

Yorkhill Housing Association Limited

Minutes of the Virtual Management Committee meeting 23rd June 2022

Present: M Green (Chair), N McPherson, B Docherty, Y Alexis, M Harris, H Fitzgerald, G Mattu

Apologies: R Winning, P Braat, C Armstrong

In Attendance: P Hollinsworth (Director of Property Services), S Pattison (Compliance Manager), A Brown (Governance Assistant) (Minutes)

1.	<p><u>Welcome and Apologies</u></p> <p>M Green welcomed everyone to the meeting. Apologies noted.</p>	
2.	<p><u>Declarations of Interest</u></p> <p>None</p>	
3.	<p><u>Minutes of last meeting 26th May 2022</u></p>	
3.1	<p><u>Amendments</u></p> <p>None</p>	
3.2	<p><u>Approval</u></p> <p>The minutes were unanimously accepted and approved for signing off by M Green.</p>	
3.3	<p><u>Matters Arising</u></p> <p>M Green provided an update on the recent recruitment activity within the Property Services Section.</p> <p>The Property Services Officer post has been advertised twice without success and to address this R Gallacher has been temporarily appointed to provide administration support 3 days per week for a period of 12 months.</p> <p>The current Property Services Assistant is now working as a trainee Property Services Officer and will combine on the job training alongside a college course to gain technical knowledge.</p> <p>The temporary Property Services Officer will continue to work 2 days per week, and this will be reviewed at the end of September 2022.</p> <p>The Factoring Officer and the Property Services Assistant have both left the Factoring section.</p>	

	<p>6 monthly bills have been sent out and all urgent duties are being covered.</p> <p>The Director of Property Services will have a discussion with the Chief Executive on her return from annual leave to look at the best solution for the section. Recruitment for a Factoring Manager will begin in August 2022.</p> <p>AOCB. A demonstration of the Owl Meeting Pro camera has been arranged at Cathcart Housing Association on Monday 27th June 2022. M Green and A Brown will attend the demonstration at Cathcart's offices and S Pattison, Y Alexis and N McPherson will join on Zoom. Committee will receive feedback following the demonstration.</p>	
4.	<p><u>Report from Review Weekend 14th May 2022</u></p> <p>Prepared by M Menabney, Chief Executive.</p> <p>The report detailed the Service priorities for each section which were identified at the Review Weekend.</p> <p>The review objectives were noted as follows:</p> <ul style="list-style-type: none"> - To identify service provision priorities for 2022-23 and plan accordingly - To note current and emerging strategic issues that may have short term operational implications - To note current and emerging operational issues that require urgent attention - To discuss and agree an appropriate post-covid work template <p>The report also set out action plans to ensure the service priorities could be effectively programmed and delivered.</p> <p>A member commented that two- factor authentication for Cyber Security was very good in terms of security.</p> <p>P Hollinsworth advised that using two- factor authentication was a condition of the Cyber Insurance policy.</p> <p>A member then asked if the data on the new IT system was stored in a Microsoft Cloud. P Hollinsworth advised she would ask the Finance Manager and get him to email the answer.</p> <p>Members had no other comments or questions and the report was approved.</p>	PH

5.	<p><u>Complaints 2021-22</u></p> <p>Prepared by M Menabney, Chief Executive.</p> <p>The report provided members with information on all complaints received within the scope of the Association's Complaint Handling Procedure during 2021-22.</p> <p>Members agreed this was a very helpful report as it clearly set out the types of complaints received and the learning outcomes that arose.</p> <p>Members are confident complaints are being dealt with appropriately and there were no questions.</p> <p>The report was approved.</p>	
6.	<p><u>Yorkhill Landlord Audit Report May 2022</u></p> <p>Prepared by S Pattison, Compliance Manager.</p> <p>S Pattison explained that the Association subscribes to the EVH Landlord Facilities Health, Safety and Welfare Management System. As part of this subscription an external audit is carried out by ACS auditors.</p> <p>The audit took place on 18th May 2022 and was The Association's first audit.</p> <p>The report shows the findings were generally positive with most areas being considered as fully conforming. A few areas were noted as part conform; however the auditor did note that the Association was aware of these areas, and steps to address the issues had already begun.</p> <p>An action plan was appended to the report to show what must be addressed to fully conform. Some parts of the action plan have already been completed such as the Emergency Response Plan.</p> <p>Others such as training needs are due to be completed soon. Training on legionella, working at heights and asbestos has been scheduled for July and August 2022.</p> <p>Members were pleased the audit was so positive. They noted the contents of the report and approved the action plan.</p> <p>M Green asked S Pattison to discuss the Emergency Response Plan next (item 8 on the agenda) as this was produced as part of the action plan.</p>	

7. Equalities Information Collection

Prepared by S Pattison, Compliance Manager.

