APSE Building and Housing Advisory Group Meeting

Friday 5 September 2014

CMS Windows Innovation Hub, Cumbernauld

1. **Welcome & Introduction**
   Cllr Les Sharp thanked all for attending the meeting in Cumbernauld and for CMS windows for kindly hosting the event for all.

2. **Attendance & Apologies**
   See attached.

3. **Minutes of meeting 25 April 2014**
   The group approved the minutes as a correct record from the day.

4. **Matters arising from pervious minutes**
   There were no matters arising from the minutes.

5. **An introduction to CMS Windows and the Innovation Hub**
   CMS Windows provided a short video on the company and the workings of the innovation hub. Following the short video the group were made aware that members of the CMS team and representatives from the other companies within the innovation hub would be on hand during the tour (post lunch) should they have any questions.

6. **SMS/ Text messaging tenants regarding their Building & Housing services**
   Following a recent network query which asked Councils to provide information if currently using sms/ text messaging to contact tenants as a number of local authorities indicated this was something they were looking at and therefore a good topic for discussion.

   Before the discussion Louise provided a brief summary of the responses already received with regards to the network query.

   A number of local authorities in Scotland are currently looking into this including South Lanarkshire and Clackmannanshire. Also some Scottish local authorities already use this as a form of contact with tenants for various services.

   Following discussions it was agreed that the network query would be re-issued to the group and any additional responses added.

7. **Performance Networks: Building working group progress update**
   Kenny Gillespie provided an update on the work of the focus group to date. It was noted that the working group had met twice since the advisory group in April when it was agreed it would be formed.

Kenny highlighted to the group that the areas of development which had been worked on would be covered in more detail after lunch within the benchmarking/ officers group.

8. APSE IT survey update and analysis

Louise provided an update to the group on the findings of the APSE Building & Housing IT software report. The report was circulated to those in the group who submitted information to an earlier survey. The report contains what software housing management and building maintenance departments use, how long the packages have been used for and their satisfaction levels broken down into various categories (e.g. ease of use). The group was informed that they could still submit information to APSE and they would receive an updated copy of the report.

9. APSE Update

Louise McMillan provided a comprehensive update on the work of the Association. This included an update on the research projects which had been recently completed by APSE including the Local Water publication.

The group were also informed of upcoming research projects taking place including the bespoke report for Scotland on the Future Role of Elected Members which would be due for release at the start of November.

Louise also updated the group on the various forms of advocacy undertaken by APSE recently including a meeting with Scottish Government civil servants on the work of APSE Energy, meeting with the Improvement Service in relation to the Local Government Benchmarking Framework as well as our continued work with Scottish Government with regards to Better Eating Better Learning and the NHS Health Scotland/ Scottish Government free school meals evaluation.

Louise completed the presentation by updating the group on APSEs services including APSE Solutions, APSE Training, APSE Energy, Performance Networks and the upcoming seminars.

10. PN Officers Group Update

Following on from the last meeting of the Building & Housing Performance Networks/Officers group meeting on 5 September, Moira Fitzsimmons from Falkirk Council circulated similar KPIs from the APSE and ARC returns and a link to the Social Housing Regulator technical guidance document for the housing charter. The next meeting to discuss the proposed quarterly return and performance matrix has been scheduled for 21 November after lunch at the next advisory group meeting in Alloa.

11. AOCB
There was no other competent business raised at the meeting.

12. Date/Time and venue for next meeting
The next meeting will take place on Friday 21st November in Alloa.

13. Lunch

14. Benchmarking/ Officers Group

<u>Attendee List</u>

Name	Council
Louise McMillan	APSE
Cllr Les Sharp	Clackmannanshire Council
Andy Kerr	CMS Windows
Bruce Patrick	Dundee City Council
Richard Stewart	East Ayrshire Council
Joe Wilson	East Dunbartonshire Council
Kenny Gillespie	Falkirk Council
Moira Fitzsimmons	Falkirk Council
Robert Fotheringham	Falkirk Council
Ross Grieve	Fife Council
Susan Wilson	Fife Council
Graham Hodgkins	Fife Council
Colin McInnes	Lidare Consultancy
Lee-Ann Mitchell	North Ayrshire Council
Jim Smith	North Ayrshire Council
Elaine Scott	Renfrewshire Council
Stewart Muir	Renfrewshire Council
Robert Boal	West Lothian Council
Duncan MacPherson	West Lothian Council

<u>Apologies</u>

Lynne Harper	East Ayrshire Council
Derek Spence	East Ayrshire Council
Jim Thomson	Midlothian Council
Dougie McMillan	South Lanarkshire Council
Ahsan Khan	Clackmannanshire Council