

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 28 JUNE 2022 AT 5:30 p.m. (virtual)

Present: Jane Connechen (Vice Convener)
Clare Benson
Michael Clarke
Alison Coupe
Katie Russell
Robert Sneddon

Lorraine Usher (Chief Executive)
Elkie Astley (Interim Director of Corporate Services)
Gary Alison (Interim Director of Property & Development)
Nina Brunton (Service Development Lead)
Sue Irving (Director of Housing Services)
Rebecca Wilson (Head of Governance & Assurance)
Moira Charters (Head of Data & Digital)

Kim Thomas (Minute Taker)

Item	Minute	Action
1.	APOLOGIES	
1.1.	Apologies were received from Laura Grieve, Peter Nelson and Peter Ward	
2.	DECLARATIONS OF INTEREST	
2.1.	Declaration of interest from Ms Usher, as Director of DG Homes Board, was noted	
3.	APPROVAL OF PREVIOUS MINUTES	
	Minutes of the Management Committee meeting of 29 March 2022	
3.1.	The Minutes of the Management Committee Meeting of 29 March 2022, on the proposition of Jane Connechan and seconded by Robert Sneddon were APPROVED.	
	Minutes of the Management Committee meeting of 24 May 2022	
3.2.	Amended Minute to be circulated to all Management Committee members.	KT
4.	MINUTES FOR NOTING	
	Minute of the Health and Safety Executive Group meeting of 17 February 2022 – first part	

4.1.	<p>The Minutes of the Health and Safety Executive Group Meeting of 17 February 2022 were NOTED.</p> <p>Minute of the Health and Safety Executive Group meeting of 23 February 2022 – second part</p>	
4.2.	<p>The Minutes of the Health and Safety Executive Group Meeting of 23 February 2022 were NOTED.</p> <p>Minute of the Health and Safety Executive Group meeting of 12 May 2022</p>	
4.3.	<p>The Minutes of the Health and Safety Executive Group Meeting of 12 May 2022 were NOTED.</p>	
5.	MINUTE ACTION LOG	
5.1.	An update on CHR will be taken under CE Update	
6.	MATTERS ARISING	
6.1.	The comment under AOCB to be added to the Minutes and then recirculated.	
7.	VICE-CONVENER'S VERBAL UPDATE	
7.1.	Item 14 on this agenda is confidential and will be taken at the end of the meeting.	
7.2.	Appraisals have started and an update will be provided later in the meeting.	
8.	CHIEF EXECUTIVE'S VERBAL UPDATE	
8.1.	<p>LHA's 40th Anniversary – to demonstrate value for money we have decided to keep this event low key with an article in the Newsletter with some interviews from those tenants who have stayed with LHA throughout this time. The Chief Executive has met with those customers and thanked them on behalf of Loreburn and the Management Committee and presented them with flowers and a hamper.</p> <p>Feedback from these tenants has been very positive about how LHA manage their homes and have stated how happy they are with LHA as a landlord.</p>	
8.2.	Garrick Update – this is very complex and will update Management Committee members when Gary Alison joins the meeting.	
8.3.	AGM – the Chief Executive is working with the Head of Governance and Assurance to plan for this taking place in September.	

8.4.	CBL – the Chief Executive met with reps to discuss the approach for region-wide Choice-Based Lettings. Discussions are ongoing with CHR.	
9.	NOTIFIABLE EVENTS	
9.1.	There have been no new Notifiable Events since the last Management Committee meeting.	
9.2.	Fire– customers have all been rehoused until the building is handed back to us by the contractor carrying out repair work.	
For Discussion		
10.	FIRE INVESTIGATION REPORT <i>The Head of Data and Digital joined the meeting at this point and took Management Committee members through her report.</i> The Fire Inspection report will be shared with SHR. Management Committee: DISCUSSED and APPROVED the findings and recommendations identified within the Internal Investigation Report; and thanked the Head of Data and Digital for a very thorough detailed report.	
11.	PERFORMANCE <i>The Head of Data and Digital gave a presentation to Committee members – Data and Digital Flight Plan.</i> <ul style="list-style-type: none"> • First 6 months was spent carrying out groundwork – an ICT Officer was employed, looked at reducing some licences and also looked at costs - £50k saving in the last 6 months • Plan – plan and predict; mitigate risk, evidence-based decisions; horizon scanning, fuel load – budget; the best route • What to expect – not one-dimensional report but 360° insight, every Quarter • Products already put in place - new phone software system, People HR app, HouseMark – review against our peers; and Chatbot, development work ongoing, part of digitalisation, offer something for everyone to meet all customers’ needs • High-level blue-sky thinking 	
11.1.	Management Committee members NOTED the update.	
<i>The Head of Data and Digital left the meeting at this point</i>		
For Approval		
12.	MARKETING AND COMMUNICATIONS STRATEGY	