S Pattison advised that there had been much debate about the requirement to collect Equalities Information.

GWSF have facilitated meetings and discussions to allow associations to share their views and concerns surrounding the workload involved in data collection, UK GDPR issues and the value of the data being collected.

He advised David Bookbinder (GWSF Director) has written a blog about this and members could go on to the GWSF website to view this.

For The Association the next phase of the equality data collection exercise would involve issuing data collection forms to committee members.

S Pattison explained that the forms would be optional and anonymous, to provide a purely statistical profile. Any member wishing to detail special requirements will be advised to contact A Brown who will then issue them with a transparency statement/consent form which will ensure any personal information collected will be dealt with appropriately and protected under UK GDPR.

A member raised concerns about why the Association would want to know if you are married, disabled etc. They highlighted that this was personal and requesting this information could be construed as intrusive or offensive. S Pattison explained that associations should collect data on all nine protected characteristics to comply with requirements.

S Pattison explained the data collected could be used to help shape services. He acknowledged that in some cases tenants will have already told the Association about their needs through the application form, but he advised it would be extremely challenging to bespoke forms to suit every individual.

He explained that there is a "prefer not to say option" with every question so individuals can make a choice not to answer.

A member then questioned the basis of collecting and storing the information as UK GDPR only allows the Association to request and hold data for business reasons.

	<p>S Pattison advised that we should have a legal basis for collecting information and that equalities data collection was a regulatory requirement which is a legal basis for processing.</p> <p>Initially the Regulator had wanted to attribute the information gathered to individuals however this was not supported by the Equalities and Human Rights Commission, and they agreed the information could be anonymised.</p> <p>He stressed again that there is an option for people to prefer not to answer any of the questions they do not wish to.</p> <p>Members had no further questions but felt it was important to keep on top of the resources and senior staff time spent on the data collection.</p> <p>Members approved the report, and A Brown will send forms to committee members for them to complete and return anonymously. An option is available to provide named information should they wish to. A transparency notice would be issued and consent requested should that be the case.</p>	AB
8.	<p><u>Emergency Response Plan</u></p> <p>Presented by S Pattison, Compliance Manager.</p> <p>A recommendation in the Landlord Safety Audit Report was to develop an Emergency Response Plan to ensure there is effective reaction to emergency situations.</p> <p>S Pattison explained that procedures were already in place and the Emergency Response Plan formalises these by providing an incident response checklist. This checklist can be used by all members of staff to ensure a robust and effective response in the event of an emergency.</p> <p>Members had no questions and the plan was approved.</p>	
9.	<p><u>Membership Applications/Cancellations</u></p> <p>There were no new membership applications.</p> <p>2 cancellations noted for [REDACTED], Share cert 105, deceased. [REDACTED] Share cert 176, deceased.</p> <p>The membership number as of 31st May 2022 is 103.</p>	

	<p>A member expressed concern over the low numbers of Committee members. P Hollinsworth advised Committee membership numbers were a strategic priority and had been discussed at the Review Weekend in May.</p> <p>As confirmed in the Review Report (Item 4) work to address this will begin in July 2022. A member suggested that existing Committee members could look to set up a small working group to assist with this. P Hollinsworth advised she would take this suggestion to the next Senior Management Meeting. Two members expressed an interest in joining the working group.</p>	PH
10.	<p><u>Report from GWSF</u></p> <p>The GWSF Annual Regeneration Conference will take place at the Reidvale Neighbourhood Centre on 24th June 2022. Two members are attending and will provide feedback at the next meeting.</p>	
11.	<p><u>Report from SFHA</u></p> <p>The SFHA Annual Conference took place on 18th and 19th June 2022. No staff or committee members attended so there is no report from this.</p>	
12.	<p><u>Report from EVH</u></p> <p>P Hollinsworth had distributed a report from EVH prior to the meeting. The report confirmed that pension deficit contributions will no longer be required over the period October 2022 – March 2023.</p> <p>EVH Annual Conference will take place on 8th and 9th September 2022. Two members expressed an interest in attending and will contact A Brown to make a booking.</p>	AB
13.	<p><u>AOCB</u></p> <p>A member asked what management of the Overnewton Community Centre entails and if the Association pays public liability insurance in respect of the centre. They asked if there was a formal agreement in place and added it is important Committee knows what responsibilities The Association has to the users.</p>	

	<p>P Hollinsworth advised The Association has an occupancy licence for the centre, but she was unaware of its conditions so will check this. She will also check the implications involved with the Public Liability Insurance with the insurers and provide an update at the next MC meeting.</p> <p>There was no other business and the meeting closed at 6.45pm</p> <p>Date of next meeting: <u>6pm Thursday 11th August 2022 VIA Zoom.</u></p>	PH
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Signed as a Correct Record Chairperson

