

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 23 MAY 2023 AT 17:30 p.m. (virtual)

Present: Russell Brown (Convener)
Jane Connechen (Vice Convener)
Peter Nelson (Secretary)
Lynsey Brydson
Alan Sandey

Lawrie West (Interim Chief Executive)
Gavin Johnstone (Director of Property and Development)
Elkie Astley (Director of Corporate Services)
Kirsty Paul (Director of Finance)
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas (Minute Taker)

Item	Minute	Action
1.	APOLOGIES	
1.1.	Apologies were received from Mr. Rogerson and Mr. Buchanan.	
2.	DECLARATION OF INTEREST	
2.1.	Declarations of interest from Mr Nelson, as Director and Ms Paul as Executive Director of D&G Homes and from Ms Connechen as Chair of the People and Culture Committee.	
3.	APPROVAL OF PREVIOUS MINUTE	
	Minute of Management Committee meeting of 25 April 2023	
3.1.	The Minute of the Management Committee meeting of 25 April 2023 on the proposal of Ms Connechen and seconded by Ms Brydson was APPROVED.	
4.	MATTERS ARISING	
4.1.	There were no matters arising.	
5.	MINUTE ACTION LOG	
5.1.	Management Committee members NOTED the Minute Action Log.	
6.	DRAFT MINUTES FOR NOTING	
	Audit & Compliance Committee of 21 February 2023	
6.1.	Management Committee members NOTED the draft Minute of the Audit and Compliance Committee meeting of 9 May 2023.	
7.	CONVENER'S VERBAL UPDATE	

7.1.	<p>3/4/23 – the Convener met with Ms Usher and Mr. Lawrie 13/4/23 – the Convener attended a meeting of the Langholm Development Working Group along with Ms. Brydson and Mr. Rogerson. April – the Convener had a One-to-One meeting with Ms Usher.</p> <p>Management Committee members NOTED the Convener's Update.</p>	
8.	<p>INTERIM CHIEF EXECUTIVE'S VERBAL UPDATE</p> <p>The Interim Chief Executive has produced a progress report and updated workplan which he hopes Management Committee members feels are helpful and he will submit a similar report to the June Management Committee meeting.</p>	
8.1.	<p>Management Committee members NOTED the update.</p>	
9.	<p>NOTIFIABLE EVENTS</p>	
9.1.	<p>There have been no formal Notifiable Events.</p>	
<i>For Discussion</i>		
10.	<p>Q4 AND YEAR END PERFORMANCE</p> <p>The Director of Finance took Management Committee members through the report with key discussions:</p> <ul style="list-style-type: none"> • No major change from the previous Quarter; • 9 of the 32 strategic performance indicators had a >5% negative variance against their target (which is an increase of 4 since Quarter 3); • 19 of the 32 strategic performance indicators showed positive performance against their target (this is a decrease of 2 compared to Quarter 3); • Of the 9 variances, 3 of these relate to the handover of new properties; 	
10.1.	<p>Complaints – Management Committee members AGREED to discuss Item 16 at this point in the meeting.</p>	
16.	<p>COMPLAINTS POLICY REVIEW</p> <p>The Director of Property and Development stated that across the whole of the business there were 189 complaints made, which is not a massive volume, but staff are looking at trend analysis. LET monitor on a monthly basis and escalate any trends, any health and safety or damp and mould complaints, staff would bring this to the attention of the Management Committee.</p>	

16.1.	Management Committee members AGREED the detail should be dealt with by LET but strategically Management Committee members need to see overarching trends and have a holistic oversight. However, complaints monitoring is part of the Internal Audit programme to test system and, also within the specification, look at whatever performance measures are put in place and how we are reporting these to the Management Committee.	
16.2.	Management Committee members APPROVED the Complaints Policy.	
10.	Q4 AND YEAR END PERFORMANCE, cont.	
	<ul style="list-style-type: none"> • Non-Emergency Repairs – target is 10 days which is aligned with the sector average target. Internally our targets set are at varying levels dependant on the type of repair. Material delays and tenancy availability has an impact on targets; • Management Committee members are keen to understand how staff monitor trends and how these get escalated; 	
10.1.	Management Committee members DISCUSSED the Q4 Strategic Performance Indicators and the content of the key milestone updates.	
11.	FUNDING AND BUDGET UPDATE – this item is confidential	
<i>For Approval</i>		
12.	ARC SUBMISSION	
	<p>The Director of Finance took Management Committee members through the report and key discussions:</p> <ul style="list-style-type: none"> • The Annual Return on the Charter (ARC) is loaded into system ready to be released if approved by Management Committee; • Five indicators have seen a positive 5% variance an increase of one on last year's report and three indicators show a negative 5% variance which is two less than the previous year's ARC; • Column one of the table at 2.1. – should read 2022/23 instead of 2021/22 and an edited report will be uploaded on Decision Time; • <i>Percentage of senior staff turnover in the year – 9.66% is significantly lower than previous year, this includes LET, Heads of Service or Management Team.</i> 	
12.1.	Management Committee members APPROVED the Annual Return on the Charter.	
13.	FINANCIAL REGULATIONS REVIEW	

13.1.	<p>The Director of Finance took Management Committee members through the report and key discussions:</p> <ul style="list-style-type: none"> • The Policy has been agreed and recommendations made from the Audit and Compliance Committee. <p>Management Committee members APPROVED the recommendation of updates to the Financial Regulations.</p>	
14.	<p>Q4 MANAGEMENT ACCOUNTS</p> <p>The Director of Finance took Management Committee members through the report and key discussions:</p> <ul style="list-style-type: none"> • There is a reasonable amount of headroom; • The report outlines the changes and comparison to budget. <p>Management Committee members APPROVED:</p> <p>14.1. The Accounts to 31 March 2023;</p> <p>14.2. The use of the draft results in the 5-year Financial Plan Submission to the SHR;</p> <p>14.3. The use of the draft results in the Loan Portfolio Submission to the SHR; and</p> <p>14.4. The use of the draft results in any other relevant required reporting required in advance of the final audited Accounts being made available.</p> <p>14.5. Management Committee members AGREED the format of the report was easy to read but if the Director of Finance can present this in an easier, different way then this can be done with some tweaks.</p>	
<i>Graham Robertson, Head of Development joined the meeting at this point.</i>		
15.	DEVELOPMENT – this item is confidential	
<i>Graham Robertson, Head of Development left the meeting at this point.</i>		
17.	<p>GOVERNING BODY ANNUAL REVIEW POLICY</p> <p>The Head of Governance and Assurance informed Management Committee members that LET are not proposing any major changes and are following SFHA's best guidance. We have included scope for a model template to be adjusted annually if members wanted to consider any additional exercises to be conducted.</p> <p>17.1. Management Committee members APPROVED the Governing Body Annual Review Policy.</p>	
<i>For Noting</i>		
18.	CORPORATE RISK REGISTER	

18.1.	Management Committee members NOTED the key risks.	
21.	OLD STATION COURT – REINSTATEMENT WORKS UPDATE	
21.1.	Management Committee members NOTED the update on the reinstatement works and anticipated completion date of 17 May 2023.	
22.	POLICY FRAMEWORK UPDATE	
	Management Committee members:	
22.1.	NOTED the Policy Framework update; and	
22.2.	AGREED to contact the Head of Governance and Assurance for any further information on ongoing or upcoming reviews.	
23.	INTERIM CHIEF EXECUTIVE WORKPLAN	
23.1.	Management Committee members NOTED the progress on the ICEO Workplan.	
24.	CUSTOMER VOICE	
	Complaints - a large number of feedback in terms on handling of our complaints comes down to communication. Complaints do relate to the whole business and not exclusively to Housing Service and we do have a forum on our website to capture positive comments instead of formal customer surveys.	
	The ICEO noted the need to progress the customer satisfaction survey this year, the Tenant Scrutiny Panel will comment on the content of this. We do need new Tenant Participation strategy in place.	
24.1.	Management Committee members AGREED that the Complaints Policy will be publicised with tenants and customers to ask for feedback before being finalised.	
25.	AOCB – <i>this item is confidential</i>	
26.	DATE OF NEXT MEETING	
	Tuesday 27 June 2023 17:30 (Crichton Central)	All
<i>Staff (excluding ICEO, DCS) left the meeting at this point</i>		
19.	EXECUTIVE RECRUITMENT/STAFFING UPDATES	
19.1.	Management Committee members NOTED the updates on the recruitment process for the Executive members of staff; CEO and Director of Property and Development.	
20.	OFFICE BEARER APPROVALS - Confidential	
20.1.	Management Committee members NOTED the report.	