



Date **27/04/2023**
Time **18:30 - 20:30**

Board Meeting

Maryhill Housing Association

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1 - Welcome

Lindsay Forrest

- Apologies
- Declarations of Interests
- Safe Home

For Information

2 - Approval of Previous Minutes - 30th March 2023

Lindsay Forrest

| For Decision

Attachments

[2. \(RR\) Draft Minutes 30 March 2023.pdf](#)

3

18:36, 3 min

3 - Action Tracker

Lindsay Forrest

| For Decision

Attachments

[3. \(RR\) Action Tracker April 2023.pdf](#)



Board Action Tracker

Board Meeting 26th January 2023

Item	Action	Lead	Latest update and anticipated completion date
10.12	BW advised that Sandra Blair, a former Board member, had sadly passed away. There would be a feature in the next newsletter and the family would be approached regarding a memorial service.	BW	<p>February Update: Contact has been made with Gordon Blair, Sandra's husband and the CEO is discussing potential arrangements for a memorial.</p> <p>April update: A very similar ceremony to Les Currie is proposed. The Association's Corporate Team is organised logistics, and we will agree a date with Sandra's husband and children.</p>

Board Meeting 27th February 2023

Item	Action	Lead	Latest update and anticipated completion date
7.4	A Board member also asked whether the stock condition surveys that are due to begin included a question around mould and damp. Officers confirmed that the specification was still to be finalised and that this would be part of the survey.	JS	<p>March update: The specification is due to be developed in quarter 1 2023/24 and this will be included in the specification.</p> <p>April update: As above</p>
9.8	JS advised that an article relating to the the performance of the reactive repair contract would be included in the spring newsletter.	CD	<p>March update: This will be the lead article in the Spring newsletter.</p> <p>April update: This is the lead article in the Spring newsletter.</p> <p>PROPOSED FOR CLOSURE</p>
9.12	Officers confirmed that the AGM would be the best forum to share what the cash reserves and rent increases would be spent on.	RW	<p>March update: This will be included in the presentation to the September 2023 AGM.</p> <p>April update. As above.</p>
9.16	BW confirmed that a learning exercise would be carried out regarding the data for H & S KPIs to identify any learning outcomes. This would be brought back to Board.	BW	<p>March update: This is scheduled to take place on 21/03/23. This will be brought to the April 2023 Board.</p> <p>April update: This has been completed and the output is appended to the CEO report.</p> <p>PROPOSED FOR CLOSURE</p>

Item	Action	Lead	Latest update and anticipated completion date
11.3	Board asked for an update to be provided by Wylie and Bissett regarding the whistleblowing notifiable event.	BW/RW	<p>March update: Follow up email sent to Wylie and Bissett.</p> <p>April update: The final version of the report has now been received.</p> <p>PROPOSED FOR CLOSURE</p>

Board Meeting 30th March 2023

Item	Action	Lead	Latest update and anticipated completion date
2.1	DW to update Feb minutes to reflect that CM attended remotely and not in person.	DW	<p>April Update: Minutes updated.</p> <p>PROPOSED FOR CLOSURE</p>
2.2	DW to update the date in section 4.12 in the minutes.	DW	<p>April Update: Minutes updated.</p> <p>PROPOSED FOR CLOSURE</p>
5.10	The Board asked that the covenant breach be reported to the Regulator as a notifiable event.	RW	<p>April update: This notifiable update was submitted.</p> <p>PROPOSED FOR CLOSURE</p>
6.2	The Board asked for more information to be included in the Governance Effectiveness Policy around the stages of induction and support of new Board members and staff mentors.	DW	<p>April Update: This will be completed this by w/e 21/04/23 and uploaded the Board area in Team.</p>
8.4	The scope of responsibility between the Board and Senior Management Team was to be confirmed in the Child and Adult Protection Policy.	JR	<p>April Update: Updated both Policies as agreed at Board Meeting that Board has responsibility to approve the Policy with SMT having responsibility for reviewing and monitoring the outcomes of the Policy.</p> <p>PROPOSED FOR CLOSURE</p>
10.5	The Board asked that the arrears information on the impact of legislation to be fed back to SFHA.	JR	<p>April Update: Information fed back as agreed to the SFHA.</p> <p>PROPOSED FOR CLOSURE</p>
11.1	BW to provide an updated report on the Glenavon render mediation at April Board.	BW	<p>April update: This paper is on the agenda for the April meeting.</p> <p>PROPOSED FOR CLOSURE</p>
12.2	DW to ensure contact with RR has been made in line with recent leave of absence.	DW	<p>April Update: RR does not return from leave of absence until end of July, so will ensure contact is made before then.</p>
12.4	RW to adjust the negative figure on the Maryhill Living Budget.	RW	<p>April update. This adjustment will be made for the next Maryhill Living Board meeting in June '23.</p>

Key:

AM: Alistair McArthur
BW: Bryony Willett
CD: Christopher Duff

JS: Jennifer Simon
SB: Steve Bruce
JR: Joanne Reid

AMc: Arlene McLaughlin
RW: Rebecca Wilson
DW: Debbie Watt

4

18:39, 6 min

4 - Feedback from Training & Events

Lindsay Forrest

Verbal Update

| For Discussion

5 - Hathaway Lane – Designation as a Priority Area

Bryony Willett

Removed as confidential

| For Decision

6 - Route Map for Resolution of Glenavon
Render

Bryony Willett

Removed as confidential

| For Decision

7 - Attendance and Absence Management Policy

Arlene McLaughlin


| For Decision

Attachments

[7. \(RR\) Absence Attendance Policy Cover Paper.pdf](#)

[7.1 \(RR\) Appendix A - Absence and Attendance Management Policy 2023 - Draft.pdf](#)

[7.2 \(AR\) Appendix B - Equality Assessment Impact Absence Management.pdf](#)

REPORT TO:	Maryhill Housing Board	
DATE OF MEETING:	27th April 2023	
AGENDA ITEM:	7	
CONFIDENTIALITY:	Non confidential	
AUTHOR:	Arlene McLaughlin, HR Manager	
RESPONSIBLE DIRECTOR:	Rebecca Wilson, Director of Resources	

REPORT TITLE

1. PURPOSE

- 1.1 This report introduces amendments and proposed changes to the existing policy which was last reviewed in 2019.

2. RECOMMENDATIONS

- 2.1 Board is asked to:

- **Approve** the updated Absence and Attendance management Policy attached at Appendix A, subject to consultation with the union Unite and the staff team.

3. EXECUTIVE SUMMARY

- 3.1 The Absence and Attendance policy covers the actions Maryhill Housing will take to manage sickness absence as well as supporting employees to maintain good attendance. The policy considers the process to effectively manage short- and long-term absences as well as providing advice and guidance on the roles and responsibilities of the employee, the Line Manager and HR.
- 3.2 The main changes to the policy reflect updated legislation, the post covid work environment and proposed amendments to some of the working practices to tighten up our procedures. These particular amendments will provide clarity and guidance for managers and staff around the application and adherence to the policy in areas where there could be misinterpretation.
- 3.3 Areas of process which were originally embedded within the policy document have been removed from the main body and added instead as appendices. The rationale for this is that these appendices will provide guidance on operational actions and do not need to sit within the policy document.
- 3.4 The proposed updates to the policy are marked as tracked changes throughout the document and this can be found at Appendix A.

- 3.5 Board are asked to approve the changes to subject to consultation with the union Unite and the staff team. Changes following consultation will return to Board for approval.
- 3.6 Content that has been re-worded but has not fundamentally changed the meaning of the document, is also highlighted as a tracked change within the policy.
- 3.7 The main proposed changes are detailed in the table below.

