

CLOCH HOUSING ASSOCIATION LIMITED

Minutes of the Finance & Corporate Services Sub-Committee held on Thursday 28 November 2019 at 6.15pm in the Association's offices at 19 Bogle Street, Greenock.

Present: Julianne Scarlett
Alison Greenhill (Chair)
Brian Corrigan

Attending: Kes Cameron (Finance Manager)
Liz Bowden (Corporate Services Manager)
Ewan Barr (ICT Manager)
Louise Carlin (Team Leader, Customer Connections), Minute Taker

Item	Detail
1.	<p>Apologies and Declarations of Interest and Election of Chair</p> <p>Apologies were received from Kelly Ferns and Ronny Lee. There were no declarations of interest.</p> <p>Alison Greenhill was elected as Chair.</p> <p>Corporate Services Manager requested that items 8 to 11 were presented first to allow her to leave the meeting early for a family issue.</p>
2.	<p>Minutes</p>
2.1	<p>Minutes of Meeting held on 20th August 2019*</p> <p>Resolution</p> <p>The Minutes were proposed and seconded and unanimously approved.</p>
2.2	<p>Confidential Staffing Minute of 20th August 2019*</p> <p>These Minutes were circulated prior to meeting.</p> <p>Resolution</p> <p>The Minutes were proposed and seconded and unanimously approved.</p>
	<p>Item 8 was presented first.</p>
3.	<p>Matters Arising</p> <p>There were no matters arising.</p>

4.	<p>Factoring Report</p> <p>The Finance Manager took the Committee through the report highlighting the following main points:</p> <ul style="list-style-type: none"> • Factoring debts are continuing to decrease, lowest debt has been 24% less than last year at this time. • Total Factoring debt is £45.8k • Of the 322 owners, 70 have debts with 18 of those being under £50. Anything under £50 doesn't get pursued due to costs of pursuing. • 67% of the debt is paid by direct debit/payment plans. • 84% of the debt is secured by Notices of Potential Liability. • £25k of the debt have decrees granted relating to 11 owners, 6 have made payment plans, 5 have been passed to the Sheriff Officer to assess employment for earnings arrestment. • 10 owners are at stage 2 of debt recovery and have been issued a letter around the next course of action. <p>One member commented that the downward trend with debt is positive</p> <p>Another committee member asked how often are payment plans revisited. The Finance Manager advised that any payment plan entered into should clear debt before next invoices are issued.</p> <p>Resolution</p> <p>The Committee noted the report.</p>
5.	<p>Rechargeable Repairs Report</p> <p>This report has been deferred to the next Sub-Committee meeting. Finance were unable to finalise this report for the meeting due to staff absence and other competing priorities.</p>
6.	<p>ICT Report Update</p> <p>The ICT Manager noted that there was an error in the executive summary of his report. The Windows 7 device still to be removed is an error, this device was replaced after the report was prepared.</p> <p>The main areas highlighted by the ICT Manager were as follows:</p> <ul style="list-style-type: none"> • All major projects in the action plan are almost complete: – multifunction devices all replaced now, contract cheaper, joint procurement with OTHA. Annadata company been great in comparison to previous contractor. • Windows 7 devices are now off the network prior to the January 2020 deadline for windows support. All devices now on Windows 10.

	<ul style="list-style-type: none"> • ICT Disaster Recovery Procedure is being executed this weekend. This procedure will test what would happen if all IT systems failed. Oak Tree Housing Association servers will be tested to see if Cloch staff can log in remotely. A member of staff from Glen Oaks Housing Association has volunteered to assist test the disaster recovery process. An updated procedure note will be brought to next Sub-Committee meeting. • An IT survey had been issued to all staff to measure staff satisfaction with the performance of the IT infrastructure and staff team. A report on the outcome of this survey will be presented to the next meeting. • Tecnica Helpdesk support tickets have increased from last year, this is due to a change in process that now allows Ewan and Richard to log tickets. <p>The ICT Manager was asked if OTHA would be testing their IT Disaster Recovery also. The ICT Manager confirmed that he would be testing both sites on the same day.</p> <p>Resolution</p> <p>The Committee noted the report.</p>
7.	Finance
7.1	<p>Management Accounts Quarter 2</p> <p>The Finance Manager presented a report of the Quarter 2 Management Accounts and highlighted the following:</p> <ul style="list-style-type: none"> • The Associations income summary shows a good performance against budget. • The new MPS contract shows a reduction in cost per job. Please note there is a typing error on page 4, this should read 2719 jobs. • Non utilisation fees relates to the loan for Kings Glen which has now been secured and against units and is ready to be drawn down. HAG to be used first, therefore these fees will continue to be paid on loan. • Loss has been made due to the sale of shared ownership property, waiting on confirmation from the Scottish Government about how much grant has to be paid back. • Statement of Financial position shows current assets which is a good position for the Association, up 9% from the year end. Net worth £13.32m. • Covenants were all met at end of quarter all with significant headroom. <p>Resolution</p> <p>The Sub-Committee approved the Q2 2019/20 Management Accounts.</p>
7.2	Treasury Report