12.1.	<p><i>The Service Development Lead joined the meeting at this point and took Management Committee members through her report.</i></p> <p>Committee members noted that in the Strategy under Item 6 key Stakeholders and Audience “Scottish Government” should be added to this list. ACTION – Service Development Lead to update this section</p> <p>Management Committee APPROVED the marketing and Communications Strategy with Action.</p>	NB
<i>The Service Development Lead left the meeting at this point</i>		
13.	<p>PAY AND REWARD</p> <p>The Interim Director of Corporate Services gave Management Committee members a brief presentation overview to support her report and Members discussed the options presented.</p> <p>Management Committee: 13.1. APPROVED the recommendation to Introduce Option 3 as the pay and reward model – <i>“remodel the pay range to reduce the earning potential from 120% to a maximum illustrated in Appendix 1 with employees unable to progress beyond the indicated level unless their performance is exceptional, and the budget is available. Once the maximum band is achieved achieve, pay progression is restricted to top performers and again is based on affordability;”</i></p> <p>13.2. APPROVED the recommendation to remove the two formal reviews and move to a policy of continuous conversation; and</p> <p>13.3. APPROVED the recommendation to explore moving to a calendar year for performance reviews rather than the financial year.</p>	
For Noting		
15.	<p>RISK REGISTER</p> <p>15.1. Management Committee NOTED the key risks identified</p>	
16.	<p>HEALTH AND SAFETY STRATEGY UPDATE</p> <p>16.1. Management Committee NOTED the Action Plan progress</p>	
17.	<p>SWOT ANALYSIS verbal update</p> <p>The Chief Executive gave an update to the Management Committee members:</p> <ul style="list-style-type: none"> • Background on LHA’s approach to SWOT for new Management Committee members • Key focus and we will keep under review • The full SWOT Analysis to be circulated to Management Committee members • Priority in Strategic Plan: 	

17.1.	<ul style="list-style-type: none"> ○ Evidence based – the head of Data and Digital is making progress on this ○ Customer satisfaction – continue focus on learning, more proactive for customers to have input ○ Retain focus on IHR costs ○ Work on service charges and to be more transparent on costs ○ New addition in the Plan – board succession planning 	
14.1.	<p>GARRICK UPDATE – This item is confidential</p> <p><i>Gary Alison, IDPD, joined the meeting at this point in the meeting and gave an update to Management Committee members on the Garrick</i></p>	
<i>Management Committee agreed to suspend Standing Orders</i>		
For Discussion		
18.	CUSTOMER VOICE	
18.1.	Management Committee members considered and agreed there were no items to take to the Customer Voice following this meeting.	
18.2.	Management Committee AGREED to keep this item on the agenda for future meetings.	
19.	<p>AOCB</p> <p>D&G Homes – Management Committee members raised concern that the subsidiary company were trying to revise and simplify the Code of Conduct. The Head of Governance and Assurance confirmed that LHA are reviewing the Group’s Code of Conduct and assured members that there will not be a separate Code of Conduct for D&G Homes. LHA are seeking legal advice to formalise and strengthen the relationship with the subsidiary.</p>	
19.1.	Management Committee AGREED that any requests or issues from D&G Homes will be on Management Committees’ agenda or if the request falls out-with the meeting schedule this will be dealt with as a Written Resolution.	
<i>The Interim Director of Property & Development, Interim Director of Corporate Services and the Director of Housing Services left the meeting at this point</i>		
Confidential Item		
14.	EXECUTIVE TEAM UPDATE – This item is confidential	
20.	<p>DATE OF NEXT MEETING</p> <p>Tuesday 26 July 17:30 tbc</p>	All