Absence & Attendance Management – Section of change	Proposed Changes	Why
Policy Statement <ul style="list-style-type: none"> • Principles 	1. Add “(taking account of any underlying health conditions protected under the Equality Act 2010).” 2. Add “for every period of absence”.	To comply with latest legislation To tighten up procedures and consistently apply the RTW process
Policy Statement <ul style="list-style-type: none"> • Reporting • Failure to comply. • Attendance Review Triggers • Capability Process 	3. Add “no later than 30 mins before the start of shift” 4. Add “Following the initial phone to your manager, you must....” 5. Add “investigate this and it may result in” 6. Add “In addition, you will be required to produce a doctor’s Fit Note from the first day of your absence. MH will cover any cost associated with this. Failure to provide a fit note, may lead to further action under the Disciplinary Policy. 7. Add “It is possible that termination of employment for the reason of ill health	Staff should report their absence no later than the beginning of their usual shift. This will allow LMs to best manage resources and priorities (separate provisions are in place for the Neighbourhood team) Clarifies the process for staff Clarify actions - Incidents/situations being managed under the disciplinary process must be investigated first. This is to tighten up our procedures and expectations: also beneficial in discouraging short term frequent absences Clarify the association’s position on indefinite long term sick absence.

Absence & Attendance Management – Section of change	Proposed Changes	Why
<ul style="list-style-type: none"> • Absence & Holidays • Doctor appointments etc • IVF Treatment • Stress Management • Return to work. • Access to work 	<p>capability may be considered where all other options have been exhausted and the association can no longer sustain the absence.</p> <p>8. Add a new section.</p> <p>9. Add new section.</p> <p>10. Add “there is a successful embryo transfer and might become pregnant. If the IVF is unsuccessful, employees are protected by law against pregnancy discrimination for 2 weeks after finding out an embryo transfer was unsuccessful.”</p> <p>11. Add “As part of your return to work meeting and to support you to make an effective and sustained return to work, your line manager may complete a Stress Awareness Plan – (see Appendix 3)”</p> <p>12. Add “of the standards”</p> <p>13. New links added</p>	<p>Provide clarity for staff and managers around when annual leave may and may not be used.</p> <p>Provide guidance around arranging appointments and the means by which time off may be granted.</p> <p>Update to existing paragraph to align with current legislation.</p> <p>Tool for line managers to use following absence as a result of possible mental health illness.</p> <p>For line managers to clarify expectations.</p> <p>Process has changed and individuals must make personal online applications</p>
3. Approval	SMT/Board	
4. Policy Owner	HR Manager	
5. Review Date	Review due March 2026	

IMPLICATIONS OF THE REPORT	
FINANCIAL RESOURCE AND VALUE FOR MONEY:	The financial implications will be determined by potential cost savings by reducing staff absences, especially short term/frequent absences and better application and adherence to this policy.
LEGAL/REGULATORY/RULES/NOTIFIABLE EVENTS:	The policy has been updated in line with recent legal amendments which are highlighted within the table of changes. The policy takes account of the Equality Act 2010 and in particular any underlying health conditions protected under the Act.
CORPORATE PLAN/STRATEGIC OBJECTIVES:	Update and refresh of the Absence & Attendance Management Policy in line with Maryhill Housing's policy schedule timescales which was due October 2022.
CUSTOMER/TENANT PARTICIPATION:	There are no implications
COMMUNICATIONS:	The proposed changes have been tabled at both SMT and Quarterly Managers Meetings in March. Staff will be consulted on the proposed changes and the TU rep will be invited to comment.
HEALTH AND SAFETY:	There are no implications
ENVIRONMENTAL:	There are no implications
EQUALITY IMPACT ASSESSMENT:	An equality impact assessment has been completed at Appendix B. This identifies no negative implications and potentially positive implications for staff members with a disability.
RISK ANALYSIS:	This policy aims to mitigate the strategic risk: Staff resources - Failure to attract, retain and have an engaged, motivated, and healthy workforce.
FREEDOM OF INFORMATION:	The following should not be published: <input checked="" type="checkbox"/> N/A <input type="checkbox"/> Full Report <input type="checkbox"/> Section(s): Reason for redacting: Confidential: <input type="checkbox"/> Commercially Sensitive: <input type="checkbox"/>

4. OTHER SECTIONS

4.1 Appendix A – Absence & Attendance Management Policy – Tracked changes.



Title	Absence and Attendance Management
Purpose	<p>Maryhill Housing recognises that on occasions it may be necessary for employees to be absent from work— However, we also have a duty to provide a reliable service to our customers and thus we need to ensure that we help you maintain the highest possible level of attendance.</p> <p>The absence and attendance management policy is designed to help all employees achieve good attendance, and to ensure that a consistent and fair approach in managing attendance is adopted throughout the organisation.</p> <p>This policy sets out the procedures for reporting sickness absence and for the management of sickness absence in a fair and consistent way.</p> <p>This policy and the guidelines it containscontain are not intended to replace other policies, such as discipline and grievance, dignity at work, health and safety, managing stress, and other related policies.</p>
Scope	<p>This policy applies to all staff employed by Maryhill Housing. It does not apply to agency workers, sessional workers, consultants or contractors.</p> <p>This policy does not form part of any employee’s contract of employment and we may amend it any time.</p>
Definitions	<p>For the purposes of this policy the following definitions apply:</p> <p>Sickness Absence – is absence from work that is attributed to sickness by the employee</p> <p>Short Term Absence - short term sickness absences are absences that last up to a maximum of 20 days.</p> <p>Long Term Absence – long term sickness absences are absences that are 21 days or more.</p> <p>Attendance Management- This refers to dealing with unacceptable levels of attendance, with no reference to reasons for absence or medical condition.</p> <p>Absence Review- a meeting to discuss level of absence when 3 absences have been reached within a 12 month rolling period.</p>

<p>Policy Statement</p>	<p>Policy Aims The policy aims to:</p> <ul style="list-style-type: none"> • Manage attendance in a way that reflects genuine concern for staff and to develop a positive attitude towards attendance. • Set clear expectations for standards of attendance that we require from employees • Separate two processes: attendance management and absence management, and provide guidelines for staff and managers • Identify the causes of absence and, where possible, develop a programme of preventative measures (e.g. healthy living initiatives, joint working with Occupational Health, Employee Assistance Programme) • Ensure training and support is available to those involved in the process. <p>Principles</p> <ul style="list-style-type: none"> • If your level of attendance is unsatisfactory, you will be informed what improvement is required and the possible consequences of failure to do so (which may include disciplinary action, including dismissal). • The attendance management process looks at the number of periods / days absent (<u>taking account of any underlying health conditions protected under the Equality Act 2010</u>). <u>When reasonable, we and</u> will also when reasonable to do so look at the reasons for the absence. • If you have an underlying medical condition causing absence(s), <u>then we will consider we'll make efforts to put</u> reasonable adjustments <u>in place, where possible</u>. • Managers will conduct "return to work" interviews <u>for every period of absence</u> within the spirit of this policy. • <u>It is expected that every member of staff You need to adhere will adhere</u> strictly to our absence reporting procedures. Failure to do so may result in disciplinary action and withholding of company sick pay. • Managers will ensure that accurate, up to date and relevant attendance records are maintained for all staff <u>to manage absence effectively</u>. <p>Absence Monitoring</p> <ul style="list-style-type: none"> • A fundamental feature of effective attendance management is the accurate and timely recording of all absences. This is essential <u>for processing in terms of</u> the requirements of both the statutory and occupational sick pay arrangements <u>and the process of managing attendance and absence</u>. Such information allows patterns to be identified and can be an early indication of underlying health problems. The sooner these
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[issues/problems](#) are identified and acted upon, the more likely a successful conclusion for both you and Maryhill Housing can be achieved.

