also the further afield communities. Different types of consultations will be used to help accommodate this as we really want to focus on reaching all our communities. It is very important to us as to how we engage with our tenants for our Business and Delivery Plan. SBW also highlighted that the wellbeing session that took place was very useful and beneficial.

\*AFG asked that in item 8.1 (4) Appendix 2 -Draft PEST Analysis under section A2.3 - Social Environment - Provision, is 'Sexual orientation and trans status and history' the correct phrase to use. Is 'gender identity' not more inclusive (would include trans, non-binary, cis-gendered etc) to use. SBW explained that this is taken directly from the government census website and is the list of data that will be provided.

AFG highlighted that having both copies (clean version and track changes version) is very useful for all MC members when wanting to make comments on DT.

With the amendments made from the corrections noted on DT, the MC approved the refreshed Business Plan 2024-29 (which is a refreshed version of the original Business Plan 2023-2028) and the Risk Register.

**Decision: Approved**

## 8.2.1 Business Continuity Plan

Purpose - For Approval

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\*JJ noted a couple of points relating to the policy as a whole, some of which were:

1. There is no mention at all of the MyForth system. This could be a potential tool for communicating and interacting with tenants in emergency situations.
2. Most emergency situations, if of any scale, likely to result in a notifiable event, yet there is no specific mention of the Regulator.
3. Does the policy reflect the potential role of staff working from home, continuing to deliver services, as during the COVID emergency.

SBW agreed with these points and noted that amendments will be made and suggestions added in.

There was no further questions asked by MC members at this time.

A number of corrections were noted on Decision Time (DT) and with the changes made from the notes by Committee members on DT, the Business Continuity Plan was approved.

**Decision: Approved**

## 8.2.2 Entitlements, Payments & Benefits Policy

Purpose - For Approval

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There were no further questions asked by MC members at this time.

A number of corrections were noted on Decision Time (DT) and with the changes made from the notes by Committee members on DT, the Entitlements, Payments & Benefits Policy was approved.

**Decision: Approved**

## 8.2.3 Damp and Mould Policy

Purpose - For Information

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\*JJ asked why this policy wasn't approved by the full committee originally and only by the Vice Chairs at the time. SBW explained that it was due to the timing required to gain insurance cover. The new insures would not include any repair cover relating to damp and mould if we did not have one. .

\*JJ asked if the statement 'any reports of damp and mould are treated timeously, and any works provide as little disturbance to the tenants as possible and always ensure their health and safety.' is necessary. Would this allow a tenant to refuse the necessary works. SBW noted that it is possible to see why it could be viewed that way and this can be reworded for more clarity.



The issue of refusing works or not allowing access would be viewed on a case by case basis and will be dependent on the severity.

JJ highlighted that if there were changes needing to be made to the policy, would this still be possible. SBW explained that if necessary we could still make changes and reissue the policy as we do not need to wait until the review date.

There was no further questions asked by MC members at this time.

A number of corrections were noted on Decision Time (DT) and with the changes made from the notes by Committee members on DT, the Damp and Mould Policy was noted as it was for information only.

**Decision: Noted**

## **8.3 New Legislation - Presentation**

Purpose - For Information

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WB presented this PowerPoint which outlined to MC the New Legislation contained within the proposed Housing (Scotland) Bill. As the Housing (Scotland) Bill 2024 is currently in draft form, it was highlighted that we will introduce the proposals ahead of official implementation. By establishing a Domestic Abuse Policy, additional Pre-Action Requirements surrounding Domestic Abuse and the changes to the Pets Policy, - being brought to Committee again in June 2024 - alongside the recently reviewed Alterations & Improvements Policy, we will be putting ourselves in the best possible position for these proposals being implemented. Additionally, we want to be a part of the conversation and help shape change and as such have responded to consultation exercises on the proposed bill.

JJ asked if we already have a domestic abuse policy in place. WB explained that currently we do not but we are in the middle of writing one and its accompanying procedures document, which will be brought before committee in June 2024.

AS highlighted that the domestic abuse element focuses mainly on woman but should it not cover more. MG and WB both agreed with this suggestion and MG noted that we will look to be in touch with Police Scotland, Woman's Aid and potentially TC Young to help gain a framework from broader groups. JJ mentioned contacting alternative organisations and asked about Stirling based organisations. MG advised she isn't aware of other organisations in Stirling however mentioned experience working with Glasgow Refugee Council and will scope out similar organisations in Stirling.