	<p>The Finance Manager took the Sub-Committee members through the Treasury Report.</p> <ul style="list-style-type: none"> • Cash held has increased to £4.66m. • Average interest of 0.93% up from 0.78% last year (£8k more interest received against the same period last year). • Accounts are held with reputable banks. • Rates received are competitive. • Kings Glen £4.3m loan in place with non-utilisation fees of £33.2k to date. 58 properties used to secure funding and work due to start before end of calendar year. HAG funding to be used first so the Association will still be paying non utilising fees. • 30 OTHA properties were released to secure this transaction which meant CHA only had to give an additional 28 properties as security for an additional £4m of loan funding. Normally 100 properties would need to be given as security for a loan of this size, so we have minimised the risk to the association. <p>A Board Member referred to page 3, Key Operational Observations from the Treasury Report, 6th bullet point “<i>a new fix rate transaction was entered into with BoS against the £3.2m variable loan.....</i>” it should be added into the narrative that this decision was made under the appropriate delegated authorities.</p> <p>Resolution</p> <p>The Sub-Committee noted the report</p>
<p>8.</p>	<p>Corporate Services Managers Report</p> <p>The Corporate Services Manager took the meeting through the report.</p> <ul style="list-style-type: none"> • Working with young People is going well. A student from St Stephen’s High School is coming in on Thursday mornings. • The Young Person Steering Group has developed a strategy, they will also require a small budget of around £4k to fulfil some of the items required. • The Young Clochie club has been discussed with the group. Cloch will be looking to fund membership for the “Imagination Library.” This is charity run by Dolly Parton, children who are members receive a book in the post every month until their 5th birthday. £3k of the £4k budget would be required for this. • A further £1k is required for taking part in the Recruit Programme. • The group may be looking for additional funding. • New Property Services Officer has started her employment with Cloch. • E-bike project will continue in the spring.

	<p>An error was noted in report with age discrepancy, The CSM confirmed that the age group for the Young Clochie club is 3 to 7 years, but the library scheme is for children aged 0 to 5 years.</p> <p>One member asked if there is a UK organisation that would do the same thing as Imagination Library. The CSM wasn't aware of any, but offered to look into this. The Committee confirmed that this was not required.</p>
9.	Policy Review
9.1	<p>Membership Report and revised Policy</p> <p>The CSM presented the Membership Report.</p> <ul style="list-style-type: none"> • When reviewing the membership register it was noted that it doesn't hold all the information required by the Rules. The CSM will carry out a full audit of the Membership Register and also enquire about changing it into a digital format. • Once the register is reviewed it can be approved by the Committee. <p>Resolution</p> <p>The Policy was proposed and second and unanimously approved by the Board.</p>
10.	Sickness Absence KPI Report Quarter 2
	<p>The CSM reported that short term absence has reduced with only one person now on long term sick although this does not show in this 2nd quarter. This is good news.</p> <p>Staff turnover is still low, one staff member has left but this was due to a long commute and balancing family life.</p> <p>A question was raised about the stress related absences. The CSM confirmed that this was all in hand and being dealt with in appropriate manner. One was a short term and one long term.</p> <p>Resolution</p> <p>The Sub-Committee noted the report.</p>
11.	Health & Safety July Updates
	<p>The CSM reported on the update received from EVH for the Health and Safety Manual.</p> <p>Following on from the recent incident at RCH, training has been rolled out to staff on lone working and dynamic risk assessments and so on.</p>

	<p>A member advised that is important to ensure training is up to date for staff and Board and that training records are in place to evidence this. These records should also be signed.</p> <p>Resolution</p> <p>The Sub-Committee noted the report.</p> <p>.</p>
<p>12.</p>	<p>AOCB</p> <p>A member referred back to the Treasury Management Report. Item 2.5 second bullet, “<i>circa 490k of savings against planned assumptions.</i>”</p> <p>This commented that this reads as if there is an extra 500k floating around?</p> <p>Also item 4.2 future forecasts – reads like Libor rates will be lower? Can someone explain what a no deal brexit will mean?</p> <p>Action</p> <p>The FM confirmed that answers will be provided at next meeting.</p>
<p>13.</p>	<p>Date of Next Meeting: 25th February 2020</p>
	<p>Meeting closed at 19.22</p>