- Accurate recording is also an essential element in satisfying any [potential](#) concerns over the fairness of any actions taken by line managers. The responsibility for storing such records rests with the Human Resources Manager.

Absence Reporting Procedures

Reporting

- If you are unable to attend work due to ill health, you must inform your Line Manager or any available manager by [no later than 930 minutes before the start of your shift.](#)~~30am~~ if you are office based or at least one hour before the start of any scheduled shift that day if not office based (or as soon as reasonably practicable thereafter). Contact must be made by telephone on the first working day of absence, providing the reason for non-attendance at work and the likely duration of absence.
- Contact by text or e-mail is not an appropriate notification method. Only in exceptional circumstances [e.g.e.g.](#), being hospitalised can an employee inform the Line Manager by text, e-mail or have someone else telephone on their behalf.
- [Following the initial phone to your manager, After this,](#) you [must should contact your line manager as soon as you can and](#) maintain regular contact by calling [daily](#) during the first week of your absence (unless otherwise agreed with your Line Manager) and weekly thereafter.
- We use a notification proforma when you phone in so that we understand the reason for your absence and if there are any outstanding work items that we need to make arrangements for. This proforma is retained confidentially in your personnel file.~~—~~ On your return, you must complete a self-certification form, [whether or notwhether](#) you are entitled to sickness allowances and whatever the length or reason for absence.~~—~~ Every sickness absence will be followed with a return to work interview, including 'planned' sickness absences following scheduled medical procedures.
- Failure to notify your Line Manager of absence, in accordance with the reporting procedure outlined above, will be treated as unauthorised absence and may result in sick pay being withheld.~~—~~ If you do not contact [usus](#), we will attempt to contact you, which may include contacting your emergency contact as

noted on your HR file. It also may result in an investigation under the disciplinary policy being commenced.

Fit Notes

- If you continue to be absent ~~are off work~~ due to illness or injury for more than seven consecutive calendar days, you must provide a Fit Note (which can be obtained from your GP) ~~as and when as soon as possible to your line manager.~~ issued by the doctor.
- A fit note must be received by your Line Manager within 2 working days of the expiry date of the previous fit note. It is your responsibility to ensure the continuity of your Fit Note. Failure to provide a fit note to cover the entire period of absence will result in sick pay being withheld and could also result in an investigation under the disciplinary policy being commenced.

Keeping in Touch

- You must keep your Line Manager informed of the progress of your illness on a regular basis, by calling daily during the first week of your absence (unless otherwise agreed with your line manager) and weekly thereafter. Where you fail to keep in touch as outlined above, we will initiate and maintain contact with you.
- We expect you to let us know the following information: the reason for your ~~absence, when~~ absence when you expect to return to work and your contact details. We are entitled to request this information and if you don't give us the information, we will contact you to find it out.

Failure to Comply

- Where you do not follow reporting, certification, or agreed keeping-in-touch arrangements, we may withhold company sick pay. Failure to comply with these requirements may also lead to disciplinary action against you in accordance with our Disciplinary Procedure. Similarly, if we suspect that you have falsified your absence or have deliberately misled us, we will investigate this and it may result in ~~take~~ disciplinary action against you. In serious and / or repeated cases, it may lead to dismissal.

Return to Work

- A thorough return to work interview will be carried out after every period of sickness absence (including planned absences). These forms are available in the Staff Handbook [and HR Managers folders](#) on the central F Drive.
- This will be completed by your line manager (or another manager if your own manager is not available) on the first day of your return from work. ~~Completed forms will be kept in your personnel file. The return to work interview forms contain confidential information and may only be viewed by those authorised to access it personnel,~~ normally your line manager and any other manager who deals with the case.
- ~~Dates of sickness absence will be recorded on the electronic time management system for attendance recording purposes - access to this information is limited to your line manager and the HR team. Your time will only be updated by HR upon receipt of your completed return to work form.~~
- Having maintained attendance records, managers will be expected to review and discuss quarterly aggregated anonymous statistics at Directors' Team meetings and at departmental meetings with staff. ~~Your case will not be discussed individually as it forms part of your confidential record.~~
- If the fit note indicates by way of the box 'may be fit for work', your line manager will contact you and arrange a meeting with you to discuss any adjustments suggested. This could include a referral to occupational health. Although we are not obliged to follow the doctor's or OH advice, we will do our best to help you return to work and maintain a good attendance record. However, if we cannot agree reasonable adjustments, you will remain off sick and a date will be set to review the ongoing absence.
- ~~.~~
- ~~If your doctor (or any other medical professional) provides a Fit Note stating that you 'may be fit for work', with adjustments, Although employers are not obliged to follow the suggestions a discussion will then be arranged to assess if any of the measures which the doctor has recommended to facilitate the return to work can be implemented. This may take place at a return to work interview or as part of a welfare meeting. If appropriate measures cannot be taken, as determined by Maryhill Housing, you will remain on sick leave and a date will be set to review the situation.~~
- If we agree a phased return to work, the days you are still off sick within the agreed period will count as one period of

absence—_The days/times you are not working during a phased return will be classed as sickness unless otherwise agreed between you and your Line Manager/HR.

- You will however be monitored throughout the period of the fit note/phased return to ensure your continued presence at work is appropriate and there is no detrimental impact on your health and wellbeing. You may be referred to your doctor or Occupational Health for further assessment, as deemed appropriate by HR.
- If required we will discuss and review any required reasonable adjustments to support you back to work.

Statutory Sick Pay (SSP)

- You are entitled to SSP irrespective of your entitlement to company sick pay. The scale of entitlement to SSP is reviewed by the Government, normally at the beginning on each tax year. It is not paid for the first three days of absence and runs for 28 weeks after that.
- If you are no longer entitled to SSP, you may be entitled to an incapacity benefit. You can enquire about this at your local Department for Work and Pensions—_We will tell you if you are not entitled to SSP and send you the appropriate government form, but it is then your responsibility to claim any other [Government state](#) benefits you may be entitled to.

Company Sick Pay

- Subject to complying with all parts of this policy, you will receive a sickness [allowance when absent due to sickness.](#)
~~allowance when absent due to sickness.~~
- In any ~~1 one~~ [rolling](#) period of 52 weeks, we will pay a sickness allowance in line with the following scale:

Continuous service at the date sickness starts	Full allowance paid for:	Half allowance paid for:
Up to 1 year	5 weeks	5 weeks
Over 1 and under 2 years	9 weeks	9 weeks
Over 2 and under 3 years	18 weeks	18 weeks
Over 3 and under 5 years	22 weeks	22 weeks
Over 5 years	26 weeks	26 weeks

Exclusions

You will be excluded from receiving sickness allowance, where:

- you go sick whilst taking part in a stoppage of work due to a trade dispute at your place of work,
- you go sick whilst on maternity leave,
- on the first day of sickness, you are in legal custody,
- on the first day of sickness, you have already exhausted your Sickness Allowance entitlement in the preceding ~~52 weeks~~^{12 months}, or
- sickness or injury arises out of your gross misconduct or negligence,
- active participation in sport for payment or injury whilst working in your own
- time for private gain, or for another employer

Attendance Management

- This refers to dealing with unacceptable levels of attendance, with no reference to reasons for absence or medical condition.
- We will aim to ~~assist you in maintaining~~ ^{help you secure} a good attendance record. This will involve maintaining ~~accurate good~~ records, ensuring return to work interviews take place and helping investigate and address any identified underlying causes of absence.
- Where this fails to secure a required improvement, we will invoke the terms of the disciplinary procedure. Unsatisfactory attendance reviews may result in disciplinary action ~~up to~~ ^{including and including} dismissal.
- If at any stage during this process it becomes apparent that an underlying health issue is involved, medical information will be sought and appropriate action will follow.
- Absence periods related to pregnancy or underlying medical conditions classed as a disability under the Equality Act 2010 will not be counted for the purpose of the attendance management process.

