

**NOTE: This Minute is DRAFT until approved at the next available meeting.**



**MINUTE OF THE MANAGEMENT COMMITTEE MEETING OF LOREBURN HOUSING ASSOCIATION HELD ON TUESDAY 26<sup>TH</sup> NOVEMBER 2019 AT 17:30 IN HUNTINGDON, 27 MOFFAT ROAD, DUMFRIES.**

**Present:** Russell Brown (Convener)  
Peter Ward (Vice Convener)  
Mike Jones (Secretary)  
Robin Wishart (Management Committee)  
Alison Coupe (Management Committee)  
Jane Connechen (Management Committee)  
John Bury (Management Committee)  
Patricia Caldwell (Management Committee)  
Peter Nelson (Management Committee)

Lorraine Usher (Chief Executive)  
Gary Alison (Director of Finance)  
Lindsay Lauder (Director of Property & Development)  
Sue Irving (Director of Housing Services)  
Graham Robertson (Head of Development)  
Rebecca Wilson (Head of Governance & Assurance)\*

Stephen Strachan (Changeworks)

\*Minute Taker

Item	Minute	Action
<b>1.</b>	<b>APOLOGIES</b>	
1.1	Derek Rodgers, Rachel Reekie.	
<b>2.</b>	<b>DECLARATIONS OF INTEREST</b>	
2.1	Mr Ward, Mr Wishart, Mr Jones and Ms Usher's previously declared interests as members of DG Homes Board were noted.	
<b>3.</b>	<b>APPROVAL OF PREVIOUS MINUTES</b>	
3.1	The Minute of the Management Committee Meeting held on 22 <sup>nd</sup> October 2019, on the proposition of Mr Ward and seconded by Ms Connechen, was approved.	
<b>4.</b>	<b>MATTERS ARISING</b>	

4.1	No Matters were raised.	
<b>5.</b>	<b>CONVENER'S VERBAL UPDATE</b>	
5.1	The Convener attended the Scottish Rural Housing Conference and noted the session by Jeremy Sainsbury which was very enlightening in terms of what Loreburn could be doing in rural areas. The Convener noted the Office Bearers meeting in terms of the Assurance Working Group. The Convener also advised members of the Aspirational Standards Task and Finish Group noting that there will be real challenges lying ahead with regards to meeting to zero carbon targets.	
<b>6.</b>	<b>CHIEF EXECUTIVE'S VERBAL UPDATE</b>	
6.1	The Chief Executive advised that the first tenant scrutiny group had taken place with 15 tenants attending. The meeting provided a good start to the process agreeing strategic direction with the focus going forward being on tenants influencing decision making and performance. The meeting was well received by tenants and the next session is scheduled for January; all Members were invited to come along to the session. Mr Bury advised that the meeting had been excellent.	
6.2	The Chief Executive advised Members of upcoming events; College Mains Opening 17 <sup>th</sup> December 11am followed by Christmas 'Thank You' to staff at Easterbrook Bistro at 2pm. Members to confirm attendance to the PA to the Chief Executive.	
6.3	The Chief Executive noted positive feedback from the RHIAF conference noting compliments on the development programme and engagement with the IJB. The Chief Executive echoed the Convener's feedback regarding Jeremy Sainsbury including looking towards minus carbon and noted that Loreburn will be working with Scottish Borders and other associations to take this forward.	
6.4	The Chief Executive noted attendance at the BT Digital Transformation Programme in London and the commencement of the Housing Services Review.	
<b>7.</b>	<b>NOTIFIABLE EVENTS</b>	
7.1	The Chief Executive advised that there have not been any notifiable events since the last meeting. The Chief Executive noted the Scottish Housing Regulator's scheduled visit in January in relation to the submission of the first Annual Assurance Statement.	
<b>8.</b>	<b>QUARTER 2 DEVELOPMENT REPORT – This Item is confidential.</b>	

