

Prospect Community Housing
 Committee Meeting – May 2024
 29 May 2024, 7:00 PM — 9:00 PM BST

Present:	Naomi MacKenzie Mo Connolly Jolly Oluka Peter Matthews Milind Kolhakar Alan Gee Sylwia Bogusz Simon Campbell Chuks Ododo Amanda Miller Nikki Ross Jeremy Hewer Brendan Fowler Catherine Louch Neil Munro Marianne Wilson Fiona McLuckie	Chairperson Vice Chair Secretary Treasurer Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Committee Member Director Housing Manager Property Services Manager Corporate Services Officer Welfare Rights Officer (left after agenda item 3)
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Apologies:	Jolly Oluka Sharon-Lee Bow Colin James	Committee Member Committee Member Finance Manager
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1	Welcome and Apologies
	Naomi MacKenzie welcomed all attendees to the meeting and apologies were noted for Sharon-Lee Bow, Jolly Oluka and Colin James.
2	Declaration of Interest
	Jeremy Hewer and Nikki Ross declared their interest in Item 9, Committee Correspondence.
3	Welfare Rights Update
	<p>Naomi welcomed Fiona McLuckie to the meeting.</p> <p>Fiona gave an overview of her role as Welfare Rights Officer for the benefit of new members of the Committee and presented her Annual Report.</p> <p>Some questions were asked around the survey carried out on the Welfare Rights service. Fiona and Catherine gave some further feedback on this and advised there were 12 questions asked, some examples of the questions were if people had heard of the service, if they had used it and if advice given was clear. 100% of tenants who answered that English was their second language, said they could understand Fiona.</p>

	<p>Fiona advised that she uses a combination of Google translate, language line, family members and communicating face to face.</p> <p>A question was asked around pension credits and Fiona advised we are picking up on this when people come off Universal Credit. A question around Carer’s allowance was also asked and if we have many overpayments, Fiona advised this has not been a big issue for Prospect tenants.</p> <p>Fiona advised we do not currently compare our Welfare Rights stats with other organisations however we are transitioning to a new system called “Advice Pro” which may help with that, aswell as reducing both paperwork and using word documents.</p> <p>Naomi thanked Fiona for her continued hard work and the presentation this evening. Fiona left the meeting at this point.</p>
4	Minutes of Meeting held on 24 April 2024
	<p>The minutes of the meeting held on 24 April 2024 were proposed by Mo Connolly, seconded by Chuks Ododo, and approved by all members present.</p>
5	Matters Arising Report
	<p>The Matters Arising report was noted.</p>
6	Register of Undertakings
	<p>The Register of Undertakings were noted.</p>
7	Policy Review
	<p>PER08 Leave and Time Off policy was presented by Brendan Fowler, who noted the main change was reflective of the new legislation around carer’s leave.</p> <p>Peter raised some points around the EQIA and asked if this could be looked at again, mainly noted that indirect discrimination has not been recognised. After further discussion on this, Brendan asked Peter to email him direct with his points for the management team to look at and bring back the policy and EQIA next month for approval.</p>
8	Management Team Report
	<p>Brendan highlighted the section of his report on Housing Emergency in Edinburgh and explained about the allocation policy review and his involvement in this as he is on the EdIndex board. He will keep the committee up to speed on this. Brendan advised that Marianne will be emailing the Committee soon to set up their appraisals, which will either be in person or self-assessment, depending on what they completed last year. All appraisals are required to be completed by the AGM in September.</p> <p>Neil provided an overview of his section of the report.</p> <p>Catherine re-emphasised the positive news that the Energy Advisors are funded for another 2 years through the ARCHIE group, which Harbour Homes applied for. The energy advisors are basing themselves in our Prospect office every Wednesday.</p>

