

**Minutes of West Whitlawburn Housing Co-operative
Management Committee Meeting of
28th September 2021 at 6.30 p.m.
Meeting held in Whitlawburn Community Resource Centre**

In attendance:

WWHC Committee:

A Anderson (AA), Chairperson	R Alexis (RA)
S Anderson (SA), Vice Chairperson	B McNicol (BMcN)
Fiona Rowan (FR)	Elizabeth Kerr (ER)

Meeting is quorate.

WWHC Staff:

S Marshall, Director (Dir)
N Currie, Corporate Services/Finance Assistant (CS) (Minutes)

1. Apologies

A Duffin (AD), P Welsh (PW), D Murphy (DM), M Alcorn (MA)
Committee confirmed H Anderson (HA) leave of absence

2. Confidentiality

The Chairperson reminded the Committee of the importance of confidentiality.

3. Declaration of Interests

The Chairperson reminded the Committee of the requirement to declare interests appropriately.

4. Previous Minutes

a) Management Committee meeting of 23rd August 2021

The previous minutes were proposed by SA and seconded by RA and noted as an accurate record.

b) Management Committee meeting of 9th September 2021

The previous minutes were proposed by EK and seconded by SA and noted as an accurate record.

c) Management Committee meeting of 13th September 2021

The previous minutes were proposed by EK and seconded by SA and noted as an accurate record.

d) Signing of Minutes

The Chairperson will pass the signed minutes of the previous meetings to the Project Officer for filing.

5. Matters Arising from Previous Minutes

No matters arising.

Actions from Previous Meeting Report

The Director reported that the implementation of the Digital Engagement Tool is ongoing and there has been progress in the last couple of weeks. More to follow.

Rule Change approved at SGM and with our solicitor to progress registration with the Financial Conduct Authority. Once this is completed, submissions will be made to the Scottish Housing Regulator.



Defibrillator – investigations have progressed and the report should be ready for the next Management Committee meeting.

6. Sub Committee Minutes and Referrals

None.

7. Correspondence

a) Information

None.

b) Decision

None.

8. Delegates Reports and Affiliated Organisation Information

a) Employers in Voluntary Housing (EVH)

Committee noted the EVH report in the papers.

b) Glasgow West of Scotland Forum of Housing Associations (GWSF)

As agreed by Committee, the Director spoke with them about Committee, Recruitment and Succession Planning.

c) Scottish Federation of Housing Associations (SFHA)

None.

9. Governance and Assurance

a) Mulholland Housing Consultancy – Assurance Review Report

The Director presented the report by Mulholland Housing Consultancy which updated the assessment of compliance with the Regulatory Standards from the self-assessments carried out in 2019 and 2020.

The report also builds on the Improvement Plan agreed last year that collates all improvement activity requiring committee oversight arising from self-assessments.

During the evaluation from May to September 2021, the Mulholland Housing Consultancy had access to all the information required and noted significant progress against the outstanding issues. There is still improvement activity

required, to move WWHC to a position of full compliance. The overall assessment is that WWHC is currently Partially Compliant with the Regulatory Standards. There are no areas of non-compliance.

Management Committee approved the self-assessment outcome for 2021 and agreed that self-assessment against the Regulatory Standards continues annually going forward.

Committee agreed that they have sufficient assurance to approve the draft Annual Assurance Statement confirming full compliance subject to the outcome report of the internal audit on equalities and human rights which will be considered at the Management Committee meeting to be held on 25th October 2021.

b) Draft Annual Assurance Statement

The draft statement was approved as per 9.a. subject to the outcome report from the Internal Audit which started today.

c) Management Committee Training Plan

Good Governance Beyond Covid 19 – Monday 4th October 2021 at 6.00 pm via Teams

Committee Code of Conduct / Declarations of Interest / Whistleblowing refresher – Monday 25th October 2021 at 6.00 pm WCRC

Freedom of Information refresher – Monday 29th November 2021 at 6.00 pm WCRC

d) Notifiable Events

Prior year adjustment information submitted to SHR. Clarification provided as requested.

e) Schedule of External Submissions 2021/22

Annual Financial Statements, Management Letter and response have been submitted to the Regulator by 30th September deadline.

f) Review of Rules

Registration submitted to Financial Conduct Authority by solicitor following agreement at SGM.