9.	<b>BIRKIEKNOWE BIOMASS HEATING SYSTEM – This Item is confidential.</b>	
10.	<b>ICT DIGITAL STRATEGY</b>	
10.1	The Director of Finance advised that the ICT audit identified the need to develop a strategic approach to ICT and digital service delivery. The strategy sets a clear vision of how technology can benefit customers and will be translated into annual delivery plans. The Director of Finance noted that the Strategy has been to Audit and Compliance for review and discussion.	
10.2	Ms Coupe queried page 2 3.1 and the focus on improving efficiency, noting that efficiency should not be the only priority and that the strategy must also be about improving the quality of life of tenants. The Chief Executive advised that additional wording will be added to empathise the importance of achieving strategic ambitions. <b>ACTION</b> – Chief Executive to provide additional wording relating to quality of life/achieving strategic ambition.	LU
10.3	Mr Wishart queried what the biggest ICT issue is. The Director of Finance advised that the biggest issue is getting everything onto the cloud and the high costs associated with this. The current ICT infrastructures are being reviewed by 8020. The Chief Executive also noted issues around legacy systems and consideration as to whether to continue with current provision or look at more dynamic solutions.	
10.4	Members APPROVED the ICT Digital Strategy subject to wording being amended as noted at 10.2.	
11.	<b>QUARTER 2 PERFORMANCE REPORT</b>	
11.1	The Chief Executive advised that the quarterly performance reports will be brought for discussion going forward due to the need to explore challenges around performance.	
11.2	The Chief Executive advised that the report details any SPIs that are below target, noting the high number of complaints. The Chief Executive advised that the IHR team have faced many challenges and are exploring the number of complaints responded to on time and noted that the process is being reviewed to ensure that a system is in place and that learnings from complaints are being taken forward. Scheduled mandatory customer experience training is taking place in December which will focus on ownership and accountability.	
11.3	Mr Ward queried whether real time data on customer satisfaction can be collected out with the regulated 3 yearly	

	<p>survey. The Chief Executive noted that there is money in the budget to go back out and revisit tenant satisfaction levels in summer 2020 and real time data should also be collected and used more effectively.</p>	
11.4	<p>Ms Coupe queried when Members will start to see an improvement. The Director of Housing Services advised that training is underway regarding complaints processes and customer experience.</p>	
11.5	<p>The Head of Governance and Assurance drew Members attention to Indicator 17 which has been added to the report in place of Indicator 36 which had been included in error in the Quarter 1 report (Indicator 36: Voids - Average number of days to complete works). Indicator 36 is used operationally, however, SPI 17 relates to void re-let times as required by the ARC. The Head of Governance and Assurance noted that the target for Indicator 17 is 16 days and not 12 days as had previously been included against Indicator 36.</p>	
11.6	<p>Mr Jones noted SPI 10 relating to satisfaction with repair works and queried what the barriers were. The Director of Property and Development advised that there were significant problems following TUPE as less staff transferred and sub-contractors were required. Additional resources have since been brought in.</p>	
11.7	<p>Mr Nelson advised that architects specify different products which can make it difficult to maintain a standard stock of parts. The Director of Property and Development advised that the Design Guide is currently under review with a working group established.</p>	
11.8	<p>The Convener noted that Loreburn is held in high esteem by fellow associations however this is not matched in the views of tenants and customers. The Chief Executive advised that there was positive feedback at tenant scrutiny group. Mr Bury advised that tenants need to feel that they are listened to and that they have an input. The Convener stated that Members should try and go to the next Scrutiny Group. The Chief Executive also welcomed Members to attend and the Customer Excellence Training</p>	
11.9	<p>Members DISCUSSED the Strategic Performance Indicators, Key Milestone Data and Complaints Analysis for Quarter 2.</p> <p><i>Standing Orders were suspended.</i></p>	
<b>12.</b>	<p><b>NHT DEVELOPMENT UPDATE REPORT</b></p>	
12.1	<p>Members NOTED the content of the report.</p>	

<b>13.</b>	<b>HOUSING SERVICES REVIEW</b>	
13.1	Members NOTED the progress made in reviewing Housing Services.	
<b>14.</b>	<b>RISK REGISTER REPORT</b>	
14.1	Members NOTED the key risks identified within the report.	
<b>15.</b>	<b>MINUTE ACTION LOG</b>	
15.1	Members NOTED the Minute Action Log.	
<b>16.</b>	<b>CONFERENCE &amp; SEMINAR PORGRAMME</b>	
16.1	Members NOTED the Conference & Seminar Programme.	
<b>17.</b>	<b>ANY OTHER BUSINESS</b>	
17.1	No further items were raised.	
	<i>Close of Meeting: 19:37</i>	
	Date of Next Meeting: Tuesday 28 <sup>th</sup> January.	

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