	<p>Brendan went over Colin’s section of the report in his absence and advised no major issues from the field work of the External Audit. One thing to note at this stage is that – before the audit began – Colin noticed that in last year’s accounts we had incorrectly classified a £2m balance within one of our bank accounts as an investment (maturing over a period exceeding 3 months) rather than cash (deposit maturing / accessible in under 3 months). Confusion here arose from the fact that the same RBS account type offers two different options of 95-day and 35-day notice; our coding described it as the former when it was in fact the latter. This is not a major issue as it has zero impact on either the profit or reserve figures shown for 2022/23 – this is more of a technical issue between balances within the Statement of Financial Position which requires comparative figures from last year to be restated in places. This was drawn to the attention of Azets and relevant 2023 figures will now be shown as restated per the guidance of the auditor.</p>
9	Committee Correspondence – New Members
	<p>Jeremy Hewer and Nikki Ross left the meeting for this agenda item.</p> <p>Brendan confirmed that last month Jeremy and Nikki were co-opted onto the committee. This did not require them to be members of Prospect, but they have now submitted membership applications.</p> <p>The decision to approve the new members Nikki Ross and Jeremy Hewer was proposed by Peter Matthews, seconded by Alan Gee, and approved by all members present.</p> <p>Nikki and Jeremy rejoined the meeting.</p>
10	Quarterly Key Performance Indicators to 31 March 24
	<p>Catherine noted the Rent Arrears were at 5.5% as of 31 March 24. 71% of our lets went to homeless people, which is above the target set by EdIndex of 50%. Catherine noted that a great improvement was been made on void turnarounds, which is down from 54 days to 35 days. Brendan added that a recent void audit has been carried out and the verbal feedback from the auditor has been positive.</p> <p>On the Feedback section, Brendan advised that we are doing a lot of work around the new complaints procedure, which has resulted in some changes already with how staff are logging complaints.</p> <p>Neil gave an overview of the repairs KPI’s. The committee noted that they were pleased to see the improvement with tenant satisfaction.</p> <p>Brendan confirmed that the 24/25 targets the committee agreed on at the start of the year will appear in Q1 of this year.</p>
11	Scottish Housing Regulator Annual Return on Charter
	<p>Brendan drew attention to the changes between last year’s submission and this year’s, highlighting some of the areas which Prospect has made great improvement on.</p>

	<p>The decision to approve the Scottish Housing Regulator Annual Return on Charter was proposed by Alan Gee, seconded by Milind Kolhatkar, and approved by all members present.</p>
12	<p>Risk Management Quarterly Review – Compliance Category</p> <p>Brendan gave an overview to the new committee members about our Risk Register and how the Management team look at each category throughout the year and each quarter a different category is brought to the Management Committee, typically the red risks being brought for review.</p> <p>Failure to Comply with Regulatory Bodies This risk was originally around loss of charitable status, however the management team have decided to expand this to other regulatory bodies – financial conduct authority, companies house and requirements around property factor register.</p> <p>A discussion took place around risk scoring. Brendan advised that a lot of the scoring is subjective. He will look to carry out a briefing session on how the Risk scoring works for Committee before the next Risk category is brought next quarter.</p> <p>Failure to comply with SHR There were no changes to the scoring, but the narrative has been updated.</p> <p>Gas and Electric Safety Checks Neil advised we are continuing to tolerate the risk.</p> <p>Failure to comply with H&S Requirements Neil noted little change on this one apart from some of the narrative.</p> <p>The decision to approve the Risk Management reports presented was proposed by Sylwia Bogusz, seconded by Amanda Miller and approved by all members present.</p>
13	<p>5 Year Financial Projections</p> <p>Brendan gave an overview of the 5 year Financial projections in Colin’s absence, and advised the Committee have already seen this information as it is taken from the budget that was approved in January.</p> <p>The 5 Year Financial Projections were proposed by Peter Matthews, seconded by Alan Gee, and approved by all members present.</p>
14	<p>Quarterly Health & Safety Report to 31 March 24</p> <p>Neil drew attention to accidents, incidents and near misses and it was agreed that the details on these would be brought to Committee in June via Matters Arising. It was agreed that going forward the report will give a brief description of these and if they related to Staff or Tenants.</p> <p>Neil advised that ACS carried out a recent landlord audit again and that we are working through their suggestions, which are noted on the H&S Action log.</p>

15	Development Update	
	<p>Neil advised that there should be a paper in June or August for a decision on the Woods Centre. The Development Working Group met last month to discuss possible options with the site before proceeding with the plan application.</p> <p>Neil gave an update on Clovenstone Drive and Gardens sites.</p>	
16	Information Only Items	
	<p>The following reports were noted:</p> <ul style="list-style-type: none"> - Annual Report on Procurement - Quarterly Statistics Report 	
17	AOCB	
	<p>Naomi MacKenzie thanked everyone for attending the meeting.</p>	
18	Date of Next Meeting: Wednesday 26 June 2024 at 19:00	

Signed:

Date: