

**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN
HOUSING ASSOCIATION HELD ON TUESDAY 27 MAY 2025 at 17:30 p.m.
(virtual)**

Present: Alan Sandey (Convener)
Russell Baird
Paul Buchanan
Lynsey Brydson
Harry Drennan
Alan Gardiner
Cameron Kirkpatrick
Neil Madden
Stuart Turnbull
Mark Wilkinson

Kirsteen McGinn (Chief Executive)
Elkie Astley (Director of Corporate Services)
Fiona Campbell (Director of Operations)
Tony McInnes (Director of Finance)
Rebecca Wilson (Head of Governance & Assurance)

Kim Thomas (Minute Taker)

Item	Minute	Action
1.	WELCOME	
2.	APOLOGIES	
2.1.	There were apologies received from Katie Hryschko and Jane Connechen	
3.	DECLARATION OF INTEREST	
3.1.	Declaration of interests from Paul Buchanan as Chair of the Audit and Risk Sub-Committee, Jane Connechen as Chair of the People and Culture Committee, Neil Madden, Kirsteen McGinn and Tony McInnes as board members of D&G Homes were NOTED	
3.2.	Declaration of interests from Kirsteen McGinn, Elkie Astley, Fiona Campbell, Tony McInnes and Rebecca Wilson to Item 12	
4.	APPROVAL OF PREVIOUS MINUTE	
5.1.	The Minute of the Management Committee meeting of 25 March 2025 on the proposal of Russell Baird and seconded by Lynsey Brydson was APPROVED	
5.	MATTERS ARISING	

5.1.	There were no matters arising from the Minutes of 25 March 2025	
	Minute Action Log	
5.2.	19.1 – <i>Information of upcoming events to be shared with Management Committee</i> – the Head of Governance and Assurance to email details of events planning to all Management Committee members	RW
5.3.	Management Committee members NOTED the Minute Action Log	
6.	CONVENER'S UPDATE	
	Strategic Planning Meeting 19 May 2005 – the Convener found this event very helpful, and the day was well put together. Paper to follow.	
	There are plans to offer Quarterly in-person meetings to enable Management Committee members to grow as a group and have time together	
6.1.	Management Committee members NOTED the update	
7.	CHIEF EXECUTIVE'S UPDATE	
	Later Living Consultations are now complete, tenants have all voted and we are finalising information. Tenants will be informed of the outcome.	
	Team Talk took place last week with staff	
	Staff Away Day 5 June 2025 – Management Committee members are welcome to attend this event. The morning session will discuss strategic updates and in the afternoon a session will be held around wellbeing details to be sent to Management Committee members	RW
	Loreburn Live – the Chief Executive updated staff last week and was well attended	
	A meeting with the SHR took place last week with a general update on the organisation	
7.1.	Management Committee members NOTED the update	
8.	NOTIFIABLE EVENTS	

8.1.	The Head of Governance and Assurance stated that there were no new Notifiable Events since the last Management Committee meeting and can confirm the last Notifiable Event on the lift at Scott's Way has now been closed.	
For Discussion		
9.	<p>Q4 YEAR END PERFORMANCE</p> <p>The Head of Governance and Assurance presented the Quarter 4 performance figures for the period 1 January to 31 March 2025 at Appendix 1 and the Key Milestones at Appendix 2 and highlighted the performance in the agreed SPIs:-</p> <ul style="list-style-type: none"> • Performing above Target – 14 (31.8%) • On Track – 11 (25%) • Below Target – 11 (25%) • Not Measurable – 3 (6.8%) • Target Met – 5 (11.36%) <p>Those which do not have targets attached to them or have not been completed yet so are included in the not measurable column are:</p> <ul style="list-style-type: none"> • Total number of damp and mould contacts raised • Current rent arrears due to tenants receiving HB or UC • Number of tenants in receipt of UC who are in arrears <p>The variance between ARC figures and Quarterly Performance reporting arose due to the differences in the methods applied to collating the data. The figures affected relate to IHR.</p> <p>Key Variances – Below Target:</p> <ul style="list-style-type: none"> • <i>Percentage of Stage 2 complaints responded to within timescales</i> – there were a total of 24 Stage 2 complaints responded to within the year. Overall complaints performance has been strong • <i>Customers satisfied with the outcome of their complaints</i> – the target was set at 75% but performance was 43%. However performance is still better than last year • <i>Adverse events record complete within timescale (internal)</i> – there were 13 adverse event reports submitted late in Q4. Management Committee members would like to see these completed quickly and need more information • <i>Number of actions arising from adverse event reports completed within the timescale</i> – an improvement from Q3 but this was still below the target for Q4. A total of 11 actions completed late and two actions were overdue in Q4. Reminders have been issued to ensure compliance with the timescale • <i>The average number of days to relet void properties</i> – as at Q3, the processes involved in this SPI have been updated so they align with the technical guidance provided by the Scottish Housing Regulator (SHR). For the low demand properties we are 	RW/ NM

