

Prospect Community Housing
 Committee Meeting – May 2023
 31 May 2023, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie	Chairperson
	Jolly Oluka	Secretary
	Peter Matthews	Treasurer
	Mo Connolly	Vice Chair
	Simon Campbell	Committee Member
	Alan Gee	Committee Member
	Mary MacRaid	Committee Member
	Chuks Ododo	Committee Member
	Shulah Allan	Committee Member
	Sharon-Lee Bow	Committee Member
	Amanda Miller	Committee Member
	Brendan Fowler	Director
	Catherine Louch	Housing Manager
	Neil Munro	Property Services Manager
	Marianne Wilson	Corporate Services Officer
	Fiona McLuckie (left after item 4)	Welfare Rights Officer
	Caroline Richards (left after item 4)	Community Projects Officer

Apologies: None

Leave of Absence: Milind Kolhatkar Committee Member

1	Welcome and Apologies
	Naomi MacKenzie welcomed all attendees to the meeting.
2	Declaration of Interest
	There were no declarations of interest.
3	Welfare Rights Update
	<p>Naomi welcomed Fiona McLuckie to the meeting.</p> <p>Fiona introduced her report that highlighted the results that had been achieved over the past year. Once again, over £1m has been generated on behalf of our tenants via our Welfare Rights service. Fiona advised that she had attended an LGBTQ+ conference recently that has encouraged some changes, which keeps the service she offers diverse.</p> <p>A question was asked around the external debt service and if this has helped Fiona in her role. Fiona confirmed that by making a referral direct for the contact to phone the tenant, it makes it more accessible.</p>

	<p>Fiona highlighted some statistics on her graph, which shows that there has been a drop in disability benefits in the second half of the year due to delays in processing. This has now caught up in the first quarter of 23-24.</p> <p>Fiona noted there were less fuel vouchers now available as funding has changed from the Government on this.</p> <p>A question was asked about Tribunals and if Fiona attends these with the tenants. Fiona confirmed she does attend but that she is not allowed to ask any leading questions, but she has an opportunity to speak at the end of the hearing.</p> <p>A question was asked about the child payment. Fiona advised that the new child benefit is a Scottish benefit of £25 per child for people already in receipt of children's benefits, is available for all children under 16.</p> <p>It was asked if we have seen an increase in calls in the last year for housing advice. Catherine advised that the calls are initially answered by the Housing Assistant and that the majority of the calls are around Edindex queries. As Brendan is on the Edindex board, he also confirmed that numbers have gone up to around 23k people on the list as there is a reduction in turnover. This can result in waiting times up to 3 years for priority homeless applicants.</p> <p>Brendan thanked Fiona for all her hard work and Naomi thanked Fiona for her time.</p>
<p>4</p>	<p>Community Projects Update</p>
	<p>Naomi welcomed Caroline Richards to the meeting.</p> <p>Caroline presented her Community Projects Update and focused on the energy projects that have been a success. When Caroline last attended a committee meeting in November, she explained that we were unsuccessful with an application to the fuel fund. Following this meeting, more funding was made available. We were granted this fuel support fund, along with some other small funds that Caroline had applied for.</p> <p>Caroline advised the funding from EVH was used to purchase warm packs, noting these were hugely welcomed and encouraged engagement with our tenants. By giving the Warm Packs on the tenant's doorsteps face to face, this helped Prospect refer tenants to other energy projects that were running, as tenants were more receptive to help. Caroline found tenants enjoyed and welcomed the company and conversations that this project facilitated.</p> <p>Caroline also worked alongside the energy adviser from Score Scotland, who went out to tenants' homes to offer advice and products, such as offering thermal curtains, door curtains, duvets. This was paid through the fuel support fund and although it is coming to an end, there is a larger project with Archie members underway; an energy advisor has now been recruited and will be shared amongst the Archie housing associations.</p> <p>Caroline advised that new funding meant that Prospect could buy slow cookers for tenants and the Health Agency provided 2 cooking sessions which were fully subscribed.</p>

