



MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETING HELD ON MONDAY 24th FEBRUARY 2022 AT 6.30 PM VIRTUAL MEETING VIA TEAMS VIDEO CALL

Board Members	Attended	Apologies	Absent	Officers	Items
Lindsay Forrest (LF) - Chair		✓		Bryony Willett (BW) – CEO	1-13
Paul Imrie (PI) – Vice Chair	✓			Jennifer Simon (JS) – Director of Operations	1-13
Roger Popplewell (RP)		✓		Rebecca Wilson (RW) – Director of Resources	1-13
Caitlyn Maccabe (CM)	✓			Karen Fee (KF) – Head of Finance	1-12
Colin O’Hara (CO)			✓	Debbie Watt (DW) – Performance & Governance Manager	1-12
Isabella McTaggart (IM)	✓				
Jenny Crowe (JC)	✓				
Tim Holmes (TH)	✓				
Valerie Wilson (VW)	✓				
Raphael Rickson (RR)		✓			
John McCann (JMc)	✓				
				Observer	

Item No.	Issue	Action By
1.	Welcome	
1.1	Board agreed that PI would chair the meeting in LFs absence.	
1.2	Apologies were noted for LF, RR and IM. CO was noted as absent.	
1.3	There were no declarations of interest declared.	
2.	Approval of Previous Minutes – 31st January 2022	
2.1	A Board member queried whether the minutes should have reflected that a vote took place when deciding what the rent increase would be for 2022/23. RW explained that a formal ballot had not taken place and the Board had made the decision of the increase via an in-depth discussion and as a collective body. The Board member was happy the minutes reflected what was agreed.	
2.2	The Board approved the minutes for 31 st January 2022.	
3.	Action Tracker	
3.1	A Board member requested if the in-house meeting detailed at action point 6.7 could be a hybrid meeting. BW confirmed that this would be a remote meeting held via Teams.	

Item No.	Issue	Action By
3.2	The Board approved the three items proposed for closure, as set out in the action tracker.	
4.	Feedback and Approvals from Audit & Risk Committee	
4.1	<p>The Chair of the Audit and Risk Committee provided the following update from the meeting held on 10th February 2022:</p> <ul style="list-style-type: none"> • Three Committee members attended the meeting (VW, PI, RP). • The Committee noted that good progress had been made with the action tracker with only one item outstanding which we are awaiting a response from the Scottish Government on. • Four internal audit reports from Wylie & Bissett were brought to the meeting. Factoring, Allocation & Void Management, and Information Management received weak assurance and Budgeting & Financial Reporting received substantial assurance. • The Committee discussed and challenged Wylie and Bissett on their vague recommendations, and how their reports did not really inform us on how we can improve or what best practice was. • The Committee approved all audit reports and management responses. • The Committee approved the delay to the Blended Working audit which will now happen in November rather than June. • The Committee welcomed the approach of bringing in specialist auditors for specific areas for the three-year audit plan as this will provide us with more robust recommendations and better challenge. • The Committee approved Quarter 3 2021/22 management accounts. • The Committee discussed voids and repairs. • The Committee agreed the Treasury Report and the recommendation that DCP be reappointed as our Treasury Advisors. • The Committee noted progress on the internal audit action tracker. • The Committee discussed the Risk Register which is also on the agenda for this meeting. 	
4.2	Board members were encouraged to join and/or attend the Audit & Risk Committee as it would be good to welcome some new members.	
5.	Feedback from Board Training / Conferences	
5.1	The Board confirmed there had been no training or conferences attended to provide feedback on.	
5.2	The Chair highlighted that he had met with BW to agree the agenda for today's meetings and the agenda for the upcoming away day.	
6.	Key Projects for 2022/23 & Resourcing	
	<i>Removed as confidential.</i>	
7.	Remote Working Policy	
7.1	BW discussed the report and confirmed that the consultation had closed today and no feedback on the Remote Working Policy has been received from the Union or the Staff Team.	

Item No.	Issue	Action By
7.2	BW informed the Board that the Union and one staff member provided feedback on the Flexi Policy as they were concerned about the reduction in flexi benefits. This policy is not one that the Board would approve as it has been delegated to the Senior Management Team. The Flexi Policy was not within the scope of the Remote Working Policy itself and the papers presented to the Board.	
7.3	Discussion took place around whether there would be support in place for staff who work from home and BW confirmed that the Remote Working policy is entirely voluntary, the Association is not looking to make any contract changes, and no one is required to work from home therefore there would be no support with this.	
7.4	A Board member highlighted that the Environmental Impacts section of the report should include the impacts of remote workers having to heat their homes and use more electricity. BW acknowledged that this information was missing, and it should also include the carbon reduction that will happen due to staff not commuting to work.	
7.5	RW updated the Board on the forthcoming carbon footprint assessment process that the Association will take part in along with other G8 group members. Part of this process will look at the impact of hybrid working and how this would affect the actual reduction of our carbon footprint.	
7.6	Further discussion took place around the wording on the policy statement, and it was agreed to update it to state “Maryhill Housing is committed to remote working practices which ensures...”	
7.7	The Board also highlighted that managing performance may be challenging. BW made the Board aware that performance management is a key focus for over the coming year, and we will be upskilling our managers to be able to cope with this.	
7.8	BW provided assurance to the Board that there are certain values that underpin our approach to remote working and the first one is “once the needs of the customers, the business and your team are met, you can choose when you work”. The order of these were discussed in-depth with the teams so ensure they understood the priorities. BW to circulate these values to Board.	BW
7.9	The Board approved the Remote Working Policy with the amendments detailed in 7.6.	BW
8.	Salary Sacrifice Policy	
8.1	BW introduced the report.	
8.2	The Board approved the new Salary Sacrifice policy subject to consultation with staff.	
9.	Covid Impact Analysis & Relaunch	
9.1	RW introduced the report and stated that it was for noting.	

Item No.	Issue	Action By
9.2	<p>The Board:</p> <ul style="list-style-type: none"> Noted the Covid Impact Analysis as of 27th January 2022 Noted the progress on relaunch planning Agreed that any future updates should be reported by exception and the full quarterly report is no longer required. 	
10.	Assurance	
10.1	<p>BW explained the key movements around assurance. On Regulatory Standards officers were proposing a move to compliant two areas because JMcC has joined the Board. Officers were also proposing a move from amber to red for organisational health & safety which was explained in the health & safety paper.</p>	BW
10.2	<p>Board approved the Assurance ratings proposed by officers as set out in Appendix A.</p>	
10.3	<p>JS discussed the Performance Report with Board focussing on exceptions. Board highlighted areas of improvement. The Board flagged that there may be a need to review targets to make them more realistic in 2022/2023.</p>	
10.4	<p>DW provided an overview of the complaints & customer feedback paper. The Board noted the paper.</p>	
10.5	<p>KF discussed the Overall Performance Against Budget Report with Board, again focussing by exception. The Board noted the paper.</p>	
10.6	<p>BW discussed the Health & Safety Assurance report, again focussing on exceptions.</p>	
10.7	<p>Board noted the Association's compliance with the requirement to install inter-linked smoke alarms by the end of January 2022.</p>	
10.8	<p>DW provided updates for actions that have been implemented for equipment and machinery checks, fire actions and lone working.</p>	
10.9	<p>Board asked for the actions taken for Lone Working to be included in the Assurance report.</p>	
10.10	<p>Board noted the improvement required in the Association's approach to organisational health and safety.</p>	
10.11	<p>Board considered the verbal updates provided at the Board meeting on improvements to organisational health and safety and approved the relevant updates to the Health and Safety assurance report prior to submission to the Scottish Housing Regulator after the February Board meeting.</p>	
10.12	<p>A Board member queried the action point around asbestos and in particular for common areas. BW clarified that our policy states we should resurvey asbestos based on a risk assessment. However, the Association has not done these risk assessments yet, but officers are confident that this risk is mitigated by carrying out the annual resurveys.</p>	
10.13		

Item No.	Issue	Action By
10.14	<p>A Board member highlighted concerns that we could be spending money on replacing gas boilers that are assessed as not to current standard when there is no requirement for us to do that. BW clarified that feedback from the audit detailed that we need to have a process in place to consider renewing boilers where they come back as not to current standards and at the moment this process is not currently in place.</p> <p>RW discussed the Risk Register Report and summarised the changes to the register. The Board noted the report.</p>	
11.	CEO Report	
	<i>Removed as confidential.</i>	
12	Governance Report	
12.1	RW discussed the death of previous Board member Les Currie. The date and time of the funeral was provided, and BW explained how the Association will be commemorating Les.	BW
12.2	Board asked that the Association give consideration to cleaning the sculpture at Ruchill as part of the commemoration.	
12.3	RW discussed the Governance Report with Board.	
12.4	<i>Removed as confidential.</i>	
12.5	Board approved changes to the Board members appointed for recruitment – TH, CM & PI.	
12.5	<p>Board approved the following items in respect of Maryhill Living Limited:</p> <ul style="list-style-type: none"> • Appointment of Isabella McTaggart as Chair. • Remit of Maryhill Living Board, with addition of Chair re-election section. • Opening of a Maryhill Living bank account. • Authorised signatories for Maryhill Living. 	
12.6	Board noted the remaining items within this report.	
13	Corporate Review	
	<i>Removed as confidential.</i>	
14	Meeting Review	
14.1	The Officers left the meeting.	
14.2	Some Board had problems with their internet and getting into the meeting properly.	
14.3	Related to these difficulties loading each paper was taking a long while on Decisions/iPad and it seemed easy to lose place and it was felt labelling in each section could maybe be better. Most papers have reference to	
14.4		

Item No.	Issue	Action By
14.5	Appendix A, Appendix B etc it might be better if referred to by the agenda item number with the letter only similarly to the individual docs in the papers.	
14.6	There were problems around following the Assurance papers as there was a huge number of papers relating for this meeting.	
14.7	Board felt that the exception reporting method used in going through the Assurance papers worked well and was useful.	
	Board also discussed the one to ones about individuals iPad replacement choices and also Decisions training.	