

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 30 MARCH 2021 AT 17:30 (VIRTUAL MEETING)**

**Present:** Russell Brown (Convener)  
 Peter Ward (Vice Convener)  
 Mike Jones (Secretary)  
 Robin Wishart (Management Committee)  
 Jane Connechen (Management Committee)  
 Alison Coupe (Management Committee)  
 Katie Russell (Management Committee)

Lorraine Usher (Chief Executive)  
 Gary Alison (Director of Finance & Corporate Services)  
 Sue Irving (Director of Housing Services)  
 Moira Charters (Head of Service Improvement)  
 Graham Robertson (Head of Development)  
 Murren Bissett (Team Manager – Cyclical Compliance)  
 Joanne Gordon (DG Homes Manager)  
 Rebecca Wilson (Head of Governance & Assurance) \*

\*Minute Taker

Item	Minute	Action
<b>1.</b>	<b>APOLOGIES</b>	
1.1	Campbell McCaig.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
2.1	The previously declared interests of Mr Wishart, Mr Ward, Mr Jones and Ms Usher as Members of DG Homes Board were noted.	
<b>3.</b>	<b>APPROVAL OF PREVIOUS MINUTES</b>	
3.1	The Minute of the Urgent Items Management Committee Meeting held on 9 <sup>th</sup> February 2021, on the proposition of Ms Coupe and seconded by Ms Connechen, was APPROVED.	
<b>4.</b>	<b>MINUTES FOR NOTING</b>	
4.1	Members NOTED the following Minutes: <ul style="list-style-type: none"> <li>• Health &amp; Safety Executive Group (16<sup>th</sup> February 2021)</li> <li>• Audit &amp; Compliance Sub-Committee (23<sup>rd</sup> February 2021)</li> <li>• People &amp; Culture Sub-Committee (25<sup>th</sup> February 2021)</li> </ul>	

	<ul style="list-style-type: none"> <li>Dumfries &amp; Galloway Homes Board (17<sup>th</sup> November 2020, 21<sup>st</sup> December 2020, 19<sup>th</sup> January 2021, 16<sup>th</sup> February 2021).</li> </ul>	
<b>5.</b>	<b>MINUTE ACTION LOG</b>	
5.1	The Head of Governance & Assurance advised in relation to 6.2 that the SFHA are currently working to produce guidance around the role and challenges of mid-market rent within the housing sector.	
5.2	The Chief Executive provided an update regarding Item 6.	
<b>6.</b>	<b>MATTERS ARISING</b>	
6.1	<p>Members discussed the positive feedback received from a tenant that was circulated to Members.</p> <p>Members AGREED:</p> <ul style="list-style-type: none"> <li>the positive approach to the work being done by staff should be acknowledged by the management Committee</li> </ul>	
<b>7.</b>	<b>CONVENER'S REPORT</b>	
7.1	The Convener provided a verbal update to members regarding the Aspirational Standard Working Group, the Strategic Housing Forum, Eco Teams, and ongoing discussions with South of Scotland Enterprise regarding potential partnership for Passiv Haus panel factory.	
<b>8.</b>	<b>CHIEF EXECUTIVE'S REPORT</b>	
8.1	The Chief Executive advised that the updated Engagement Plan has been received from the Regulator which will be shared with Members via e-mail. The Chief Executive shared positive feedback received following the CIH conference presentation on agile working and noted that Loreburn have been invited to speak at a leadership forum for the Welsh housing sector.	
8.2	The Chief Executive noted a positive return of the most recent staff survey with 91% of staff stating that they enjoy working at Loreburn and would recommend Loreburn as an employer. The Chief Executive thanked Members on behalf of the Executive Team for continuing to stretch and support the Executive Team in a year of unprecedented challenge.	