Attendance Review Triggers

Where “rolling” absence levels fall into one of the following categories, ~~an~~ absence review meeting will take place:

- 3 occasions of sickness of absence within a rolling 12 month period, or

- A total of 10 days absence within a rolling 12 month period.

If you have had 2 absences within this 12 month period, your line manager should advise you at your return to work meeting that any further absences during the relevant 12 month period will result in a discussion taking place under the informal process and it will trigger an absence review.

The absence review meeting will be held by your line manager, or other manager as appropriate, and will consider the following:

- the reasons for and impact of your absences,
- any patterns of absence,
- the likelihood of further absences,
- whether medical advice is required. If medical advice has been obtained, the review will consider the advice given and whether further advice / support is required,
- what, if any, measures might improve your health and / or attendance,
- agreeing a way forward, action that will be taken and a timescale for review,
- depending on the stage reached, you will be warned that you are at risk of dismissal on the grounds of persistent short term absence or unsatisfactory attendance,
- in the event that dismissal is under consideration, we will determine if consider whether there is a reasonable likelihood of you achieving the desired level of attendance ~~in~~ within a reasonable time frame.

An absence review will be monitored for a period of 6 months, after which a review meeting will be held to determine if your attendance has now reached a satisfactory level.

- If you are absent during the 6 months monitoring ~~period~~period, it will result in an Informal Action note being issued under the informal process of ~~the~~ the Disciplinary policy.
- In addition, you will be required to produce a doctor's Fit Note from the **first** day of your absence. MH will cover any cost associated with this.
- Failure to provide a fit note, may lead to further action under the Disciplinary Policy.

Absence Management (long term absence or chronic health problems)

We will adopt a sympathetic and understanding approach to employees dealing with long term and/or a chronic health problem. If you find yourself in such a position, you should be confident that your manager will react in a supportive manner when approached.

- If you are absent for 4 weeks or more, you will be asked to attend welfare meetings with your line manager. The purpose of the meeting will be to discuss:
 - Current state of health
 - Likely timescale for a return to work
 - Long term ability to carry out normal duties (where appropriate)

These welfare meetings can take place in your home or may also take place within Maryhill Housing's offices or another mutually agreed venue.

- We are committed to helping employees return to work from long-term absence.
- We will maintain regular contact with employees on long-term ill health absence as appropriate to your circumstances. We will seek to meet with employees on long-term ill health absence to consult with ~~them you~~ regarding ~~their your~~ absence and ~~your~~ ability to return to work.

The following points will always be considered in relation to long-term absence:

- The nature of the illness and any contributing factors,
- The likely duration and frequency of your absence(s),
- Any actions that can be taken by you,
- Any adjustments that we could make,
- Any possible redeployment opportunities,
- The nature of your duties in relation to your health problems,
- Our business needs and the impact that your absence is having upon these, and
- Your entitlement to [statutory and company](#) sick pay.
- You may be requested to attend an assessment with an Occupational Health Physician, if advised by HR that this is appropriate. Medical reports may also be requested from your GP/consultant/_specialist/psychiatrist etc on the current state of your illness, they may also be requested where you are suffering from an underlying medical condition even though you may not have been off sick for a prolonged period. Where you fail to attend a medical without prior notice, a cancellation fee will be charged to you.

Once medical information has been obtained from either Occupational Health and/or your medical practitioner (as per the terms of Access to

Medical Records Act 1988) a meeting will be arranged with you and your line manager (HR may attend if required) to discuss:

- Your prognosis
- The impact of the level of absence on the needs of the business
- A rehabilitation programme to assist your return to work if appropriate-such as a phased return to work, reduced or flexible hours, amended duties etc on a temporary basis in order to assist in your return to work.

Capability Process

It is possible that termination of employment for the reason of ill health capability may be considered ~~A capability dismissal is possible~~ where all other options have been exhausted and the association can no longer sustain the absence.

- If you disagree with the content of any medical reports, you are free to seek and offer alternative medical evidence. If you refuse access to medical records or do not turn up at an independent medical assessment, the process will be managed and decisions made based on the information available.
- You may be accompanied to any absence meeting by a trade union representative, ~~friend~~ or colleague. ~~— The line manager will be supported by Human Resources~~ Human Resources will support the line manager.
- Along with considering any medical reports, we will keep you fully apprised as to whether / for how long your absence(s) can be borne by us. In cases where dismissal through capability is being considered, we will discuss this with you fully first and you will be afforded the opportunity to express views on such a course of action. Alternatives to dismissal will always be considered where appropriate, and in line with business needs, such as reasonable adjustments and / or any current vacancies the Association may have.
- Where you have no foreseeable return to work date, there are no contractual benefits for which you may be eligible and there are no reasonable adjustments that can be made to support your return to work, a capability dismissal may be appropriate. ~~—~~

Dishonest Absence

If you are found to falsify or exaggerate your absence, this will be treated as gross misconduct. An investigation will be carried out in accordance with our disciplinary procedure and disciplinary action may be instigated, including dismissal or future withdrawal of company sick pay.

Contact with Infectious Diseases

If you cannot come into work as a result of coming into contact with a notifiable infectious disease (that is reportable to RIDDOR in line with the Health and Safety at Work Act), you should tell us. You will then receive your full pay sickness allowance. We will not take this period of absence from your normal entitlement.

Criminal or Civil Compensation

- If you are injured as the result of being the innocent victim of a criminal act, we will not take any sick leave from your normal entitlement. If the Criminal Injuries Compensation Board grant you compensation, you will not need to refund any sickness allowance we have paid out.
- If you are paid damages from a third party for loss of earnings due to a sickness or injury, we will ask you to repay any sickness allowance paid out but not more than the actual allowance paid or the amount of damages received for loss of earnings.

Work-related sickness or injury

- We will not take a period of absence due to sickness or injury caused by an accident in the course of your employment from your entitlement to sickness allowance.
- If you are still unfit for work at the end of the appropriate full allowance period, the Chief Executive will review the case to decide on any appropriate levels of allowance which should be made.
- An absence due to an accident shall only be accepted and qualify for payment when appropriate details are recorded in MHA's Accident Book and, in the subsequent investigation by

MHA, the facts recorded are found to be accurate and there has not been negligence on your part in terms of you complying with the recognised safe methods of work.

- Where you, as a result of the accident, are unable to make an entry, then another employee should make the entry on your behalf. In circumstances where no entry is made at the time of the accident, MHA will not unreasonably refuse the payment of the allowance and an investigation will still take place.
- In determining what action, if any, should be taken where your overall absence record includes period(s) of accepted industrial injury, managers should know the reasons for absence when assessing the record, and account should be taken of accepted industrial injuries when dealing with employees under the terms of this policy.
- Where, in applying this procedure, a manager identifies an employee who regularly sustains industrial injuries, additional training and/or advice may be required. The HR Manager and Health and Safety Officer will be available to offer managers assistance in this area.
- If your absence is the result of an accident at work directly resulting from your deliberate misconduct, we will withhold sickness allowance and we will also investigate it under the disciplinary procedure. If you disagree, you should use the grievance procedure.

Other Provisions

Absence and holidays

- If you are on annual leave and fall sick, we may apply sick leave instead if we believe that your illness / accident has stopped you from proceeding with your planned holidays. We will however require a Fit Note to confirm your illness.

- [Taking holiday while off sick. You can use your paid holiday \(annual leave\) while off sick for example where:](#)

[1. You are not physically able to work, but physically able to](#)

take a holiday.

2. Have a mental health condition that might be helped by a holiday.

3. Are off long term sick and a holiday might help with recovery.
If you are on sick leave and go on holiday, your line manager will

If paid holiday leave is used, sick leave will be paused while you are on holiday. Should you remain not well enough to return to work following the holiday, you will continue on sick leave.

Any employee considering going on holiday whilst absent from work due to ill health must first contact their line manager to seek authorisation and let them know how long they will be away for and to ensure communication resumes upon return.

~~investigate whether this is appropriate considering the reason for your absence. Depending on the outcome, the disciplinary procedure may be instigated.~~

- If there is a public or general holiday during your period of sickness, we will count this as sickness— This means that upon your return to work you will get this day back to take at a later time.

Doctor/hospital/dental appointments

- Doctor, hospital and dental appointments should be arranged out with working hours. If it is not possible, you should request time off from your line manager. Arrangements could include using annual leave, flexible working/TOIL/flexi or unpaid leave. In some circumstances, managers could also use their discretion and consider giving paid time off.

Conduct whilst off sick

- When on sick leave, you are still bound by your contract of employment with us and all our policies including the Code of Conduct and your duty of fidelity— We also expect that you do not participate in activities that would be at odds ~~with~~ with the reason for your absence~~your medical condition~~. Any breach in

respect of this will be dealt with under the disciplinary procedure. This includes conduct on social networking sites and any other publicly made remarks regarding Maryhill Housing Association, our customers, work colleagues, partners and anyone else who is connected with us.

Cosmetic procedures

- Absence due to cosmetic procedures (whether carried out in the UK or abroad) will not fall under sick leave or ~~pay, unless pay~~ unless it is recommended by health professionals health professionals recommend it. Employees should therefore request time off and agree with their line manager how the absence will be processed, e.g. annual leave or unpaid leave.

IVF treatment

- Absences resulting from IVF treatment will not be processed as sick leave or pay. The same relates to a partner of a person that is undergoing such treatment. Instead, you should discuss with your line manager how time off for the treatment could be accommodated, e.g. annual leave, flexible working, flexi time or time or unpaid leave. Absences relating to IVF treatment will also not be treated as relating to pregnancy unless there is a successful embryo transfer and might become ~~employee~~ actually falls pregnant. If the IVF is unsuccessful, employees are protected by law against pregnancy discrimination for 2 weeks after finding out an embryo transfer was unsuccessful.

Stress management

- Stress is not an illness. It can result from an illness or lead to one but it is not an illness itself. The same relates to "nervous debility" or any other diagnosis of that type. If you go off sick with stress, your manager will endeavour to find out the underlying cause so that appropriate action can be taken (if any) and in particular to determine whether conditions at work cause or contribute to stress and whether something could be done to help the situation. If your absence is certified by a doctor or medical professional, your manager ~~may will~~ ask them to clarify the underlying cause for stress. Your manager will provide you with the details of Maryhill Housing's Stress Management policy and the related stress questionnaire.

- [As part of your return to work meeting and to support you to make an effective and sustained return to work, your line manager may complete a Stress Awareness Plan – \(see Appendix 3\)](#)

Support

Return to work

- Prior to your return to work a discussion will take place with you with regards to any reasonable adjustments that may be required. We will engage with Occupational Health and/or your GP if required to support your return to work.
- Upon your return to work your Line Manager will welcome you back, check you are well enough to resume duties, and update you on any changes since you were off.
- In cases where there is room for improved attendance, you will be advised [of the standards](#) ~~what is~~ expected and the likely consequences if this does not happen.
- If your absence is related to a disability we will make every effort to make reasonable adjustments to enable you to continue working.

Occupational Health

- Your line manager and/or HR can at any time within the remit of this policy and at their discretion, require you to consent to a medical examination by an Occupational Health Provider. Any instruction to Occupational Health will be done by the HR team and not by you or your line manager. You ~~will~~ [would](#) have access to view this report once completed by the Occupational Health physician.

Employee Counselling Service

As an employee of Maryhill Housing you have access to our Employee Counselling Service. This is a confidential service for you should you need additional support, while absent or following a recent absence.

The details are as follows:

- Legal and General EAP- Number: 0800 197 0655 (quoting

Strathclyde/~~Stratclyde~~Strathclyde Pension Fund)

- Website information: www.legalandgeneral.com/eap
- The access code/username and password for website access is 'worklifeeap'.

You can also avail of face to face counselling through a management referral. This referral is arranged confidentially via HR. If you require this referral please speak to the HR Manager in the first instance.

Access to Work

- If ~~you're~~you are disabled or have a physical or mental health condition that makes it hard for you to do your job, we will always look at trying to incorporate necessary reasonable adjustments for you——. However, Access to Work can provide extra help, including mental health support.
- You may be offered support based on your needs, which may include a grant to help cover the costs of practical support in the workplace.

An Access to Work grant can pay for:

- special equipment, adaptations or support worker services to help you do things like answer the phone or go to ~~meetings~~meetings.
- help getting to and from ~~work~~work.

[Please use this link for full details on Access to work and how to apply.](#)

<https://www.gov.uk/access-to-work/apply>

~~For details on how to apply for Access to Work support please speak to the HR Manager.~~

Other Support Services

Maryhill Housing also has trained Mental Health First Aiders. Mental Health First Aiders are a confidential point of contact for you or any employee who is experiencing a mental health issue or emotional distress.

Healthy Working Lives (HWL)

	<p>Maryhill Housing participates in the HWL accreditation scheme and HWL provide a number of informative tools and resources to support employees with physical and mental illnesses.</p> <p>You can get more information on what HWL offers through Maryhill Housing Healthy Working Lives group:</p> <p>healthyworkinglives@maryhill.org.uk</p> <p>or via the HWL website directly on www.healthyworkinglives.scot</p> <p>General Data Protection Regulations MH will treat your personal data in line with our obligations under the current data protection regulations and our own Data Protection policy. Information regarding how your data will be used and the basis for processing your data is provided in MH's employee privacy notice.</p> <p>Roles and Responsibilities (see Appendix 1) Absence Management Flowchart (see Appendix 2)</p>
Approval	Senior Management Team – 14th March 2023 October 2019
Policy Owner	Arlene McLaughlin Marie Murphy -HR Manager
Review	This policy will be reviewed every 3 years and/or updated in line with changes in legislation.

Appendix 1:

Roles and Responsibilities

R=Responsible

C=Consulted/ Sought Advice where required

I=Informed

X=Not applicable

Task	Line Mgr	HR	Payroll	Employee
Ensuring employees are aware of the correct absence procedures-directing them to the absence and attendance management policy	R	C	X	R
Dealing with absence and attendance issues in a confidential manner	R	R	R	R
Conducting return to work interviews for all absences and carry out welfare meeting for those off +4 weeks	R	C	X	X
Ensuring that documentation relating to sickness absence (RTW, Absence Reviews etc) are sent to HR in a timely manner	R	I	X	X
Following the correct absence reporting procedures	R	C	X	R
Complete self-certification forms and hand in Fit Notes where applicable	R	I	X	R
Refer to Occupational Health	C	R	X	I
Attend Occupational Health meeting and provide permission to contact GP for medical report	X	I	X	R
Advise line manager if any disability or underlying medical condition	C	I	X	R
Keeping track of number of absences employee has had in the past 12 months	R	I	X	R
Notifying payroll of salary changes e.g. half pay, no pay	I	R	C	I
Carries out initial Absence Review and 6 months review meeting	R	C	X	I
Reasonable adjustments put in place for employee returning to work from absence	R	R	X	C
Signposting employee to support services as detailed in the policy	R	I	X	C

[Appendix 2](#)

[Managing Absence Flow Chart](#)

Appendix 3



Wellness Action and Awareness Plan

A Wellness Action and Awareness plan reminds us what we need to do to stay well at work and details what line managers can do to better support staff. It also helps staff to develop an awareness of their working style, stress triggers and responses, and enables them to communicate these to their manager.

