

**WELLHOUSE HOUSING ASSOCIATION  
MINUTES OF THE COMMITTEE MEETING HELD  
ON 29 November 2023 AT 6PM – via Teams**

**1. Welcome, Sederunt & Apologies**

**Present:**

Maureen Morris	Chair
Gordon Kerr	Committee Member
Anna Dukova	Committee Member
Jane Heppenstall	Committee Member
Michelle Harrow	Committee Member
Darron Brown	Vice Chair

**In Attendance:**

Martin Wilkie-McFarlane	Director
Robert Murray	Finance & Corporate Services Manager
James Wilson	Customer and Services Manager
Linda Logan	Minutes

**Apologies:**

Leeann Brown	Committee Member
Helen Lafferty	Committee Member

**2. Jardon Buster**

Noted for information.

**3. Declarations of interest.**

There were no declarations of interest.

**4. Minutes of the Committee Meeting of 25 October 2023.**

Committee approved the minutes of the committee meeting of 25 October 2023 as a true and accurate record of the proceedings.

**Anna Dukova proposed and Darron Brown seconded the minutes of 25 October 2023.**

**5. Matters arising and actions from the minutes report.**

There were no matters arising that were not covered in subsequent agenda items.

**6. Management Account to 31 October 2023**

The Finance Manager presented the report to provide members with a comparison of the budget and actual financial position to 31 October 2023

The budget surplus for the period to 31 October was £158,777 however the actual results for the period show a surplus of £426,429 and an overall favourable variance of £267,651 arising from;

Operational activities – favourable variance of £295,306

Net interest and other activities – adverse variance of £27,655

### **Expenditure:**

He advised an underspend of £38,717 mainly due to staff being recruited at a lower pay scale and not being members of the pension scheme. He reported overspend of £86,422 against budget and asked committee to note the detailed analysis of all variances, in the main from utility charges being at a higher rate than anticipated and the cost for development, some of which may be supported by grant funding. A claim for a portion of the development grant has been submitted and would be reflected in future reports.

Repairs and Maintenance had an underspend of £276,866 against budget over all areas. He provided a brief explanation as outlined at point 5.1 of the report.

The Statement of Financial position showed cash had increased by £149,878 to £3,271,062.

### **Cash flow report:**

Overall, the cash flow output report showed a surplus of £149,878 as opposed to a surplus of £426,429 in SOCI.

### **Resolution:**

**Committee approved the management accounts to 30 October 2023.**

**Gordon Kerr proposed and Michelle Harrow seconded the management account to 30 October 2023.**

## **7. Budget Reforecast.**

The Finance Manager noted that following the recommendation from the internal auditor it was tabled that the management team would review their budgets and forecast where they expect the costs would be at 31 March 2024. He asked committee to note the key movements in the budget these being:

- Void loss will reduce from £43k to £25k.
- Grants for adaptations have increased from £56k to £80k.
- Staffing costs will be £54k less than budget and now £904k.
- Overhead costs have reduced by £36k to £518k.
- Maintenance costs will be £151k split over all maintenance costs categories but note additional costs shown in point 5.4 of the report.
- Bank Interest received will be £21k less than budget due to the delay in placing funds on term deposit.
- Interest payable will be £5k more than budget due to recent increases in interest rates.

Overall, the projected surplus will be £55K better than budgeted with £230.7K estimated rather than £175.4K. It was estimated that additional unbudgeted costs of £70K will be incurred for an unauthorised loft conversion that required reinstatement and £30K for drainage works at the Hub.

**Committee noted the budget reforecast and the expected revised surplus.**

## **8. Policy Review Report.**

The Housing presented the following reviewed policies for consideration and approval. Factoring Policy, Factoring Debt Recovery Policy, Income Debt Recover and Write off Policy, Abandonment Policy, Allocations Policy, Sustainability Policy and the Value for Money Policy. Any changes required were highlighted at item 4 of the report and sent to the committee via email for their consideration before the meeting.

### **Resolution:**

**Committee noted and approved all of the aforementioned policies.**

**Darron Brown proposed and Jane Heppenstall seconded the aforementioned policies for a further 3 years.**

## **9. Unacceptable actions policy**

The Housing Manager presented the unacceptable actions policy and the home visit protocol for approval.

He asked committee to note an increase in unacceptable actions from some customers with no clear policy in place to combat such issues. The policy is aimed to provide clear guidance to staff and customers on what is deemed unacceptable and how we will deal with this as an Association.

Committee discussed if there was an opportunity to make further expanded reference to the equalities act within the policy and the benchmark as to what would be perceived as unacceptable actions. The Housing Manager stated that all of these issues would be given consideration including violence and aggression. Further training will be provided for the staff team.

### **Resolution**

**Darron Brown proposed and Anna Dukova seconded the approval of the unacceptable actions policy and the home visit protocol.**

## **3. Operational Update**

### **Finance Manager:**

Committee noted that the Audit and Risk Committee met on the 23 November 2023. The Audit and Risk Chair provided a brief update.

Gordon Kerr informed committee that the internal audit reports in relation to Governance, Risk Management and the business plan had been presented which included the recommendations from the auditors and the management response. The SMT has given assurance that the recommendations will be implemented as soon as possible.

The Risk Register was presented and it was suggested that the register more clearly states what are operational and strategic risks.

The Fair processing, GDPR, freedom of information policies were presented and approved.

The Data Breach register and FOI requests were presented and actions noted.

Anna Dukova had attended the meeting as an observer and the Audit and Risk approved her appointment to the sub committee.

### **Resolution**

**Michelle Harrow proposed and Gordon Kerr seconded Anna Dukova's appointment to the Audit and Risk Committee.**

### **Corporate & Governance Officer**

The Corporate & Governance Officer presented the Fair Work First Statement which is the Scottish Governments flagship policy for driving high quality and fair work across the labour market in Scotland. She sought committee approval to adopt the statement.

### **Resolution:**

**Maureen Morris proposed and Michelle Harrow seconded the approval of the Fair Work First Statement for adoption.**

There was no other business. Meeting closed 8:00PM  
Next Meeting, 31 January 2024. 6PM.