	<p>The committee asked for an update on the Place Plan. Caroline advised that some of the projects are longer term however some smaller projects are now underway, and Caroline is keeping up to date with the council and how things are progressing.</p> <p>Caroline took the opportunity to discuss the Wester Hailes Fun Run taking place on 11th June and advised registration is still open.</p> <p>Naomi thanked Caroline for her presentation and Caroline and Fiona left the meeting at this point.</p>
5	Minutes of Meeting held on 26 April 2023
	<p>The minutes of the meeting held on 26 April 2023 were proposed by Mary MacRaid, seconded by Jolly Oluka, and approved by all members present.</p>
6	Matters Arising Report
	<p>The Matters Arising report was noted.</p>
7	Register of Undertakings
	<p>The Register of Undertakings was noted.</p>
8	Policy Review
	<p>The PER14 Relationships at work was presented by Brendan Fowler and noted there were no significant changes.</p> <p>The COR24 Procurement Strategy policy was presented by Neil Munro and noted that there were no changes to this policy.</p> <p>A discussion took place around Fair work policies, following new guidance which recently came in. This relates to not using zero-hour contracts, appropriate engagement and best practice of how to manage the workforce. It was agreed that the Management team would review this and bring back the Procurement Strategy policy to the June Committee meeting.</p> <p>The decision to accept the PER14 Relationships at Work policy was proposed by Mo Connolly, seconded by Shulah Allan, and approved by all members present.</p>
9	Management Team Report
	<p>Brendan mentioned the positives of most people attending in person tonight.</p> <p>Neil advised that we have successfully recruited a property officer and a modern apprentice. Both new employees will be with us by mid-July.</p> <p>Catherine discussed the new social media project running called “Monday Meets” which introduces staff members of Prospect and asked if any committee members would be keen to do the same. It was agreed that committee members can let Catherine know if they wish to take part.</p> <p>Colin noted his section of the report and confirmed that the field work from the external auditors is now complete, and we are awaiting the outcome of their work.</p>

10	Quarterly Key Performance Indicators to 31 March 2023	
	<p>Brendan noted that a lot of the information in this document is similar to the ARC report further on in the agenda.</p> <p>Within Neil's section on the report on repairs, it was asked if further information was available on the performance percentage on graph 3.3 around response time on repairs. It was highlighted that this has improved in the last quarter. It was agreed that when the Management Team review the KPI document layout, they will consider including the numbers as well as the percentage.</p> <p>Catherine highlighted that there are only 27 new tenancies, which ties in with the earlier discussion around the turnover of voids being lower. The committee also asked to have a count as well as % on the Voids Housing Graph.</p> <p>Colin highlighted his graph on 6.9, showing the pattern in recent inflation pressures. He also noted that he is still looking into reactive maintenance in more detail.</p> <p>The Quarterly KPI report was noted.</p>	
11	Quarterly Arrears Report	
	<p>Catherine proposed that this is the last time she will produce this report and instead include more data around arrears in the Quarterly KPI report. The report was introduced when arrears were high and now that they have come down and settling, there is no need for a separate report. The committee agreed but asked that the breakdown of arrears by property size was kept when reporting in the KPI document.</p> <p>Catherine advised there are no changes or patterns in the last quarter.</p> <p>The Quarterly Arrears report was noted.</p>	
12	Scottish Housing Regulator Annual Return on Charter	
	<p>Brendan Fowler introduced the Annual Return on the Charter (ARC) to SHR on our performance. He advised much of the information contained within the document links to the Key Performance Indicators report.</p> <p>The SHR Annual Return was proposed by Peter Matthews, seconded by Amanda Miller and approved by all members present.</p>	
13	Risk Management Quarterly Review - Compliance	
	<p>Brendan presented the Compliance category and the below 3 risks were discussed –</p> <ul style="list-style-type: none"> • Failure to comply with Scottish Regulator – Brendan advised that unmanaged, this would be a red, but as we have a lot in place to ensure we do comply, the residual score is a 2. We do not plan on changing anything on it. 	

	<ul style="list-style-type: none"> • Failure to comply with regular gas and safety checks – Neil advised he was not proposing any change to this risk. • Health & Safety - Neil advised he was not proposing any change to this risk. <p>The Compliance risk category was proposed by Alan Gee, seconded by Jolly Oluka and approved by all members present.</p>
14	5 Year Financial Projections
	<p>Colin advised this was the same report as seen in previous years, which is largely based on budget projections that were approved by the Budget Working Group and committee in January.</p> <p>The 5-year Financial Projections report was proposed by Peter Matthews, seconded by Alan Gee, and approved by all members present.</p>
15	Quarterly Health & Safety Report to 31 March 2023
	<p>Neil gave an overview of the report. He noted the training that was recently undertaken.</p> <p>The committee discussed Health & Wellbeing, following on from their recent training and asked how this could be incorporated into the Health & Safety report. It was suggested that a Stress and Wellbeing section can be added going forward.</p>
16	Developments
	<p>Neil advised that the Kingsknowe contract is getting worked on, following letters being recently exchanged. The works are due to start in April 2024. Neil noted that he would try to arrange a site visit for the Committee in the future.</p> <p>The committee asked if going forward there can be a summary table included in the Development report to advise where we are in terms of the grant and what has been spent so far.</p> <p>A discussion also took place around other Development opportunities and how Prospect is best placed to take advantage of these. Brendan advised that Harbour Homes are available to do some work for us in this area. He will speak with them further and come back to the committee with some options. We may also be able to budget for a Development resource in the next budget round.</p>
17	Information Only Items
	<p>The following reports were noted:</p> <ul style="list-style-type: none"> - None
18	AOCB
	<p>Naomi MacKenzie thanked everyone for attending the meeting.</p>
19	Date of Next Meeting: Wednesday 28 June 2023 at 19:00

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Signed:

Date: