

MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 21 MAY 2024 AT 17:30 p.m. AT ANNAN

Present: Russell Brown (Convener)
Alan Sandey (Vice Convener)
Lynsey Brydson
Paul Buchanan
Jane Connechen
Mark Wilkinson

Kirsteen McGinn (Chief Executive)
Elkie Astley (Director of Corporate Services)
Tony McInnes (Director of Finance)
Rebecca Wilson (Head of Governance & Assurance)
Stewart MacKay (Head of Investment and Sustainability)
Billy Coupland (Head of IHR)
Graham Robertson (Head of Development)
Tracy McNeil (PA to the Chief Executive)

Kim Thomas (Minute Taker)

Item	Minute	Action
1.	APOLOGIES	
1.1.	Apologies were received from Ms Gill, Mr Nelson and Mr Turnbull	
2.	DECLARATION OF INTEREST	
2.1.	Declaration of interests from Mr Buchanan as Chair of the Audit and Compliance Committee, Ms Connechen as Chair of the People and Culture Committee, Mr Sandey for Item 13 Mr McInnes and Ms McGinn as board members of D&G Homes were NOTED.	
3.	APPROVAL OF PREVIOUS MINUTE	
3.1.	The Minute of the Management Committee meeting of 26 March 2024 on the proposal of Mr Sandey and seconded by Ms Connechen was APPROVED.	
4.	MATTERS ARISING	
4.1.	There were no matters arising from the Minutes of 26 March 2024.	
	Minute Action Log	

4.2.	Management Committee members NOTED the Minute Action Log.	
5.	MINUTES FOR NOTING	
	Draft Minutes of the Audit and Compliance Committee of 7 May 2024	
5.1.	Management Committee members NOTED the draft Minutes of the Audit and Compliance Committee of 7 May 2024	
6.	CONVENER'S VERBAL UPDATE	
	Following the last Management Committee meeting: <ul style="list-style-type: none"> • Interviews were held for the Director of Operations post; • A catch-up meeting with the Chief Executive was held; and 	
6.1.	Management Committee members NOTED the Convener's Update	
7.	CHIEF EXECUTIVE'S VERBAL UPDATE	
	The Chief Executive updated Management Committee members: <ul style="list-style-type: none"> • Staff Away Day – this was highly successful, staff were engaged and LET received valuable feedback. The venue was good and the volunteering in the afternoon was a great achievement • The Housing Excellence Plan is progressing • Continuous improvement within the Housing section will resume when the new Director of Operations starts with LHA in July • We have entered into negotiations about an alternative hub for IHR and staff. 	
7.1	Management Committee members NOTED the Chief Executive's update.	
8.	NOTIFIABLE EVENTS	
8.1.	The Head of Governance and Assurance informed Management Committee members that there were no new Notifiable Events since the last Management Committee meeting.	
<i>For Discussion</i>		

<p>9.</p> <p>9.1</p>	<p>THE GARRICK</p> <p><i>Graham Robertson joined the meeting at this point.</i></p> <p>The Head of Development gave an update to Management Committee members on the Garrick project.</p> <p>Management Committee members NOTED the progress update on The Garrick project.</p>	
<p>16.</p> <p>16.1</p>	<p>DEVELOPMENT PROGRAMME</p> <p>The Head of Development updated Management Committee members on the Development Programme up to 7 May 2024 for Quarter 4:</p> <p>Management Committee members NOTED the on-site new build programme update</p> <p><i>Graham Robertson left the meeting at this point.</i></p>	
<p>10.</p>	<p>Q4 PERFORMANCE AND YEAR END</p> <p>The Director of Corporate Services provided Management Committee members with the Q4 Strategic performance and Key Milestones:</p> <ul style="list-style-type: none"> • The organisation is performing well in several areas, however there are some areas where LHA are below target • <p>Key variances – below target:</p> <ul style="list-style-type: none"> ○ <i>Stock meeting SHQs</i> – 93% (target 98%) but LHA are exceeding the Scottish Average (79%) ○ <i>Tenancy Sustainment</i> – Q4 seen the best performance all year and we are consistently under target ○ <i>Customers satisfied with the outcome of their complaints</i> – tenant engagement with complaint surveys is poor. In Q4 there were 37 surveys sent and only 9 completed. The target has been lowered for the coming year ○ <i>Percentage of complaints responded to within target timescales</i> – there has been a vast improvement in how complaints are handled within the organisation ○ <i>Percentage of senior staff turnover</i> – 55% (target 15%). The new leadership team are keen to deliver success alongside the new Corporate Plan. The target for 2024/25 has been reduced to 12% 	

<p>10.1</p>	<ul style="list-style-type: none"> ○ <i>Number of actions arising from adverse event reports completed within the timescale – 80%</i>. Some actions should have had extensions applied which meant they ran over timescale ○ <i>Development – no new properties handed over in Q4.</i> ○ <i>Non-emergency repair times – performance has missed the target by 1 day. There is a backlog of nonemergency works alongside the damp and mould works.</i> However, the target has not been altered for 2024/25 ○ <i>Percentage of repairs carried out in the last Quarter completed right first time – performance has dipped to 82%, however IHR completed 1895 repairs right first time in this Quarter. IHR have also completed over 500 more reactive repairs than the average Quarter for the organisation. Quality of workmanship is still very high with 96% of tenants satisfied with the service they received</i> • Key variances – above target: <ul style="list-style-type: none"> ○ <i>Percentage of total staff turnover - there has been an improvement in the overall staff turnover number. 92% of staff are satisfied with LHA as an employer</i> ○ <i>Percentage of tenants with planned works carried out are satisfied – this has not dipped below 99% all year</i> ○ <i>Average number of hours for an emergency repair – 0.6 hours above target YTD and 1 hour under the previous year’s ARC average. IHR have completed 394 emergency repairs in Q4</i> ○ <i>Average number of days to relet void properties – this was under target by 1 day.</i> • Complaints: <ul style="list-style-type: none"> ○ <i>There were 40 complaints in Q4, 32 stage 1 complaints and 8 stage 2 complaints</i> ○ <i>IHR receive the highest number of complaints</i> ○ <i>Complaints relating to the rent increase are to be logged as a dissatisfaction with the organisation</i> ○ <i>Training has been implemented successfully</i> ○ <i>For those tenants who did not respond to complaints surveys, perhaps a follow-up phone call should be done instead of a written survey and areas where we can improve be looked at.</i> <p>Management Committee members DISCUSSED and NOTED the Q4 Strategic Performance Indicators and the content of the Key Milestone Update.</p>	
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<p>11.</p> <p>11.1</p>	<p>ARC RETURN 2023/24</p> <p>The Director of Corporate Services advised Management Committee members of the outcome of the 2023/24 ARC:</p> <ul style="list-style-type: none"> • ARC indicators with a variance of 5% are included • Appendices have been provided for the TSS indicators. Overall performance has been good • Key Variances – negative: <ul style="list-style-type: none"> ○ Indicator 1,2,5,7,13 and 25 were taken from the latest TSS. Actions in place to turnaround and more engagement work with tenants planned ○ Indicator 12 was worded incorrectly and cannot be used in the ARC Return but will be rectified by IHR going forward ○ Indicator 16 (new tenancies) – there were 76 new tenancies, 8 of which did not sustain the full year ○ Indicator 16 (nominations) – there were 15 tenancies with 12 of them sustained for the year; the 3 tenancies that were not sustained were all due to the tenant passing away ○ Indicator 21 – there was an increase in the amount of time it took for adaptations to be complete ○ Indicator C1.3.1 – there has been a higher number than expected of senior staff turnover. Target for next year has been reduced to 12%. • Key Variances – positive: <ul style="list-style-type: none"> ○ Indicator 3 and 4 – stage 2 complaints responded to have seen an improvement of 5.21% ○ Indicator C1.3.2 – percentage of total staff turnover has been a vast improvement and is down to 17.6% ○ We have areas of continued high performance above the national average <p>Management Committee DISCUSSED, NOTED AND APPROVED the ARC Return 2023/24 for submission to the Scottish Housing Regulator.</p>	
<p>12.</p>	<p>Q4 MANAGEMENT ACCOUNTS</p> <p>The Director of Finance provided Management Committee members an update of Loreburn’s financial performance for the 2023/24 financial year.</p>	

<p>12.1</p> <p>12.2</p>	<p>Management Committee members: APPROVED the Q4 Management Accounts (Financial year-end 31 March 2024) and APPROVED the use of the draft year-end results in relevant Regulatory/Other reporting.</p>	
<p>13.</p>	<p>D&G HOMES - This item is confidential</p>	
<p>14.</p>	<p>BROOMS ROAD – this item is confidential</p>	
<p>15.</p>	<p>ENTITLEMENTS, PAYMENTS AND BENEFITS REGISTER – this item is confidential</p>	
<p>17.</p> <p>17.1</p>	<p>INVESTMENT</p> <p><i>Stuart Mackay joined the meeting at this point</i></p> <p>The Head of Investment and Sustainability presented Management Committee members with the level and detail that should be presented to this Committee together with the progress against programmes of work, maintenance and servicing and this will be done on a quarterly basis:</p> <ul style="list-style-type: none"> • Key criteria: <ul style="list-style-type: none"> ○ Programme of work for specific components or activity ○ Works complete against the programme ○ Works outstanding against the programme; and ○ Tenant satisfaction ○ Spend against budget and/or tender • Cyclical compliance needs to be broken down into servicing, repairs and replacement and the format will be different to the investment report • Progress against spend and programme for investment works was detailed in the report • Progress against spend and programme for compliance works was detailed in the report <p>Management Committee members NOTED the progress report</p>	
<p>18.</p>	<p>PLANNED MAINTENANCE PROCUREMENT</p> <p>The Head of Investment and Sustainability updated Management Committee members that the Procurement for Housing Framework has been used for the planned maintenance programme and the</p>	

18.1	<p>option of direct award for retrofit works and a dynamic purchasing system for kitchen and bathroom replacements will be utilised. Both contracts will run for a period of 5 years (2 years +2+1).</p> <p>Management Committee members NOTED that the Procurement for Housing Framework has been used for the planned maintenance programme</p> <p><i>Stuart Mackay left the meeting at this point</i></p>	
19.	<p>IHR</p> <p><i>Billy Coupland joined the meeting at this point</i></p> <p>The Head of IHR provided Management Committee members with an update on the IHR service which covers health and safety, environmental, repairs and voids and operational performance as at appendix 1 to the report.</p> <p>Management Committee members:</p> <p>19.1 NOTED the report and the Operational Update, and</p> <p>19.2 NOTED that this level of detail will be given to LET and the highlights/summary will be presented to Management Committee in future</p> <p><i>Billy Coupland left the meeting at this point</i></p>	
20.	<p>CORPORATE RISK REGISTER</p> <p>The Head of Governance and Assurance advised Management Committee members with a summary report detailing any significant changes and movements.</p> <p>20.1 Management Committee members: Management Committee members NOTED the key risks identified</p>	
21.	<p>TENANT SATISFACTION SURVEY</p> <p>The Director of Corporate Services discussed with the Management Committee members the recent Tenant Satisfaction Survey, the Tenant Satisfaction Communications and the updated Action Plan:</p>	

<p>21.1.</p> <p>21.2.</p>	<ul style="list-style-type: none"> • The results of the survey have now been shared with our workforce • We have prepared and published a communication to our tenants with no queries or feedback yet received • Operational Plans are being progressed <p>Management Committee members:</p> <p>DISCUSSED the Tenant Satisfaction Communications and the updated Action Plan; and</p> <p>NOTED the work that has been done to communicate the results to our tenants, with key actions being delivered through the Operational Plans</p>	
<p>22.</p> <p>22.1.</p>	<p>OPERATIONAL PLANS</p> <p>The Director of Corporate Services presented Management Committee members with the Department Operational/Action Plans in support of our Corporate Plan.</p> <p>Management Committee members DISCUSSED and NOTED the Department Operational/Action Plans of the business</p>	
<p>23.</p> <p>23.1.</p>	<p>TENANT VOICE</p> <p>There was nothing from this meeting to report back to tenants</p>	
<p>24.</p> <p>24.1</p> <p>24.2</p> <p>24.3</p>	<p>AOCB</p> <p>Management Committee Appointments</p> <p>The Head of Governance and Assurance updated Management Committee members on the progress for the recruitment of new Members following approval of shareholder applications.</p> <p>Management Committee members CONSIDERED and APPROVED the recommendation to:</p> <p>APPOINT Russell Baird, Neil Madden and Katie Hryschko for a specified term of 3 years; and</p> <p>APPOINT Cameron Kirkpatrick to fill a casual vacancy following Mr Clarke's resignation.</p> <p>Management Committee Training programme</p> <p>Management Committee members NOTED that the Chief Executive will circulate 10 topics for members to consider and a Programme of Training will be set up</p>	

25.	DATE OF NEXT MEETING Tuesday 25 June 2024 17:30 (virtual)	
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