

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 24 MAY 2022 AT 5:30 p.m. (virtual)

Present: Jane Connechen (Vice Convener)
 Clare Benson (Management Committee)
 Michael Clarke (Management Committee)
 Alison Coupe (Management Committee)
 Robert Sneddon (Management Committee)
 Peter Ward (Management Committee)

Lorraine Usher (Chief Executive)
 Elkie Astley (Interim Director of Corporate Services)
 Gary Alison (Interim Director of Property & Development)
 Sue Irving (Director of Housing Services)
 Kirsty Paul (Interim Director of Finance)
 Graham Robertson (Head of Development)
 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 Peter Nelson and Laura Grieve.	
2.	DECLARATIONS OF INTEREST	
2.1.	Declarations of interest from Mr Ward and Ms Usher, as Directors of DG Homes Board, were noted.	
3.	APPROVAL OF PREVIOUS MINUTES	
	Management Committee members asked for amendments to the Minutes of 29 March 2022:	
3.1.	The Minute of the Management Committee meeting of 29 March 2022 would come back for approval at the next Management Committee meeting on 28 June 2022.	
4.	MINUTES FOR NOTING	
	Minute of Dumfries and Galloway Homes Meeting of 14 April 2022	

4.1.	<ul style="list-style-type: none"> The Minutes of D&G Homes Meeting of 14 April 2022 were NOTED. Minutes to be amended to remove any information relating to specific tenants. The D&G Homes Minutes will be updated and come back for noting at the next Management Committee meeting on 28 June 2022. <p>Governance T&F Meeting of 19 April 2022</p>	
4.2.	The Notes of the Governance T&F Meeting of 19 April 2022, were noted.	
5.	MINUTE ACTION LOG	
5.1.	The Minute Action Log was NOTED.	
6.	MATTERS ARISING	
6.1.	<p>Item 12 Procurement Policy - Management Committee AGREED:</p> <ul style="list-style-type: none"> that the changes to the Policy should be presented to the next Audit and Compliance Committee; 	
6.2	<ul style="list-style-type: none"> Interim Director of Finance to arrange a date for the next Audit and Compliance Committee meeting. 	KP
7.	VICE-CONVENOR'S VERBAL UPDATE	
	<p>Fire Old Station Court - The Vice-Convenor was pleased to report that the Business Continuity Plan was invoked successfully and that all but two of the residents have now secured semi-permanent residences. The remaining two tenants are currently viewing other LHA properties.</p>	
8.	CEO VERBAL UPDATE	
	<p>Fire - Old Station Court, Portpatrick – team are securing accommodation for customers – the CEO thanked the West team.</p> <p>The Chief Executive, along with Mr Nelson met with Derek Crichton, DGC on 3 May 2022, with senior leaders from the Health and Social Care Partnership. This was a very useful meeting with all strategic leads present. The Chief Executive gave assurances of LHA's commitment to Later Living Projects and updated the group on the projects.</p> <p>There is an opportunity for Loreburn to join a shared CBL system across Dumfries and Galloway something which Loreburn has campaigned for over recent years. There were no indicative costs given at the meeting.</p> <p>Management Committee Members AGREED that the Chief Executive continue discussions with Homes 4 D&G.</p>	

	Stock and Development Tour will take in Lady's Well Annan will be arranged sometime in June for Management Committee Members.	
9.	NOTIFIABLE EVENTS	
9.1.	The CEO reported on two Notifiable Events since the last Management Committee Meeting (Portpatrick fire and negative social media posts).	
<i>Michael Clarke joined the meeting at this point</i>		
For Discussion		
10.	Q4/YEAR-END PERFORMANCE <i>The Head of Data & Digital joined the meeting at this point and took Management Committee members through the report.</i>	
	Key discussion points: <ul style="list-style-type: none"> • It was confirmed that this would be the last of this style of performance paper and going forward Management Committee members will be able to see more insights into performance. We plan to test this new approach in June if a face-to-face Management Committee meeting can be arranged. The new dynamic way of reporting should make it more engaging for members. • Completion of 400 updated stock condition surveys in the year with the focus on the SHQS. Members discussed if it is possible to carry these out in such a way that these can be aligned with energy efficiency and assessment of retrofit works. We are trying to use all the tools readily available to us to keep affordable to organisation. • Percentage of repairs completed first time – members discussed when a better approach to customer feedback will be established. It was noted staff are working on customer profiling and demographic details including an understanding of which customers are digitalised. We have moved Schedulers into IHR with a new Head of Repairs now in post. • Satisfaction with outcome of complaints – surveys are triggered when complaint is closed. The response rate to telephone surveys is not very high. 	
10.1	Management Committee Members APPROVED the Q4 Strategic Performance and the key milestone updates.	

<p>11.</p>	<p>CUSTOMER VOICE PRESENTATION</p> <p>Sue Irving, Director of Housing Services gave a short Presentation on Hearing and Responding to Our Customers' Voice:</p> <p>The key purpose is to define and keep under review the effectiveness of the various ways in which the Committee hears, and responds to, the tenants' voice and to utilise information set out in Loreburn Listens documents and information used for Hub, Home & Roam consultation. The Director of Housing Services proposed an approach which would top and tail Board meetings with a Customers' Voice agenda item which would include for review, discussions and decisions for feedback priorities. It was noted that digital engagement will be crucial for the future to increase participation members were advised of all the different ways customers can get involved including non-digital methods.</p> <p>Key discussions from Management Committee members:</p> <ul style="list-style-type: none"> • Consider including Complaints and take this as one of the themes – testing satisfaction to our approach and getting feedback • Need to trial for a reasonable length of time • Work was carried out with the Tenant Scrutiny Group in March on what their top three priorities are • Sue's Presentation will be taken to the Tenant Scrutiny Group • We need an approach that reaches customers digitally. There are a range of platforms which give us this functionality and have more than one approach. The Later Living residents are now digitally engaged but this does not cover our general needs customers. We have funding for an Activities Co-ordinator for two years who can pull together volunteers to engage with those customers who feel they have been excluded. • It should be noted that in our last survey the highest number of customers who responded digitally were those over 60. • We have reduced the patch size for Neighbourhood Officers from 300 to 200 so staff can build up a relationship with their customers. • It is important that Management Committee are driving this initiative. • Feedback to customers will be carried out in a range of ways 	
<p>11.1</p>	<p>Management Committee Members APPROVED to trial this and have a Customer Voice agenda item for the Management Committee meeting in June</p>	

For Approval

12.

ANNUAL RETURN ON THE CHARTER (ARC)

Moira Charters took Management Committee members through the report.

The Head of Data and Digital noted that there were 4 indicators with a positive variance of more than 5% and provided a summary of the indicators detailed within the report. Members attention was drawn to the 5 indicators with a downward variance of 5% or more and noted that this reflects the matters highlighted in the Quarter 4 Performance report and external factors including covid impacts upon the supply chain and inflation rates. Members were directed to Section 3 of the report which detailed the full context of the negative variances.

12.1

Management Committee Members APPROVED the Annual Return on the Charter (ARC)

13.

2022/23 STRATEGIC INDICATORS

The proposed Corporate Plan Year Four Objectives were discussed, and key points noted:

- Our tenants have a strong voice, and their views are heard and acted on by Management Committee – need to include future customers and listening to their views
- We grow our workforce through modern apprenticeships, gradates and personal development opportunities – look at rewording this objective to include imaginative ways to attract/retain people in other age brackets who have a lot to offer
- We can demonstrate improved customer communications – Members discussed whether this is any different from the first Objective about tenants having a strong voice etc. Agreed that the first Objective is about listening to customers and the seventh Objective is about communicating with customers.
- There should be consistency i.e., customers not tenants
- Appendix 2 – Management Committee members liked the way this was created; it was easy to follow, and thanks should go to the Comms Team for pulling this together

13.1

Management Committee Members APPROVED:

- Year 4 Corporate Plan Objectives for 2022/23 and report on a quarterly basis with the following amendments:
- Use the word *customers* instead of tenants
- Objective One – incorporate wording on *future customers*

	<ul style="list-style-type: none"> Objective Four – change wording to include - <i>retaining people’s skills within workforce and looking at creative approaches to expanding our skills, flexible working environment and work-life balance.</i> 	
14.	<p>Q4 DEVELOPMENT</p> <p><i>Graham Robertson, Head of Development, joined the meeting at this point.</i></p> <p>The Head of Development took members through the report.</p> <p>The Interim Director of Property and Development gave a short presentation to Management Committee members on The Garrick and advised of the delays.</p> <p>Management Committee Members APPROVED:</p> <ul style="list-style-type: none"> The changes to the Development Programme for Q4; The removal of the three historic projects from the Strategic Housing Investment Plan (SHIP); and 	
14.1 14.2		
15.	<p>Q4 MANAGEMENT ACCOUNTS</p> <p>The Interim Director of Finance took Management Committee through the report.</p>	
15.1.	Management Committee Members APPROVED Quarter 4 Accounts for 2021/22.	
16.	<p>BUSINESS PLAN</p> <p>The Interim Director of Finance took Management Committee members through the report and the key discussions were:</p> <ul style="list-style-type: none"> The Interim Director of Finance has started to work on 5year Plans Management Committee members expressed concerns regarding increased costs, inflation, contractors struggling to deliver existing contracts, new contracts being under-priced. There are significant risks around development and there should be a major piece of work on scenario testing. Assurance was given to the Management Committee members that scenario testing is being carried out. 	
Management Committee AGREED to Suspend Standing Orders		

