

**CALVAY HOUSING ASSOCIATION MINUTES OF 2021/2022
MANAGEMENT COMMITTEE: 24 FEBRUARY 2022 – HELD VIA ZOOM VIDEO
CONFERENCING & SOME PARTICIPANTS IN ATTENDANCE AT CALVAY
CENTRE**

1 SEDERUNT

Present:	Anna Ellis	-	Chairperson (Zoom)
	Alison A'Hara	-	Vice Chair (In person)
	Pauline Barr	-	Secretary (Zoom)
	Chris Warwick	-	Treasurer (Zoom)
	Jim Gourlay	-	Committee Member (In person)
	Margaret Lynch	-	Committee Member (Zoom)
	Sandra McIlroy	-	Committee Member (in person)
	Bryce Wilson	-	Committee Member (In person)
	Stacy Shaw	-	Co-opted Member (Zoom)
In Attendance:	Nick Dangerfield	-	Director
	Melissa Craig	-	Property Services Assistant
	Fettes MacDonald	-	Finance Consultant (Items 6&7 only)

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 SCOTTISH HOUSING REGULATOR – REPRESENTATIVES IN ATTENDANCE

Due to adverse weather conditions earlier in the day, the Regulator cancelled their attendance at this meeting. There has not been another date arranged yet however, the Director will feedback when alternative date is provided by the Regulator.

4 MINUTES OF MANAGEMENT COMMITTEE MEETING HELD ON 27 JANUARY 2022- APPROVED

The minutes of the Management Committee meeting held on 27 January 2022 were circulated prior to the meeting and noted. During consideration of these minutes the following items were noted:-

Item 8) Strategic Objectives

It was questioned if there had been a contactor appointed as yet to carry out the organisational review as it was expected at this meeting. The Director confirmed that out of the three tenders which were sent out only one had been returned which was from North Star. After a brief discussion the Director and the Chair had agreed to award this contract to North Star, whom they have arranged to meet on 25/2/22 for an inception meeting.

In response to a question as to why the other two tenders did not submit their bid the Director informed that the workload/capacity and short timescales were the reasons given by the other potential bidders for not returning a tender.

In response to a question as to how progress is with organising the staff/committee away day the Director confirmed that 9th June 2022 is the provisional date that has been arranged. Some concerns were raised over this date by committee members as it is so long away. It was requested that the

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date to be moved forward.

The Director stated that he had suggested doing the business plan/away day first and the organisational review later at the last committee meeting, however this was rejected because it was felt that the review was needed first, hence the reason for the proposed away day date. The Chair responded that she now felt like the away day/business plan should be moved forward if possible and both she and the Director can discuss this with North Star at the inception meeting.

Item 19iv) SHARE

The representative for SHARE raised that on the previous minutes there was an error as currently SHARE doesn't have any sub-committees, adjustment is noted.

Item 20(ii) AOCB - Operations Sub Committee

A committee member asked if there anyone stepping in to the Property Services Managers role whilst she was off on holiday for three weeks. The Director confirmed there was no official however he is assisting as much as he can.

Item 20(iv) Welfare Rights Officer

A committee member asked that action was taken to address an issue where a senior member of staff at Calvay had called a member of staff at Shettleston HA discussing Calvay's of Welfare Rights Officer vacancy. The committee member stated that the phone call was to try and encourage the member of staff at Shettleston to apply for the job and that details of benefits of pension scheme etc. were also provided. It was expressed that this was highly unprofessional and didn't look good for Calvay trying to poach staff from other local HA's.

In response to this the Director advised that his understanding of the situation was somewhat different. A Calvay member of staff had approached a member of staff at Shettleston but the reason for the call was to see if the staff member at Shettleston would be interested in joining the interview panel for the WRO post. Last time Calvay appointed a WRO we also involved a welfare rights officer from another HA. Before asking them if they would be interested in joining the interview panel it was necessary to ascertain that they would not be interested in applying (as in this case they obviously could not be part of the interview panel). The Director advised he will speak to the Calvay member of staff member concerned.

As there were no further matters arising, the minutes were approved on a motion by Alison A'Hara and seconded by Pauline Barr.

5 MATTERS ARISING FROM PREVIOUS MEETINGS

There were no further matters arising.

6 MANAGEMENT ACCOUNTS TO END DECEMBER 2021 – WRITTEN REPORT BY FINANCE CONSULTANT – APPROVED.

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The Management Accounts to December 2021 were circulated to Committee prior to the meeting and noted the salient points as undernoted.

- Staffing costs are over budget, due to additional staff members whom have been drafted in through the year that were not budgeted for. Some of the overspend is also due to agency costs for admin/finance services.
- Main overspends were telephone costs due to new broadband and computer costs – due to penetration test and online housing application development.
- Reactive maintenance is over budget by a substantial amount however Fettes advised he did not consider this as a cause for concern as the costs were justified. Extensive void works were one of the main reasons for overspend in this area.
- Some grant funding is still outstanding for medical adaptations which were carried out the exact amount is to be confirmed.