In cases where someone has had to take time off as a result of a mental health illness, a plan can be used as part of the return-to-work process to set out what steps the individual and their manager plan to take to support recovery.

The information contained in this form will be held confidentially and can be regularly reviewed by the member of staff and their manager together. The member of staff only needs to provide information that they are comfortable sharing and that relates to their role. This form is not legally binding but it will help staff and managers to agree, together, how to practically support the member of staff in their role and address any health needs.

It is the responsibility of the employer to ensure that the data gathered in this form will be kept confidential and will not be shared with anyone without the permission of the member of staff.

1	<u>What helps you maintain good mental health at work? (for example taking an adequate lunch break away from your desk, getting some exercise before or after work or in your lunch break, light and space in the office, opportunities to get to know colleagues)</u>
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2	<u>What can your manager do to proactively support you to stay mentally healthy at work?</u> (for example regular 1 – 1's, feedback and catch-ups, flexible working patterns, explaining wider organisational developments)
3	<u>Are there any situations at work that can trigger poor mental health for you?</u> (for example workload, conflict at work, organisational change, tight deadlines, something not going to plan)
4	<u>How might experiencing poor mental health impact on your work?</u> (for example you may find it difficult to make decisions, struggle to prioritise work tasks, have difficulty with concentration, drowsiness, confusion or headaches)
5	<u>Are there any early warning signs that we might notice when you are starting to experience poor mental health?</u> (for example changes in normal working patterns, behaviour or withdrawing from colleagues)
6	<u>What support could be put in place to minimise triggers or help you to manage the impact?</u> (for example extra catch-up time with your manager, guidance on prioritising workload, flexible working patterns, consider reasonable adjustments)
7	<u>Are there elements of your individual working style or temperament that it is worth your manager being aware of?</u> (for example a preference for more face-to-face or more email contact, a need for quiet reflection time prior to meetings or creative tasks, negotiation on deadlines before they are set, having access to a mentor for

	<u>questions you might not want to bother your manager about, having a written plan of work in place which can be reviewed and amended regularly, clear deadlines if you have a tendency towards perfectionism or overworking a task, tendency to have particularly high or low energy in the morning or in the afternoon)</u>
<u>8</u>	<u>If we notice early warning signs that your mental health may be deteriorating, what should we do?</u> (for example from the individual's perspective] <u>talk to me discreetly about it, contact someone that I have asked to be contacted)</u>
<u>9</u>	<u>What steps can you take if you start to feel your mental health is making you unwell at work? Is there anything we need to do to facilitate them?</u> (for example you might like to take a break from your desk and go for a short walk, or ask your line manager for support)
<u>10</u>	<u>Who would you like us to contact if we have concerns about your well-being?</u>
<u>11</u>	<u>Is there anything else that you would like to share?</u>



Equality Impact Assessment

Name of Project	Absence & Attendance Management Policy	Date of approval	27 April 2023
Name of completing officer	Arlene McLaughlin	Date EqIA created	12 th April 2023

Stage 1 – who will this affect? Identify the main stakeholders, eg staff, tenants, applicants.
Staff Team

Stage 2 – Scoping Exercise - Equality evidence used in this Equality Impact Assessment Identify the main sources of the evidence, both quantitative and qualitative, that supports your analysis. This could include for example, data on the Association’s workforce, tenants or applicants	
Information Source (include link where published)	What does this information include?
Attendance data – 22/23 here	Report of staff absence over each quarter of the year. Data is reported as short and long term absence as a % of the total headcount. Disabled employees are also reported as a % of the total headcount.
CIPD Health & Wellbeing at work here	Survey and report which examines the practices organisations have put in place to support people at work. CIPD is the professional HR body and provides guidance and features industry standards and best practices.
Stress Management Policy - here	Offers users tools to promote mental health together with an wellness action plan to support managers dealing with mental health issues within their team.

	Please Note: This is an updated policy and is currently in draft form. It has been tabled and agreed by SMT, however staff consultation is not yet complete.
EDI Policy (Staff) here	Our EDI Policy promotes equity, fairness and respect in all of its actions as an employer of choice. This includes how we manage people with any protected characteristic and confirms our commitment to avoiding all forms of unlawful discrimination.

Stage 3 – Considering the above information, what impact will this proposal have on protected groups? Consider whether the impact is positive, negative or neutral.

Sex	Neutral
Gender Reassignment	Neutral
Age	Neutral
Disability	Positive – Staff whose absence is related to their disability will benefit from a more inclusive and supportive process.
Race & Ethnicity	Neutral
Sexual Orientation	Neutral
Religion or Belief (or No Belief)	Neutral
Pregnancy & Maternity	Neutral
Marriage & Civil Partnership	Neutral

Stage 4 – Are there any negative impacts on the above groups?	Can you objectively justify these? If not, what actions could be taken to mitigate, advance equality or fill gaps in information
No – if the policy is appropriately and consistently applied	Good training for managers to clarify their roles and responsibilities in managing absence and attendance

Stage 5 – General duty. There are three key considerations to think about in terms of equalities implications on any new policy as set out below. Please set out how you have considered each of these.	
Is there anything more the policy could do to eliminate discrimination?	No
Could the policy better advance equality of opportunity?	No
Does the policy pay due regard to the need to promote good relations between different groups?	Yes
Are there any other actions you could take to better meet the General Equality duty?	No

Stage 6 – List any proposed actions as a result of this equality impact assessment	
Action – A training programme will be arranged and delivered to all line managers and team leaders together with a Q and A session to ensure that new areas of practice within the process are understood and applied consistently across staff teams	Where captured

8 - New Potential Development Projects

Alistair McArthur

| For Decision

Attachments

[8. \(RR\) Board report for feasibility studies 14 04 23.pdf](#)

[8.1 \(RR\) New build feasibilities - Appendices A - C.pdf](#)

9 - CEO Report

Bryony Willett

| For Decision

Attachments

[9. \(RR\) CEO Report.pdf](#)

[9.1 \(RR\) Appendix A - SDFP Template 2023-24 to 2027-28 - Completed 11Apr23.pdf](#)

[9.2 \(RR\) Appendix B - Learning from incidents health and safety data.pdf](#)

[9.3 \(RR\) Appendix C - Property Team structure.pdf](#)

[9.4 \(RR\) Appendix D - Annual Procurement Strategy 2023-24 DRAFT.pdf](#)

REPORT TO:	Board	
DATE OF MEETING:	27th April 2023	
AGENDA ITEM:	9	
CONFIDENTIALITY:	Confidential	
AUTHOR:	CEO/Directors/Senior Managers	
RESPONSIBLE DIRECTOR:	Chief Executive	

REPORT TITLE: CHIEF EXECUTIVE’S REPORT

1. PURPOSE

1.1 This report aims to provide Board with an overview of key activity and issues for information. The report updates Board Members on organisational and operational issues and provides progress updates on items which do not require a paper in their own right.