10. Management Committee Annual Appraisals

As part of the Committee Performance Review Policy, Committee are required to be appraised each year so that we continue to meet our regulatory and statutory governance obligations.

Committee agreed each member is to complete the appraisal form included in the Committee papers with a target return date of 20th October with discussion with Chairperson to follow.

Director Appraisal

Annual appraisal of the Director is due for completion. Chairperson and Director to progress.

11. Regulation

a) Scottish Social Housing Charter Outcomes and Landlord Report

Following submission of the ARC, the Regulator has published reports on social landlords' performance against the standards and outcomes of the Scottish Social Housing Charter for 2020/21.

Committee noted good outcomes of WWHC performance compared to national averages.

This information will be included in our Annual Report to tenants to be issued by end of October.

12. Director Report and Targets

The Director highlighted the office reopening is moving cautiously with around a 50/50 split between office and homeworking. The office remains closed but office interviews are being held when required by appointment. The risk assessment has been reviewed and updated with staff consultation

Accompanied viewings for lets and in person sign ups with appropriate safety measures have resumed.

Our ability to action anti-social behaviour has been impacted due to lockdown.

13. Property Services

Property Sub Committee Meeting 18th October 2021

Will be held on Teams and will include reports on External Audit of Landlords Safety items.

14. Tenant Services

Monthly arrears monitoring information will be included in the Regulator return which is due to be submitted.

15. Corporate Services

Annual Financial Statements and Reports have been submitted to the Regulator.

16. Office Christmas/New Year Closure

Office closure dates approved by Committee.

17. SGM/AGM Outcomes

a) Draft SGM Minutes

Submitted for Committee information. Committee noted that the proposed Rules were agreed at the meeting.

b) Draft AGM Minutes

Submitted for Committee information. Committee noted Chiene and Tait were appointed as Auditors for the coming year and all Management Committee members are fully elected.

Issues of anti-social behaviour were raised at the meeting and the Police have agreed to a meeting or drop in session which will be arranged.

Those tenants who required clarification on WWHC Allocation Policy have been contacted by Tenancy Services.

18. Policy Review

SFHA Governance Guidance

SFHA has consulted with members in order to update existing governance guidance. WWHC is working through the required policy reviews.

a) Committee Code of Conduct

All Registered Social Landlords are required to adopt and comply with an appropriate Code of Conduct, and the Model has been approved by the Scottish Housing Regulator as fully complying with its regulatory requirements. All members of the Committee must sign the Code of Conduct when they are elected, co-opted or appointed, and then on an annual basis thereafter.

b) Protocol for Managing an Alleged Breach

The Model Protocol has been approved by the Scottish Housing Regulator as meeting its regulatory expectations.

c) Staff Code of Conduct

All Registered Social Landlord (RSLs) are required to adopt and comply with an appropriate Code of Conduct, and this Model has been approved by the Scottish Housing Regulator as fully complying with its regulatory requirements.

Each staff member must sign the Code of conduct on appointment (as part of the induction process) and signed annually thereafter.

Committee approved the revised policies

- Committee Code of Conduct
- Protocol for dealing with alleged breaches of the Code of Conduct
- Staff Code of Conduct

d) Membership Policy

The Membership Policy has been reviewed to reflect updated rules. Reporting will be to Committee quarterly.

Membership Policy agreed by Committee for implementation following registration of Rules with FCA

19. East Whitlawburn

a) Legal Agreement

Progress made, to be finalised.

b) Loan Finance

To be progressed when legal agreement is in place.

c) Road Construction

Work needs to be done under licence which is progressing following Committee site visits. Committee requested an update on when the temporary will be closed and reinstated.

20. Any Other Competent Business

Committee asked if we had any further housing requests for Afghan Refugees. The Director confirmed no further requests at the moment.

21. Date and Time of Next Meeting

25th October 2021 at 6.30 pm in WCRC.

Confidential Items

22.

[REDACTED]

23. Staffing

a) Concierge staffing

b) Office Staffing

24. Succession Planning

SFHA have updated Staff and Committee guidance.

Meeting closed at 8.00 pm.