

**Cernach Housing Association  
Minute of Management Committee meeting held on  
Thursday 18 April 2024 at 6.00pm in the  
Boardroom**



**1. Present and apologies**

**Present**

A Biddell (Chair)	M Mellon	T Bowie
M Dabek	J Brannan	S Brannan
S McDonald		

**In attendance**

P Baylis	C Jardine	E McShane
L Crawford	K McGinley (observer)	

**Minute taker**

L Crawford

- 1.1 Apologies were received from R McGill, C Love and J McFarlane

**Noted**

**2. Declaration of interests**

- 2.1 E McShane declared an interest in Item 11.

**Noted**

**3. Minutes of previous meetings**

- 3.1 The minutes of the Management Committee meeting held on 7 March 2024 were proposed by T Bowie and seconded by M Dabek.

**4. Matters arising from previous meetings**

- 4.1 There was one matter arising under Item 11.2 regarding the question asked about expenses. P Baylis outlined our policy and suggested amending this to reflect inflation, subject to clarifying there is no impediment to doing so.

**Noted**

**5. Governance report**

**5.1 SHR engagement Plan 2024/25**

- 5.1.2 C Jardine presented the reported highlight that our regulatory status is 'compliant' and there is no ongoing concern.

**Noted**

**5.2 Complaints report and requests for information 2023/24**

- 5.2.1 L Crawford presented the annual complaints report detailing our performance. Overall, we had 60 complaints, which is in line with the previous year. Most of these complaints were investigated at Stage 1. The main areas of complaints were repairs and housing management.
- 5.2.2. There was a higher number of owner complaints in 2023/24, this was due to an invoice error of ground maintenance charges. Once the error was identified, we wrote to all owners within one week and funds were credited to their account to resolve the issue.
- 5.2.3 One member asked about a complaint being extended due to staff being on leave and the negative impact this had on the person who raised the complaint. L Crawford explained that extensions are only granted in exceptional circumstances and this case it was unavoidable. We explained this to the tenant, and they were happy with this approach. The complaint had been handled in line with SPSO guidelines.
- 5.2.4 L Crawford reported that there had been seven requests for information in the financial year, which were mainly from journalists or researchers. There is no identified learning at this time, all requests for information were handling appropriately and within timescales.

**Noted**

**5.3 Equality and human rights monitoring report – 2023/24**

- 5.3.1 L Crawford presented the annual report detailing our progress against the action tracker. We are progressing well with the tracker and updates are taken to the Assurance sub-Committee. Some items on the action tracker are 'rolling' and do not necessarily have a completion date, for example, our approach should we have a newbuild development is under consideration, but this is not applicable at this stage. However, we keep these items on the action plan for the future.
- 5.3.2 A key area that we are currently developing this year is our Communications Framework, and the use of CX feedback software, which will help us to engage better with residents.
- 5.3.3 L Crawford summarised the data collection in 2023/24 and advised that our next steps would be to compare it with Census data when it becomes available. We will also seek to undertake a new staff survey in Autumn 2024.

**Noted**

#### **5.4 Entitlements, payments and benefits report – 2023/2024**

- 5.4.1 L Crawford presented the annual report on entitlements, payments and benefits granted during the 2023/24 financial year. These are documented in the register, which will be signed off in the usual manner at the August Committee meeting.

**Noted**

#### **5.5 Governance report – standing items**

- 5.5.1 E McShane presented the report, which contains governance standing items we report on every month.

The updates were:

- There have been eleven entries in the entitlements, payments and benefits register since the last report. Both were administered in line with agreed procedures and the Committee member/ connected person status did not have any impact on the awards.
- Nine staff members were granted additional leave under the rewards and recognition policy.
- E McShane gave updates on regulatory guidance on and best practice relating to complaints and reports of serious concerns about landlords, Business Planning Advisory Guidance and the annual update of the self-assurance toolkit.
- E McShane concluded with the reminder that there are three upcoming conferences: EVH on Friday 17 May to Sunday 19 May in Dunblane, GWSF Summer Regeneration Conference on Friday 7 June in Glasgow, TPAS on Friday 21 June to Sunday 23 June in Clydebank.