9.	<p>working on a strategy which relates to S5 accommodation. Oversight of this will be available for future Management Committee meetings</p> <ul style="list-style-type: none"> • <i>Average number of days for non-emergency repair</i> – an improvement from Q3 but remained above the 12 day target. <p>Key Variances – Above Target:</p> <ul style="list-style-type: none"> • <i>Percentage of tenants with aids and adaptations completed in this Quarter who are satisfied/percentage of tenants with planned works carried out in this Quarter who are satisfied</i> – consistently 100% throughout the reporting year • <i>Percentage of complaints responded to within target timescales</i> – complaints performance was strong in 2024/25 and this is highlighted by 100% of stage 1 complaints being responded to within target timescales. Both Stage 1 and Stage 2 complaints are above target • <i>Percentage of total staff turnover/senior staff turnover</i> – both above target • <i>Number of Notice of Proceedings issued (rent arrears) (NOPs)</i> – due to the transition to Universal Credit this target was set at <70. There has only been 43 NOPs throughout the year • <i>Percentage of tenants with repairs carried out in the last Quarter who were satisfied</i> – performance throughout the year has been very positive • <i>Average number of hours for an emergency repair</i> – performance has been consistently above target all year. Overall performance is 1.31 hours above target <p>Complaints:</p> <ul style="list-style-type: none"> • There were 50 Stage 1 complaints and five Stage 2 complaints • Average response times were 4.5 days and 15.9 days respectively • Inhouse repairs was the key theme for complaints in Q4 often due to communication issues • During Q4 there were six damp and mould complaints raised <p>The Management Committee members DISCUSSED and NOTED the Q4 Strategic Performance Indicators and the content of the Key Milestone Update</p>	
For Approval		
10.	<p>ARC SUBMISSION</p> <p>The Director of Corporate Services advised Management Committee of the outcome of the 2024/25 ARC. ARC indicators with a variance of 5% are included in the report and have been discussed by the Executive Team. The ARC is at Appendix 1 to the report.</p> <p>Key Variances – Negative:</p> <ul style="list-style-type: none"> • <i>Indicator 4 – the average time in working days for a full response at Stage 2</i> – this has increased from 13.32 days to 20 days on 	

	<p>average due to staff creating quality responses. Overall the complaints performance is very good</p> <ul style="list-style-type: none"> • <i>Indicator 9 – average length of time to complete non-emergency repairs</i> – this has increased by 8.41 days and is recorded in line with the technical guidance • <i>Indicator 10 – percentage of repairs completed right first time in the last year</i> days and is recorded in line with the technical guidance • <i>Indicator 15 – percentage of anti-social behaviour (ASB) cases reported in the last year which were resolved</i> – the number of cases reported has dropped by 5.4%. Overall the number of ASB cases reduced by 42 • <i>Indicator 30 – average length of time taken to re-let properties in the last year</i> . This is recorded in line with the technical guidance. • Performance between 2023/25 and 2024/25 is not due to a change in level of performance, it is due to aligning processes with the technical guidance set by the SHR. An area of focus going forward is void property management due to the increasing homelessness crisis in Scotland. • <i>Indicator C1 (ii) – number of office based staff</i> – this has reduced from 83 to 68.78 and this variance may benchmark LHA more favourably <p>Key Variances – Positive:</p> <ul style="list-style-type: none"> • <i>Indicator 16 (iii) – percentage of new tenancies sustained for more than a year</i> – waiting list figures have improved by 5.87% to 94.29%. • <i>Indicator 21 – average time to complete adaptations</i> – this was significantly lower this year due to a new contractor being in place who was more efficient • <i>Indicator C1 (ii) – percentage of senior staff turnover</i> – there has been a vast reduction from 54.55% to 0% and the target continues to be low for the forthcoming year • <i>Indicator C7 – percentage of former tenant arrears written off</i> – a dedicated Income Assistant has focussed on this <p>Performance above the National Average/Peer Group (NA/PG):</p> <ul style="list-style-type: none"> • <i>Indicator 3 and 4 – average time in working days for full response Stage 1</i> is -1.37 days (NA/PG – 4.36 days) • <i>Indicator 6 – percentage of properties meeting SHQS year end</i> is -3.78% (NA/PG – 79%) • <i>Indicator 8 – average hours to complete emergency repairs</i> – 1.15 hours (NA/PG – 4.2 hours) • <i>Indicator C1 3.3. – percentage days lost through staff sickness absence</i> – 0.87% (NA/PG – 4.44%) 	
10.1.	Management Committee members APPROVED the ARC Return 2024/25 for submission to the Scottish Housing Regulator	
11.	HEALTH AND SAFETY STRATEGY	

11.1.	<p>The Director of Corporate Services provided Management Committee members with the Health and Safety Strategy 2025-30 which is aligned with the new Corporate Plan and can be found at Appendix 1. An Action Plan (Appendix 2) has been developed to assist in the delivery of the strategic objectives and will be monitored at the Health and Safety Executive group on a quarterly basis with an annual report to Management Committee.</p> <p>Management Committee members felt the Strategy was really clear and easy to understand. As part of the launch of this Strategy there will be clear communication sent to tenants and staff.</p> <p>Management Committee members APPROVED the Health and Safety Strategy 2025/30 and the Action Plan</p>	
12.	This item is confidential	
13.	<p>Q4 MANAGEMENT ACCOUNTS</p> <p>The Director of Finance provided Management Committee members with an update on the organisation's financial performance for the 2024/25 financial year to 31 March 2025 and the Q4 Management Accounts for 2024/25 (Appendix 1).</p> <p>Management Committee members wanted to Minute the excellent performance of the Executive and Finance teams.</p> <p>13.1. Management Committee members APPROVED the Quarterly Management Accounts to 31 March 2025</p>	
14.	<p>BANK MANDATE</p> <p>The Director of Finance provided Management Committee members with those signatories who should be appointed and those who should be removed from the Mandated Officers list.</p> <p>14.1. Management Committee members APPROVED the update to the Mandated Officers List</p>	
15.	<p>AUDIT PLANNING LETTER</p> <p>The Director of Finance explained to Management Committee members that the Association requires an annual audit to take place and currently Alexander Sloan is the appointed auditor for this work. Appendices 1 and 2 explain the audit objectives, scope and opinion</p> <p>15.1. Management Committee members APPROVED the Audit Letters from the Auditors, Alexander Sloan, for the financial year 2024/25.</p>	
15.1	FIVE-YEAR FINANCIAL PLAN AND STOCK RETURN	

	<p>The Director of Finance explained that the Association requires approval to submit these two Returns as at Appendices 1 and 2. The Returns are designed to ensure that Loreburn is a going concern and for benchmarking purposes across the sector. The data is taken largely from our Homemaster system with the projections in the financial paper being best estimates for the future.</p>	
15.1.1	Management Committee members APPROVED the Five-Year Financial Plan and the Stock Return for the year to 31 March 2025 and submission to the Scottish Housing Regulator	
16.	<p>ENTITLEMENTS, PAYMENTS AND BENEFITS REGISTER (EPB)</p> <p>The Head of Governance and Assurance presented Management Committee members with the Register of EPB recorded for 2025/26.</p>	
16.1.	Management Committee members:	
16.2.	APPROVED the staff Register of Interests; and APPROVED the Management Committee Register of Interests	
17.	<p>APPOINTMENT OF SECRETARY</p> <p>The Head of Governance and Assurance explained to Management Committee members that in line with Rule 59.1 the Association must have a Secretary, a Convener and any other Officer Bearers the Committee considers necessary. The role of the Secretary is defined within the Rules and outlined in the report at 3.1.</p> <p>Nominations were sought.</p>	
17.1.	Management Committee members AGREED the appointment of Neil Madden as Secretary.	
18.1.	This item is confidential	
For Noting		
19.	This item is confidential	
20.	This item is confidential	
21.	<p>CORPORATE RISK REGISTER</p> <p>The Head of Governance and Assurance provided a summary report detailing any significant changes and movements from inherent to residual risk as at Appendix 1:</p> <ul style="list-style-type: none"> The Risk Register now includes 4 risks with a residual score of 16 or higher 	

21.1.	<ul style="list-style-type: none"> One additional risk has been added relating to transformational change <p>Management Committee members NOTED the key risks</p>	
For Discussion		
22.	TENANT VOICE	
22.1.	Tenant Scrutiny meetings – the Chief Executive will give the updated date of the next meeting to enable the Convener to attend	KMcG
23.	ANY OTHER COMPETENT BUSINESS	
23.1.	Consultation – Dumfries and Galloway Council are forming a new Strategic Group Housing with a support forum and LHA will be invited to attend.	
23.2.	Sub-Committees’ membership – Cameron Kirkpatrick is stepping down from his role as a Management Committee member and subsequently as Committee member of the People and Culture Sub-Committee. The Head of Governance and Assurance is looking for a volunteers from Management Committee members to be a member on this Sub-Committee. Management Committee members thanked Cameron Kirkpatrick for his participation and wished him best of luck.	
23.3.	Management Committee members wanted to record their thanks to Peter Nelson who is stepping down from the Management Committee	
24.	DATE OF NEXT MEETING	
	Tuesday 24 June 2025 17:30	All