2. RECOMMENDATIONS

2.1. Board is asked to:

- **Approve** the strategy and development funding plan (SDFP) for submission to Glasgow City Council.
- **Approve** the addition of a Pets Policy to the Policy Schedule.
- **Approve** the addition of an Abandonment Policy to the Policy Schedule.
- **Approve** the proposed Lettings Quotas shown at 2.6.
- **Approve** the creation of a new part time Compliance Officer post (at EVH Grade 7) as an additional cost of £2.4k per annum.
- **Approve** deleting the current Asset Manager (EVH Grade 8) and creating a new Procurement Manager post (EVH Grade 8) at no additional cost.
- **Approve** the change in grade for the IT Officer post from EVH Grade 6 to EVH Grade 7 at an additional cost of £4k per annum.
- **Note** the contents of the report.

Contents:

1. Chief Executive
2. Operations
3. Resources

IMPLICATIONS OF THE REPORT	
FINANCIAL RESOURCE AND VALUE FOR MONEY:	The proposed changes in staffing would result in annual increased costs of £6.4k. This is not budgeted for but would not have a significant impact on the budget or business plan.
LEGAL/ REGULATORY/ RULES/NOTIFIABLE EVENTS:	Whistleblowing is subject to a live notifiable event. External legal advice has been taken to inform the following items: Maryhill Locks defects; Acquisitions.

IMPLICATIONS OF THE REPORT

CORPORATE PLAN/ STRATEGIC OBJECTIVES:	<p>Reactive repairs mobilisation is a Delivery Plan project for 2023/24.</p> <p>The following items relate to the following strategic objectives:</p> <p>Improving customer experience:</p> <ul style="list-style-type: none"> - Reactive repairs mobilisation <p>Enabling better lives:</p> <ul style="list-style-type: none"> - Lettings targets <p>Providing better places:</p> <ul style="list-style-type: none"> - Property purchases - Maryhill Locks shop - Strategy and development funding plan - Glenavon render - Maryhill Locks - New caretaker posts - Property purchase and sales policy <p>Building a sustainable business:</p> <ul style="list-style-type: none"> - Learning from health and safety data - Changes in the property team structure - Annual procurement strategy and procurement support
CUSTOMER/TENANT PARTICIPATION:	No tenant consultation has been carried out about items in this report.
COMMUNICATIONS:	There are no communications proposals around any of the items in this report.
HEALTH AND SAFETY AND WELLBEING:	There are no items in this report with health and safety implications
ENVIRONMENTAL:	There are no items in this report with environmental implications
EQUALITY IMPACT ASSESSMENT:	No equality impact assessment has been carried out on the items contained in this report.
RISK ANALYSIS:	<p>A number of items relate to strategic risks as follows:</p> <p>2.3 Leased properties, property purchases, lettings targets – Housing need</p> <p>1.5 Learning from health and safety data – Health and Safety</p> <p>2.1 reactive repairs mobilisation – Contractor failure</p>
FREEDOM OF INFORMATION:	<p>The following should not be published:</p> <p><input type="checkbox"/> N/A <input type="checkbox"/> Full Report <input checked="" type="checkbox"/> Section(s): 2.1 (and sections within recommendations and implications table in respect of these)</p>

IMPLICATIONS OF THE REPORT

Reason for redacting:

Confidential:

Commercially Sensitive: (2.1)

1. CHIEF EXECUTIVE

1.1 Property Purchases

In January 2023 the Board approved increasing the number of properties that can be purchased by the Association in 2022/23 to thirty to capitalise on additional funding provided by GCC.

The scheme has now come to an end and the Association completed purchase of 22 properties. GCC have not indicated whether an acquisitions programme will continue into 2023-24.

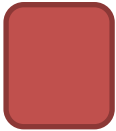
A summary of the properties purchased in the programme are shown below:

Strategic objective	Type	Total
Larger family housing	3 x 2 bed four in a block 2 x 3 bed four in a block 2 x 3 bed house 1 x 2 bed flat 3 x 3 bed flat	11
Enabling major works (Hathaway Lane)	6 x 1 bed flat 1 x 2 bed flat	7
Enabling regeneration (high rise)	1 x 1 bed flat 3 x 2 bed flat	4
Total		22

1.3 The shop at Maryhill Locks

The Association owns a shop on the Maryhill Locks development that it was required to build under a planning condition. The Association has been unable to let or sell this property since it was built eight years ago. A number of potential sales/leases have fallen through over the years. The Association has received an offer of £150k to purchase the property which it is progressing through its agents. It is also exploring leasing the unit to a third sector group. At the March meeting officers raised concerns about the viability of the purchase offer but the potential purchaser has suggested they have an investor who would fund the fit-out costs. The Association has submitted a request for pre-application advice to convert the unit into a residential dwelling. This forms part of the new build feasibility report for this Board meeting.

1.4 Strategy and development funding plan (SDFP)



The SDFP submission is provided to Glasgow City Council annually. It includes more aspirational projects that may never be developed out by the Association. The SDFP details the projects, the proposed number of units and tenure mix and provides a breakdown of the total funding required for each development, the level of Housing Association Grant (HAG), Private Finance, Sales Income and any other funding contributions. The SDFP requires Board approval prior to submission to Glasgow City Council. The proposed SDFP submission is shown at Appendix A. It contains all of the projects in the proposed Growth Plan (already approved by the Board in February 2023) plus the following:

- Maryhill Road Debra building
- Ruchill/Shuna Street
- Maryhill Road/Craigmont Drive
- Cottar Street

1.5 Learning from health and safety data

At Board in February 2023 officers updated the Board about concerns around integrity of some of the landlord health and safety data. Officers undertook to complete a learning review which is attached at Appendix B. Key actions from the review are:

- Re-starting programme of internal dip sampling of landlord health and safety (complete and programmed in throughout 2023/24)
- Progressing project to create more system driven health landlord health and safety reporting (first meeting held and agreed lifts first area to be added)
- Give consideration to dedicated compliance resource to ensure issues identified in cyclical checks are actioned and closed (covered elsewhere in this report)

2. OPERATIONS

Maryhill Locks

2.1

Removed as confidential

[Redacted content]

2.2 Additional leased properties – update

Elpis sunflower project: We have been unable to progress signing any leases but are continuing to work with them to identify suitable properties. Officers were due to meet again with Elpis in February 2023 to discuss requirements however due to resource issues the meeting has had to be rescheduled. A update will be provided once this meeting takes place.

2.3 Reactive repairs mobilisation update

The table below summarises progress with reactive repairs mobilisation against key risks associated with the service. Key highlights are:

- The data cleanse exercise to work through a backlog of over 900 jobs has now been concluded and it's been identified that there are over 470 jobs which are open past the target completion date and require progression.
- We have asked Everwarm how they intend to manage this backlog of jobs, options include further weekend working, sub-contracting out work and removing work from workstream and applying contractual penalties.
- We have tried to work constructively with Everwarm, however in order to protect the customer experience we are considering applying a contra-charge in-line with the contract for every failed job that falls outside of the target completion date.
- We are in the process of writing out to all the customers affected to apologise for delay and confirm who will be carrying out work and timescale – all customers will be given the opportunity to flag if their repair has got worse or if there is any additional information required.
- The contractor is struggling to cope with the level of demand associated with joinery work.
- The contractor has struggled to retain staff in their planning team. We will be supporting Everwarm by helping to advertise a planning administrator post.
- The contractor has produced a performance improvement plan (following a formal request from the Association). Progress against this will be monitored at weekly contract management meetings.