**Noted**

### **6. Director's report**

#### **6.1 Business Plan – 2024/25 to 2026/27**

- 6.1.1 E McShane presented the business plan outlining our three-year plan. This is a change from our previous approach where we have had one-year plans due to the volatile economic environment as well as testing a new business plan format. E McShane advised that although we are proposing to have a three-year plan, we will review it annually, looking at key aims, financial information

and tables, comparison information, including value for money indicators, key performance indicators (as agreed at each Strategy Away Day) and key risks.

- 6.1.2 E McShane set out our work on the SWOT (strengths, weaknesses, opportunities and treats) and PEST (political, economic, social and technological) analysis.
- 6.1.3 E McShane asked Committee members their view on priorities. Committee members discussed strengthening our commitment to homelessness, highlighting our tenancy sustainment measures to reduce the likelihood of homelessness.
- 6.1.4 Alongside homelessness, E McShane highlighted our priorities on enhanced focus on tenant voice and consultation, key procurement exercises, planned Director recruitment and Management Committee recruitment. E McShane also advised on the uncertainty around SHNZS (Social Housing Net Zero Standard), however all landlords are facing the same issue.
- 6.1.5 Committee collectively approved the business plan with minor alterations to emphasise our homelessness commitment.

**Collectively approved**

## **6.2 ICT update**

- 6.2.1 E McShane presented the report, sharing information on our new resident engagement software, CX-Feedback. CX-Feedback integrates with our housing management software and allows us to send emails and texts to residents to gather feedback.
- 6.2.2 E McShane was pleased to share that we had successfully passed the Cyber Essentials Plus assessment. This qualification will be in place for one year, and work to maintain this will be carried out on an annual basis.
- 6.2.3 E McShane advised that we are looking to procure our ICT managed service contact. This was previously jointly procured with Drumchapel Housing Co-operative in June 2019. We are now approaching the end of this contract and are seeking to go to tender for this service in the upcoming months, however the Association will be doing this as a sole procurement rather than in conjunction with any other RSL.
- 6.2.3 The Association is using the services of a consultant to assist us in this process. As part of this work, they will also provide us with an overall ICT strategy for the next three years. E McShane concluded that the Association looking to go out to tender for three years with the options to extend it by up to

four years on an annual basis, which has been recommended as industry best practice, however we may reduce the term period. Once the tender is posted it will be live for one month and our consultants at Altair will advertise this procurement directly to suppliers they have previously worked with.

**Noted**

### **6.3 Thriving Places – end of project**

6.3.1 E McShane recapped that following Glasgow City Council's (GCC) budgeting process, they formally confirmed to the Association that Thriving Places funding would be ending on 31 March 2024 and the Community Connector ceased employment with the Association on that date.

6.3.2 In early April, we attended a meeting with GCC where they advised that there would not be further funding for costs related to the end of the project. The Association expressed concerns about this decision, and the impact it will have on the Association's willingness to commit to future projects.

**Noted**

### **6.4 Committee training**

6.4.1 C Jardine recapped on the outcomes of the 2023 Committee appraisals, where Committee said they'd prefer to have more training in house and before the main Committee meetings.

6.4.2 In line with this, we are considering our participation of Drumcog training. C Jardine asked Committee for their feedback on the Drumcog programme. Members shared that their preference is that relevant sessions could be done together with all landlords, but that main training sessions should be led by Cernach on our own and that they should be hosted at an alternative venue. This will allow the Association to continue to benefit from any relevant joint training whilst also allowing us to conduct specific sessions/topics identified during the annual appraisal process and also on an ad hoc basis during the year.