9.	<b>NOTIFIABLE EVENTS – this item is confidential</b>	
10.	<p data-bbox="336 174 751 203"><b>GARRICK PRESENTATION</b></p> <p data-bbox="336 248 1209 499">10.1 The Head of Service Improvement provided a PowerPoint presentation on the Garrick project in Stranraer noting the focus on innovation, partnership working, funding secured to date as well as the risks and associated mitigation plans. Members discussed the requirement for securing ongoing funding and the Head of Service Improvement summarised the business plan for the sustainable commercial spaces.</p> <p data-bbox="336 544 1209 611">10.2 Members discussed partnership working with existing agencies who deliver specialist support.</p> <p data-bbox="336 656 1209 757">10.3 Members commended the work of the Head of Service Improvement and colleagues in preparing the business plan and securing funding and partnerships for the project.</p>	
11.	<p data-bbox="336 801 858 831"><b>TENANT SATISFACTION SURVEY</b></p> <p data-bbox="336 875 1209 1010">11.1 The Director of Housing Services provided a PowerPoint presentation regarding the Tenant Satisfaction Survey. Members were advised that the full report and figures will be made available on Decision Time.</p> <p data-bbox="336 1055 1209 1391">11.2 Members NOTED:</p> <ul data-bbox="384 1133 1209 1391" style="list-style-type: none"> <li>• the encouraging figures provided and that indicators show an upward trend.</li> <li>• comprehensive figures will be provided via the Tenant Satisfaction Survey Report that will be shared on Decision Time.</li> <li>• any subsequent strategic questions should be provided to the Director of Housing Services.</li> </ul>	
12.	<p data-bbox="336 1429 1209 1496"><b>STRATEGIC OUTCOMES &amp; PERFORMANCE INDICATORS 2021/22</b></p> <p data-bbox="336 1541 1209 1832">12.1 The Head of Service Improvement summarised the report and advised that the key areas of performance focus for the coming financial year would be complaints, voids, tenancy sustainment and reactive repairs (costs and improvements). The proposed approach to exception reporting was highlighted with only indicators showing a 5% variance being noted with in the report whilst all other data would be available through the Knowledge Section of Minute Pad.</p> <p data-bbox="336 1877 1209 2000">12.2 Members discussed whether income collection should be included within the body of the main report given the level of risk to the business. It was noted that income would be flagged if there was a 5% variance. Members were advised</p>	

12.3	<p>that there is tight organisational oversight of income collection and the risk is managed via daily reporting as well as quarterly reporting to Audit &amp; Compliance. The Chief Executive proposed revisiting the matter at the end of Quarter 1.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> <li>• the Strategic Outcomes for 2021/22</li> <li>• the Strategic Performance indicators for 2021/22</li> <li>• the revised approach to performance monitoring subject to the matter of income collection being revisited at the end of Quarter 1.</li> </ul>	
<p><b>13.</b></p> <p>13.1</p> <p>13.3</p> <p>13.4</p>	<p><b>STANDING ORDERS</b></p> <p>The Head of Governance &amp; Assurance summarised the report and proposed changes to the Standing Orders. It was noted that a wider review of the Terms of Refences of Sub-Committees would be explored with particular focus on creating clarity around the delegated authority of People &amp; Culture Sub-Committee with a full brief being provided to members in May. <b>ACTION</b> – Brief for review of Terms of Reference to be brought to May Management Committee.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> <li>• the revised Standing Orders</li> </ul> <p>Members AGREED:</p> <ul style="list-style-type: none"> <li>• minutes should be more concise going forward.</li> <li>• Member’s comments and staff responses on policy drafts should be shared with all Members.</li> <li>• further review of Terms of Reference in 2021/22.</li> </ul>	RW
<p><b>14.</b></p> <p>14.1</p> <p>14.2</p>	<p><b>FINANCIAL REGULATIONS</b></p> <p>The Director of Finance &amp; Corporate Services drew Member’s attention to the report and advised that there was nothing further to add.</p> <p>Members APPROVED:</p> <ul style="list-style-type: none"> <li>• the proposed amendments to the Financial Regulations subject to the addition of wording regarding the requirement for provision of approval/authority to sign being incorporated under signing of documents.</li> </ul>	GA
15.	<b>BUSINESS PLAN APPROVAL 2021/22 – this item is confidential</b>	

<b>16.</b>	<b>DG HOMES SECURITY POSITION - this item is confidential</b>	
<b>17.</b>	<b>ANNUAL FRAMEWORK APPROVAL</b>	
17.1	The Director of Finance & Corporate Services drew Members attention to the report.	
17.2	Members APPROVED: <ul style="list-style-type: none"> <li>• the use of the current procurement consortium/ providers for the next 12 months.</li> <li>• removing the need to seek framework approval at the next update of the procurement policy.</li> </ul>	
<b>18.</b>	<b>DEVELOPMENT FRAMEWORK – this item is confidential</b>	
<b>20.</b>	<b>DEVELOPMENT POLICY</b>	
20.1	The Head of Development advised that the draft policy had been streamlined with separate procedures created. It was noted that comments received from Members had been incorporated into the draft presented for approval.	
20.2	Members APPROVED: <ul style="list-style-type: none"> <li>• the Development Policy.</li> </ul>	
<b>19.</b>	<b>ASSET MANAGEMENT STRATEGY</b>	
19.1	The Head of Governance & Assurance advised that the draft Asset Management was recirculated following comments from Members in January. Feedback was taken on board and has been incorporated in the strategy presented for approval. It was noted that there was an inconsistency regarding the EESSH and SHQS compliance figures which should read 92.5% and 93.2% respectively.	
19.2	Members APPROVED: <ul style="list-style-type: none"> <li>• the Asset Management Strategy 2021-24 subject to the amendment of EESSH and SHQS compliance figures</li> <li>• the associated action plans.</li> </ul>	
<b>21.</b>	<b>AIDS &amp; ADAPTATIONS TENDER</b>	
21.1	The Team Manager Cyclical Compliance drew Member’s attention to the report.	
21.2	Members APPROVED:	

	<ul style="list-style-type: none"> <li>awarding the medical aids and adaptations contract for a maximum period of 3 years with the value as per Government grant allocation annually.</li> </ul>	
<b>22.</b>	<b>SHARED OWNERSHIP DISPOSAL - this item is confidential</b>	
<b>23.</b>	<b>DG HOMES REACTIVE REPAIRS – this item is confidential</b>	
<b>24.</b>	<b>DG HOMES RECRUITMENT</b>	
24.1	Mr Wishart, Chair of DG Homes, drew Member’s attention to the report and the proposal to appoint Mr Nelson as a Director of DG Homes.	
24.2	Members APPROVED: <ul style="list-style-type: none"> <li>the appointment of Mr Nelson as a Director of DG Homes Limited.</li> </ul>	
24.3	Members NOTED: <ul style="list-style-type: none"> <li>Recruitment of further independent members is required and is ongoing.</li> <li></li> </ul>	
<b>25.</b>	<b>LHA MANAGEMENT COMMITTEE RECRUITMENT</b>	
25.1	Members APPROVED the appointment of Ms Grieve to the Management Committee.	
<b>26.</b>	<b>RISK REGISTER REPORT</b>	
26.1	Members NOTED: <ul style="list-style-type: none"> <li>the key risks identified within the Corporate Risk Report and Appendix 1.</li> </ul>	
<b>27.</b>	<b>AGILE WORKING TRANSITION PLAN UPDATE</b>	
27.1	Members NOTED: <ul style="list-style-type: none"> <li>the Working Transition Plan update.</li> </ul>	
<b>28.</b>	<b>OFFICE BEARER APPROVALS – this item is confidential</b>	
<b>29.</b>	<b>ANY OTHER BUSINESS</b>	
29.1	No further matters were raised.  <i>Close of Meeting 21:02</i>	

	Date of Next Meeting: 25 <sup>th</sup> May 2021 17:30	
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