

**MINUTES OF THE 3<sup>RD</sup> OPERATIONS AND PERFORMANCE SUB COMMITTEE MEETING OF WILLIAMSBURGH HOUSING ASSOCIATION, HELD ON WEDNESDAY, 19<sup>TH</sup> APRIL 2023 AT 6.00PM (HYBRID).**

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<b>PRESENT:</b>	D. Eadie M. Symons T. Thomson J. Scott E. McDermott	Convenor
<b>IN ATTENDANCE:</b>	L. Ferrie L. Reynolds S. Miller	Head of Housing Services Head of Property Services Community Regeneration Co-ordinator

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**1. (a) Apologies**

Apologies were received from J. Kerr (Committee member).

**(b) Declarations of Interest**

There were no declarations of interest.

**2. (a) Minutes of Operations and Performance Sub Committee Meeting: 18.01.23**

The minutes of the 2<sup>nd</sup> Operations and Performance Sub Committee meeting held on Wednesday, 18<sup>th</sup> January 2023, were approved, on a motion proposed by T. Thomson and seconded by M. Symons.

**(b) Matters Arising**

There were no matters arising.

**3. Community Regeneration Report**

Investing In Communities Fund

Unfortunately, our partnership bid with Paisley Housing Association was unsuccessful. We received very positive feedback from the Scottish Government about our application. They just had too many applications submitted leading to a high over subscription for the budget. A couple of local organisations were successful, but they were asked if they could still run their programmes with a reduced budget, again due to the amount of bids submitted. The comments that were received will be used for any future similar funding, if it becomes available.

### **3. Community Regeneration Report Contd.**

#### Community Mental Health & Wellbeing Fund Tranche 2

We have been successful in accessing around £14,000. £4,000 in partnership with FLAIR and £10,000 with Jones & Us. They will run a Men's fitness programme. One is in Johnstone in Thorn Academy. One will be in Paisley. Still looking for a suitable venue after trying 1 or 2 different places.

For the £4,000 we have provided £1,200 to Walkinshaw Centre to run family fun nights, films, games etc. Our Place Our Families will receive £1,500 to expand on the men's activity group that they ran as part of their Winter Connections programme. We will post information about all these ongoing activities on our social media to encourage as many families and individuals to go along as possible.

#### Charity Shop Gift Card

This is a pilot project, the only one in Scotland, being run in partnership with W.H.A., Renfrewshire Council, Engage Renfrewshire, STAR project and The Charity Gift Shop Charity and HomeStart Renfrewshire. We received 20 x £50 vouchers that will be distributed to those families that are most in need of this support. At present, the vouchers can only be used at Shelter in Paisley. They can be used on any items within the shops which the family need at that moment. They do not need to use the whole amount at the one time.

### **4. Property Assets Report**

This report was presented by L. Reynolds.

L. Reynolds drew Committee's attention to the current compliance status with the SHQS which will be reflected in the upcoming Annual Return on the Charter (ARC) submission. Details relating to current fails and resolutions planned for SHQS full compliance were discussed, and Committee advised the information was detailed and straight-forward to interpret.

Performance for the Maintenance Services Team for both the Quarter and the year end was discussed, detailed on the accompanying scorecard. Overall the performance has been maintained or improved on, with plans in place to improve timescales for void property works and Aids and Adaptations referrals.

Discussion took place relating to the status of the procurement of reactive, void and out of hour service providers. L Reynolds advised this was in progress, with membership of Procurement For Housing (PFH) confirmed and Contractors being encouraged to join the Framework.

#### 4. Property Assets Report Contd.

Committee advised approval of the additional information made to the section on near miss/incident reporting, with information now being provided on further steps/actions taken following any incident reports during the Quarter.

J. Scott suggested that all the details relating to near miss/incidents/accidents should be presented in full for the whole calendar year within the annual January Health and Safety Report which is presented to the Management Committee. L. Reynolds advised this would now be included in the January 2024 Health and Safety Report.

#### 5. Housing Services Report

Prior to presenting the report, L. Ferrie advised that some figures within the report may appear differently in the Annual Return on the Charter following the closure of year end business.

L. Ferrie drew Committee's attention to the performance of the Housing Services team for both the quarter and the year end, with comparisons to our targets and also the Scottish average figures for 2021/2022. In the main, the Housing Services team has performed well, achieving or exceeding targets. Where targets have not been met, these areas will be monitored for improvement in 2023/2024.

A discussion around the homeless target of 40% and the difficulties in achieving this target took place. L. Ferrie explained that void properties are offered to Renfrewshire Council and it is their responsibility to match an applicant to them. L. Ferrie also advised that not all offers made to homeless applicants are accepted by them.

It was agreed that L. Ferrie would contact Renfrewshire Council to request a review of the overall target. **Post meeting note – FLAIR Chief Executives plan to meet with personnel from Renfrewshire Council to raise various matters, including this.**

Committee noted the content of the report.

## **6. Factoring Report**

L. Ferrie advised that following the transfer of Williamsburgh Property Services to Williamsburgh Housing Association, our performance in relation to our factoring service would be presented to this Sub Committee.

L. Ferrie presented the report highlighting the number of sales during the year, and also the level of factoring arrears. Following discussion, committee members provided details of additional information that they would like to see presented, going forward. L. Ferrie advised that she would arrange for the additional reports for the next meeting.

Committee noted the content of the report.

## **7. Rent Calculation Sheet 2023/2024**

L. Ferrie presented the Rent Calculation Sheet to be used when calculating rents at point of relet during 2023/2024, confirming that the rent increase of 5.5% had been included.

Committee noted the content.

## **8. Annual Lettings Plan**

L. Ferrie presented the Annual Lettings Plan for 2023/2024 that includes our target lets for the year for the following groups:

Homeless (40%)  
Nominations (10%)  
Direct applications (25%)  
Transfers – non mobility (12%)  
Transfers – no housing need (5%)

Committee considered the content of the plan and approved its implementation on a motion proposed by M. Symons and seconded by J. Scott.

## **9. Any Other Business**

L. Ferrie advised that there were no other items of business for the Committee's consideration.

**10. Date and Time of Next Meeting**

D. Eadie thanked everyone for their attendance and advised that the next scheduled meeting of Williamsburgh Housing Association's Operations and Performance Sub Committee would be held on **Wednesday, 9<sup>th</sup> August 2023.**

**CONVENOR:** .....

**DATE:** .....