<p>16.1</p> <p>16.2</p> <p>16.3</p>	<ul style="list-style-type: none"> • Interest rates – 93% of our loans are fixed. Funding is in place for developments we are committed to, ensuring we do have some stability. <p>Management Committee Members APPROVED:</p> <ul style="list-style-type: none"> • The 30-Year Business Plan; • The use of the Plan for the 5-Year Financial Plan submission to the Scottish Housing Regulator (SHR); • The Business Plan to be kept under review 	
<p>17.1.</p> <p>17.2.</p> <p>17.3</p> <p>17.4</p> <p>17.5</p> <p>17.6</p> <p>17.7</p> <p>17.8</p>	<p>17. GOVERNANCE ACTION PLAN UPDATE</p> <p>The Head of Governance & Assurance took Management Committee members through the report and the key discussions were:</p> <ul style="list-style-type: none"> • Option 3 – is the preferred option. • <i>Add to recruitment guidance - confirmation if they have ever been removed from the board/committee of a voluntary organisation</i> • Members profile – a variable range of hours required will be reconsidered when reviewing the recruitment policy however the documents provided for consideration are based on the anticipated input is now. • Convener’s responsibility states – to be accountable for the actions of the Convener. Vice-Convener’s role profile refers to Rule 59.11 of LHA’s Rules, it was suggested that this paragraph is removed. Head of Governance & Assurance to check and align both Profiles. • Those members who are required to retire at the 2022 AGM – both Jane Connechen and Alison Coupe both stood for re-election at the same time so only one of them will be required to retire at the 2022 AGM <p>Management Committee Members APPROVED:</p> <ul style="list-style-type: none"> • the Governing Body Member Role Profile • the Convenor’s Role Profile, with amendment as noted above; • the Vice-Convenor’s Role Profile with amendment as noted above; • the Secretary’s Role Profile; • the Governing Body Member Person Specification; • and Option 3 as the approach to the 2022 AGM; <p>Management Committee Members NOTED:</p> <ul style="list-style-type: none"> • the current composition of the Management Committee and requirements for retiring members; and • the updates against the Priority Action Plan 	<p>RW</p>

18.	<p>SHAREHOLDER APPLICATIONS</p> <p>The Head of Governance & Assurance presented the report and information from a Registered Tenants' Association Responding to a question she confirmed that it is one share/one vote and the Tenants' Association will have one representative.</p> <p>18.1. Management Committee Members CONSIDERED and APPROVED the shareholder application received on behalf of the Registered Tenants' Association</p>	
For Noting		
20.	<p>RISK REGISTER</p> <p>Management Committee Members were advised that we are working with Decision Time and looking at options to enable members to view details of confidential risks.</p> <p>20.1. Management Committee Members NOTED the key risks in the Risk Register</p>	
21.	<p>RETROFIT PROJECT (verbal update)</p> <p>The Interim Director of property & Development provided an update to the Management Committee:</p> <ul style="list-style-type: none"> • the pilot project was approved on 2 November with an initial proposal to be completed by the end of June 2022, however, there has been no progress made on site. • there are two implications for this: Architects Designs were not received until 7 March 2022 and were not ready for transition. Costs are significantly higher than anticipated. • Level of Funding may be able to plug this shortfall, however details have not yet been agreed on this. • customer consultation has not yet been carried on this project • If project does not go ahead, funding can be utilised funding for retrofit of other projects <p>Members noted that current guidelines state that the whole house needs to be considered for insulation, staff are looking at other measures for these properties and will keep options open and maximise funding.</p> <p>21.1 Management Committee NOTED the update on the Retrofit Project</p>	

Confidential		
22.	OFFICE BEARER APPROVALS – <i>This Item is confidential</i>	
19.	ENTITLEMENTS, PAYMENTS, AND BENEFITS REGISTER	
19.1.	Management Committee Members APPROVED:	
19.2.	<ul style="list-style-type: none"> • the Staff Register of Interests; and • the Management Committee Register of Interests 	
23.	AOCB	
23.1.	Update on Investigation – <i>This Item is Confidential</i>	
	Date of next meeting	
	Tuesday 28 June 2022 17.30 p.m. (virtual)	All