After the Finance consultant finished going over the accounts a question was raised from a committee member as to why the Association are still paying Finance agency costs until end of March for invoicing and payroll when we have the Finance Officer back working.

There was also a question asked as to whether the Association actively chased recharge repairs, The Director informed that yes they are pursued however often these costs are not retrieved. Disappointment was also expressed that only the Property Services Manager held the information on medical adaptation finances and that no one else was able to provide this information, this was deemed as worrying that information is not easily retrievable.

A final point was raised as to overspend on Roof Anchor and Gutter cleaning services. These services came in at around 11k over budget and it was suggested that this wasn't budgeted for properly as this was not a new service and the Association should have more accurate costs. It was asked that this is looked at in depth by the Property Services Manager for the coming year to make sure more accurate costs are in place to avoid this in future.

Otherwise the Management Accounts to end of December 2021 were unanimously approved.

7 EARLY REPAYMENT OF LOAN DEBT – REMITTED FROM AUDIT AND RISK COMMITTEE FOR APPROVAL – FINANCE CONSULTANT IN ATTENDANCE – APPROVED.

A written report by the Finance Consultant/Director was circulated to Committee Members prior to the meeting and noted.

The Finance Consultant recommended to that the Committee agree to pay back £2.5M of the Clydesdale Bank loan to reduce the interest payable on the existing amount. This has been discussed at Audit and Risk sub committee.

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The Director stated that he has contacted Clydesdale to let them know the Association was considering partially repayment. The Committee asked for clarity on the risks involved by reducing the Associations cash balance by £2.5M, the Finance consultant advised it would still leave £2-2.5M cash reserves which he considered to be sufficient. Therefore with this reassurance the Committee unanimously agreed to pay £2.5M back to Clydesdale bank.

The Finance Consultant left the meeting at this point.

8 EQUAL OPPURTUNITIES POLICY REVIEW – WRITTEN REPORT BY DIRECTOR – APPROVED.

A written report by the Director was circulated to Committee prior to the meeting as well as a copy of the updated policy and noted. The current Equal Opportunities policy is out of date, the new updated policy was unanimously approved by all members of the Committee, no questions or issues were raised in relation to this policy.

9 HOME WORKING POLICY – WRITTEN REPORT BY DIRECTOR – APPROVED

A written report by the Director was circulated to Committee prior to the meeting as well as a copy of the Home Working policy and noted. The Director explained this is a new policy for the Association and has been implemented in response to the Covid-19 Pandemic. Over the pandemic staff have been working in between office and home, and whilst the pandemic now seems to be gradually getting better, staff have expressed their interest in being able to continue working from home on occasion.

The Director took the Committee through some of the main points in the policy and recommended that the policy is approved and is implemented. In the policy circulated by the Director home working was split in to a maximum of one day per week at home for staff who are customer facing and two days at home for those who are not.

After discussion regarding this it was deemed unfair that not all staff can work from home for the same amount of time and there were concerns this could be seen as discriminative. Therefore committee suggested that the policy was amended to allow all staff to work from home for a maximum of two days per week with a three month monitoring period. It was asked if when the office re-opens to the public that a record is kept on why people are coming into the office, to see what staff member and if that member of staff was available and this will be reviewed in three months' time. Apart from this one amendment the policy was approved by Committee.

10 MEMBERSHIP POLICY – WRITTEN REPORT BY CORPORATE SERVICES MANAGER - APPROVED

A written report by the Corporate Services Manager and copy of the policy was circulated to Committee members prior to the meeting and noted. No questions or comments raised, policy approved.

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**11 SABBATICAL POLICY – WRITTEN REPORT BY CORPORATE SERVICES
MANAGER - APPROVED**

A written report by the Corporate Services Manager as well as a copy of the policy was circulated to Committee Members prior to the meeting and noted. No questions or comments raised, policy approved.

**12 FLEXI / TOIL POLICY – WRITTEN REPORT BY CORPORATE SERVICES
MANAGER - NOT APPROVED**

A written report by the Corporate Services Manager and copy of the policy was circulated to Committee Members prior to the meeting and noted. There were no changes made to the existing policy already in place.

The following issues were raised;

- Item 13 – Update the policy to reflect new half day Wednesday closure proposals.
- Item 16 – The section which states staff can only use flexi when permission is sought by line manager to be removed as this doesn't happen in practice.

It was questioned if there are many staff using flexi-days to have full days off, the Director responded that flexi –days are quite popular amongst staff and most staff however not all have had a flexi day at some point. This raised some concerns for a few committee members as staff could potentially be gaining an extra three days off per quarter.

It was asked if staff have particular reasons for coming in early or working late and some concern was expressed that there may be some abuse of the policy happening. The chair expressed her concern that this looks like the same issues that came to light when Brian Gannon was interim Director which was the reason the flexi policy was amended back then.