AFG added that it is an option to use SHN to put out questions/ feeders to gain further information on this which could be a useful tool for us.

There was no further questions asked by MC members at this time.

The MC noted this presentation given by WB regarding the New Legislation shown in the Housing (Scotland) Bill.

**Decision: Noted**

## **9.1 Final ARC Submission to SHR**

Purpose - For Approval

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SB presented this report to MC which outlined the final version of this year's ARC submission.

SB noted that indicators 9, 10 and 26 had been updated and new figures added which was shown and explained in the report with supporting appendices .

\*AS asked if there should have been a slight change in percentage relating to ARC indicator 3 (Stage 1 complaint responses), or is it not included. SBW explained that this figure has to be restated in the correction to the SHR as we now include staff complaints and the 4 complaints that were wrongly coded. This is covered in the corrections paper 5.2.6.

JJ asked why the figures for indicators 9 and 10 had changed. PF explained that this was in relation to the number of days taken to complete repairs which meant our original figures had to change.

SBW mentioned that the feedback and information we are receiving from Christine Dugan is very much aligned with the guidance provided by the regulator.

KH highlighted how impressive the amount of work there has been done in relation to the Stock Condition Survey results and with implementing the adaptations policy. SBW added that it is important for us to consider that the funding for adaptations is not always going to be available. It seems like it will be the case that landlords will most likely start to fund this themselves in the future.

SBW informed committee that our first intern from Stirling University is starting on Monday. They will be working on a project focused on adaptations and satisfaction of tenants.

AS raised the point that it feels like the ARC submission and 5 Year Projections submission seems quite close together and should maybe be more spread out. SBW explained that we are looking into the delegated authority on this but there is potential scope for spreading out the timings of submissions but is purely based on if the timescales suit. SB added that as a staff group, we needed those extra couple of weeks to allow ourselves to time to make all the relevant checks. Even after it has been scrutinised by the ARSC, we have still needed that additional time to make all the changed requested but will never leave the submissions to late.

As there were no further questions at this point, the MC approved this Final ARC Submission to SHR.

**Decision: Approved**

## **9.2 Director Report**

Purpose - For Information

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None.

## **9.3 Notifiable Events**

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SBW outlined this report which was to update the Management Committee on current notifiable events and to inform the committee of any new notifiable events to comply with our obligations with the Scottish Housing Regulator (SHR).

SBW highlighted there is one new notifiable event which is that we've had a H&S accident at one of our properties which has been notified to the SHR (Scottish Housing Regulator). An

operative fell from a ladder sustaining injury which required hospital attendance and therefore reportable to the Health and Safety Executive (HSE) under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) by the contractor. SBW added that we have raised our concerns that we were not notified immediately and have since sent a reminder to all contractors of their duty to notify us of any accidents, incidents or near misses immediately.

[REDACTED – CONFIDENTIAL INFORMATION]

[REDACTED – CONFIDENTIAL AND COMMERCIAL SENSITIVE INFORMATION]

As there was no further questions at this point, the MC noted these Notifiable Events and update.

**Decision: Noted**

## **9.4 Senior Officer Appraisal**

Purpose - For Information

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KH presented this report which outlined the Senior Officer's end of year review.

KH explained that this report was provided by Alison Smith our Committee Support Consultant who was in attendance for this meeting also. The report highlights the main objectives from our Director for 2025-26 which had a continued focus on seeking opportunities to promote and increase the visibility of the RSL locally and nationally as well as raise own profile and fostering an effective and supportive network.

As there were no further questions at this point, the MC noted the Senior Officer's Appraisal.

**Decision: Noted**

## **10 Membership**

Purpose - For Approval

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None.

## **11 Correspondence**

Purpose - For Information

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None.

## **12 AOCB**

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There was one item to be discussed for AOCB which was confidential, so at this point everyone other than MC members, SBW, SB and MG left the meeting so that this item could be discussed.

**\*\*SBW will provide a confidential minute for this item\*\***

## **13 Date of Next Meeting 25/06/2024**

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The date for the next Management Committee meeting on Tuesday the 25th of June 2024 was approved. The Chair thanked everyone for their attendance this evening.