## **7. Depute Director's report**

### **7.1 Planned and cyclical maintenance – draft five-year investment plan**

7.1.1 P Baylis presented the draft five-year investment for 2024/25 – 2028/29, which in turn informs the 30-year cost modelling, Business Plan and Asset Management Plan. David Adamson updated our stock condition survey in Autumn 2023 which considered both SHQS and EESSH2.

- 7.1.2 P Baylis presented two options for how we approach the proposed five-year investment plan. Option A is taken from stock condition survey work undertaken by Adamsons in Autumn 2023.
- 7.1.3 Option B considers how we can combine works over the early years in the five-year plan. In option B, we have considered how to achieve better value for money by grouping some of the planned works.
- 7.1.4 Option B combines the bathrooms works from 2023/24 into Year 1 of the plan in 2024/25. Also moves the kitchen works from Year 1 into Year 2 2025/26. Option B has reprofiled some planned works due to take place over the latter years, to ensure works are conducted over two consecutive years, instead of being spread across several years. This will be looked at in greater detail when the next stock condition survey is carried out.
- 7.1.5 Option A has a 5-year spend of £2,976,779, whilst Option B has an overall spend of £3,063,596, so there is no real impact on the volume or extent of works.
- 7.1.6 Committee opted to approve Option B of the five-year investment plan.

**Collectively approved**

## **7.2 Ground maintenance contract update**

- 7.2.1 P Baylis reported that the successful contractor was Govan Home Team. Govan Home Team had the lowest price and achieved the highest score in the quality assessment. The Maintenance Team had a prestart meeting on 15 April 2024 and Govan Home Team will be onsite shortly.

**Noted**

## **7.3 ARC update**

- 7.3.1 P Baylis presented the report highlighting that we are on target to complete the Annual Return on the Charter (ARC). As with previous years, we are working with Lillian Peter, from Visual Stats to validate indicators. The full ARC will be presented at May's Management Committee meeting for approval.

**Noted**

## **8. Policy review**

- 8.1 There are no policies due for review at this meeting.

**Noted**

## 9. Sub-Committee minutes and recommendations

### 9.1 Assurance sub-Committee

- 9.1.1 The minute of the meeting on 16 November 2023 was noted. There were no recommendations from the meeting on the 14 March 2024.

## 10. Membership and use of seal

- 10.1 L Crawford presented the report and highlighted that there were two requests for membership, which had been received in accordance with our rules. The memberships were approved.

*Karen McGinley left the meeting 7:21pm*

## 11. AOCB

- 11.1 P Baylis provided a staff update on the seconded post of the Senior Housing Officer. Laura-Jane Richards, who has been on secondment at Glasgow City Council, has been successful in securing the Head of Housing post at NG Homes and her last day with us is 26 April. P Baylis asked for Committee approval to offer Laura Cuthbertson, who is covering the secondment, a permanent post as she underwent a competitive recruitment in February 2023. Committee were delighted to approve Laura's appointment on a permanent basis and wished Laura-Jane well in her new post.

**Collectively approved**

- 11.2 C Jardine provided an update on the annual pay award, confirming that Unite and EVH had agreed a pay award of 6% for 2024/25.

**Noted**

- 11.3 C Jardine asked members to invite Karen McGinley to be co-opted onto the Management Committee.

**Collectively approved**

- 11.4 E McShane provided an update that three people had registered an interest in joining the Committee following the recent advert in the Scottish Housing News. E McShane is hopeful they will be available to observe at the next meeting.

**Noted**



- 11.5 C Jardine confirmed that her plan is to retire on 30 November 2024 and will formally write to the Committee within the next week. We will then raise a notifiable event with the Regulator.

**Noted**

*E McShane left the meeting 7:30pm*

- 11.6 P Baylis is seeking approval for E McShane to join Whiteinch and Scotstoun Housing Association as a Committee member. This was agreed.

**Collectively approved**

## **12. Date and time of next meeting**

- 12.1 The next Committee meeting is due to be held on **Thursday 30 May 2024** at 6.00pm.

Chair: .....

Date: .....