As the discussion continued there was an opposing view that a committee member didn't think the policy was flexible enough and compared it to other work places where staff can work between 7am-9pm.

The Director suggested that the policy be remitted to staffing sub for further consideration before being brought back to management committee and this was agreed.

**13 CODE OF CONDUCT FOR STAFF REVIEW – WRITTEN REPORT BY
CORPORATE SERVICES MANAGER – APPROVED.**

A written report by the Corporate Services Manager and copy of the policy was circulated to Committee Members prior to the meeting and noted. The reason for the review is due to SFHA changes after their review on governance and guidance in May 2021. Committee approved the changes to code of conduct for staff.

14 MEMBERSHIP OF AUDIT AND RISK SUB COMMITTEE

The chair of audit and risk sub-committee asked for voluntary members who

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were not already in the audit and risk subcommittee to join due to low numbers. However, the Committee members who were eligible to join were not able to at this time due to other commitments. It was decided to leave this for now until the committee gain more numbers and hopefully new members will join audit & risk.

15 MEMBERSHIP APPLICAITONS

There were no new applications for membership.

16 KPI REPORTING FOR QUARTER 3 – WRITTEN REPORT BY DIRECTOR – NOTED.

A written report by the Director was circulated to Committee Members prior to the meeting and noted. It was noted that some KPI's were missing from this report and will be reported in Q4.

There was concern raise by Committee regarding the one overdue gas service still outstanding at the end of Q3. It was questioned as to why the Association never forced access to this prior to it becoming overdue. The Director will raise this with PSM when she returns from annual leave, however it is thought this may be due to COVID restrictions still in place last November. The Director informed this outstanding service has now been completed.

17 NOTIFIABLE EVENTS REGISTER REPORTING FOR QUARTER 3

A written report by the Director was circulated to Committee Members prior to the meeting and noted. There were no new notifiable events.

18 MANAGEMENT COMMITTEE DECISIONS TRACKER FOR QUARTER 3 – WRITTEN REPORT BY CORPORATE SERVICES MANAGER – NOTED.

A written report by the Corporate Services Manager was circulated to committee members prior to the meeting and noted. Committee agreed that all completed actions can now be removed.

19 TRAINING AND EVENTS

The Director reminded Committee Scrutiny and Challenge training is being held on 3rd March at 6pm, so far he has four confirmed Committee members attending.

20 NOTIFIABLE EVENTS TO THE REGULATOR

No new notifiable events to note, Director to liaise with Regulator and arrange new date to attend meeting.

21 SCOTTISH HOUSING REGULATOR UPDATE

The Director informed he didn't have any updates from the Regulator for this meeting as he was expecting their attendance.

22 SIGNING OF THE MINUTES BY CHAIRPERSON

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The Chair informed that she will sign the minutes when she is in the office at a later date, she has caught up on the back log of minutes due to be signed from previous zoom meetings.

23 MINUTES OF OTHER MEETINGS

➤ **AUDIT & RISK MEEITNG 9 FEBRUARY 2022**

Item 6 – Internal Audit Programme

Jim Gourlay informed Committee he was to feedback on amendments/improvements for the internal audit action plan. He suggested that due to recent issues and concerns surrounding gas servicing this should be the first audit that is completed. This was agreed by Committee.

24 OUTSIDE BODIES

i. Employers in Voluntary Housing

The representative for EVH informed that at the last EVH monthly meeting there was a huge focus on fuel poverty and the major issues it could potentially bring to housing associations regarding tenants in fuel debts.

It was also noted the EVH are starting their health and safety training again face to face rather than via zoom. The AGM is also scheduled for 29th April 2022 at the Grand Central Hotel, there is also scope for people to attend via Zoom.

Information was also provided regarding the wage increase negotiations between the Unions and JNC. The Union were asking for an increase of 7% where as JNC were offering 3.5%, negotiations are still ongoing and it is thought to be a long process before final decision is made.

ii. Glasgow and West of Scotland Forum

No representative for GWSF at present, this is an open meeting where any committee member can attend.

iii. Easterhouse Housing and Regeneration Alliance

The representative informed that a meeting has been arranged with councilor Susan Aitken and EHRA at Calvay Housing on 8th March 2022.

iv. SHARE

The Representative for SHARE advised this year's annual conference "Pandemic, Planning & Purpose" will be held on 11/12th March. There was high hopes that the conference would be able to take place in person, however due to the uncertainty surrounding Covid-19 it is still being held virtually this year.

20. AOCB

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i. Director at Provanhall

The Chair informed that Patricia, the Director at Provanhall will be leaving at the end of February. It was noted that Patricia done a lot of good work for EHRA and has left her footprint on the improvements she has made.

ii. Possible Bulk Uplift changes

The Chair also informed Committee that it is expected that the costs of bulk uplift will reduce to £5 rather than the previously proposed £35. It is also been heard that the council may be scrapping the charges altogether, this has all still to be confirmed by the council.

APPROVED _____

DATE _____