Risk	Mitigation	Timeframes
Strategic risk: Customer satisfaction - Failure to improve customer experience and increase customer satisfaction		
Customers are not aware of the new contract and expectations of the service	Articles in the winter newsletter, joint press release with Everwarm, social media articles.	Complete
	Further newsletter article apologising for the poor service in the first months of the service and explaining actions being taken	Complete
Customers experience long wait times on the phone because there is no online functionality to book repair appointment available.	Staff to be using MyHome to raise repairs	End August 2023
	Fully relaunch MyHome customer portal. Allowing customers to directly book repairs and schedule appointments online.	Dependent on contractor performance

Work with Everwarm to cleanse the repairs data, understand what is truly open / what is duplicate / no access etc.		Complete
Contractor fails to attend appointments or deliver repairs within contractual timeframes – leading to customer disappointment	Maryhill and Everwarm to interrogate and address backlog of 470+ open jobs.	In discussion with Everwarm
	Everwarm to deliver performance improvement plan – see contract management risk below	Ongoing
Strategic risk: Housing quality - Failure to provide better homes and develop neighbourhoods to feel proud of (existing stock)		
The Association fails to deliver on repairs needed and as a result is not maintaining its homes and deliver on the Scottish Housing Charter.	Addressing the backlog of open jobs – see customer satisfaction risk above.	Complete
	Delivery of Everwarm's performance improvement plan – see contract management risk below	Ongoing
Strategic risk: Contract Management Risk – Failure to effectively manage contractor performance and costs		
Staff members do not understand how the new contract should operate and be managed	All staff notified of the change in the contract. Specific training provided to the Property team and Neighbourhood Team on conditions of contract and operational processes.	Complete
The Association does not build an effective working relationship with the contractor.	Everwarm planner to be located in the Association's offices	Complete
The Association fails to ensure the contractor delivers to the terms of the contract	Weekly formally noted performance management meetings.	Ongoing
	Delivery of the Contractor's performance improvement plan and escalation of formal contract management as appropriate.	Ongoing
Strategic risk: Legislation & Regulation - Failure of staff to ensure MHA meets Statutory and Regulatory standards related to operational activities		
The Association cannot provide accurate data on repairs performance to feed into the Annual Return on the Charter submission	1 st phase of the interface which allows job orders and job updates will now automatically interface into MHA system.	Complete
The Association reports very poor reactive repair performance in the	Maryhill and Everwarm to interrogate and address backlog of 470+ open jobs.	In discussion with Everwarm

Annual Return on the Charter submission.		
Strategic risk: Staff Resources - Failure to attract, retain and have an engaged, motivated and healthy workforce		
Staff become frustrated that the contractor is not performing, and this is impacting on their job satisfaction	Clear escalation routes for staff experiencing poor contractor performance	Complete
Staff are wasting time because they do not have full visibility of the contractors' system, this means longer on the phone following up jobs and more repeat calls from customers.	2 nd phase of the interface between Everwarm and the Association which will provide appointment access to the Association's staff.	End of April '23
Strategic risk: Financial control - Ineffective financial business planning & financial controls		
The Association is not able to manage the reactive repair budget due to delays in invoicing	Receipt of applications for payment for the period Oct '22 – Jan'23. Additional staffing resource to address backlog if required.	Complete
	Fully agreed and operational monthly process for payments applications for the contract.	Complete

2.4 Changes in the Property Team Structure

There have been two recent changes in the Association's Property Team:

- One of the Asset-coordinators (EVH grade 6) have had a flexible working request approved to move from 5 to 2 working days per week.
- The Asset Manager has resigned.

This has prompted managers to review the structure of the Asset Team. As a result of this review the following changes are proposed:

- Creation of a new part time (3 days per week) post of Compliance Officer (EVH grade 7).
- Deleting the post of Asset Manager (EVH Grade 8) and creating a new post of Procurement Manager (EVH Grade 8).
- Removing strategic procurement responsibilities from the Director of Resources post and adding responsibilities around Investment Planning.

The current and new proposed structure for the Property Team is shown at Appendix C. This approximate cost of this change is an annual increase in costs of £2.4k per annum.

These changes are proposed to:

- Create a stronger focus on landlord health and safety which is an ongoing area of Regulatory Engagement and a key area of risk for the Association.

- Provide support for the Property Manager (who has oversight over landlord health and safety), creating capacity to improve contract management and system and processes in the team of Property Officers.
- Bring procurement expertise into the business and create clear focus and expectations around procurement delivery.
- Bring business planning and investment planning under the responsibility of the Director of Resources as these two areas are so closely linked.

At the time of writing consultation is ongoing with other members of the Property Team about these proposed changes. A verbal update will be provided at the Board meeting if any changes to the above are proposed.

Board approval is required for any permanent changes to the staffing structure and therefore Board is asked to approve:

- Creation of a new part time (3 days per week) post of Compliance Officer (EVH grade 7).
- Deletion the post of Asset Manager (EVH Grade 8) and creation a new post of Procurement Manager (EVH Grade 8).

2.5 New proposed policies

It is proposed to create two new policies:

Pet Policy. The Association's current approach to pets is included in the Estate Management Policy but a stand-alone policy is proposed to provide more detail for customers around the Association's approach to pets.

Abandonment Policy. The Association currently has an abandonment procedure which sets out how the Association will manage instances where it has reason to believe a property has been abandoned by the tenant or they are no longer living in the tenancy. Creating a public facing policy will provide more clarity to customers about the Association's approach.

It is proposed that both of these policies will require Senior Management Team approval rather than Board approval in the future, but they would come to Board for approval for the first time in summer 2023.

2.6 Lettings quotas

When Board considered the strategic key performance indicators for 2023-24, they were asked to note that the Association had not yet received the usual letter from Glasgow City Council (GCC) requesting a proportion of lets to be allocated to statutory homeless (section 5) households.

The Association has now received this letter which requests that Associations allocate 60 percent of lets to homeless households. This is the same proportion that was requested

in 2022 – 2023 but is higher than the proportion requested in previous years. The reasons for this are:

- The number of housing association properties let to homeless households is projected to be significantly lower in 2022/2023 (2700) than in 2020/2021 (3288) or 2021/22 (3311), with no less homeless households seeking assistance this means that there are more households in temporary accommodation for longer. This includes households in bed and breakfast accommodation deemed to be unsuitable.
- As a result of the number of the above the Scottish Housing Regulator is engaging with Glasgow City council about their homelessness services (and have been for a number of years).

The Association’s approved lettings targets for 2022/23 (and performance against target) are shown in the table below.

	Target	Actual
Statutorily homeless (section 5)	48%	47%
Waiting list	27%	30%
Transfer need	18%	18%
Transfer aspirational	7%	4%

It is proposed that the Association commits to allocating 50 percent of lets to statutory homeless (section 5) households. This is lower than the 60% requested but higher than the current target. This is proposed for a number of reasons:

- The Association has a good working relationship with GCC and a positive track record in allocating properties to homeless households. We consistently perform well compared to peer associations.
- The Association has a positive track record providing temporary furnished flats to GCC.
- The barrier to achieving current target is the lack of referrals from GCC.
- We want to ensure we create successful, mixed communities in Maryhill and Ruchill and we are concerned about the lower tenancy sustainment rates for homeless households and the lack of support from GCC for households once they are allocated a property with the Association (this has been raised with GCC).

Board are asked to approve the lettings targets for 2023-24 set out in the table below:


	2022/23 target	Proposed 2023/24 target
Statutorily homeless (section 5)	48%	50%
Waiting list	27%	25%
Transfer need	18%	18%
Transfer aspirational	7%	7%

3. RESOURCES

3.1 Whistleblowing

As advised to Board by email from the Chief Executive on 22 June 2022, our internal auditors were appointed to carry out a whistleblowing investigation following receipt by the Association of a communication on 18 June 2022. The auditors submitted a draft report to the Chair and the Chair submitted comments back to the auditors. A reminder email was sent to Wylie & Bissett on 20/03/23 and they have since provided a final version of the report. The Scottish Housing Regulator will now be provided with a copy of the report. Whilst the Association was not found to be at fault, there were some improvements suggested in the report and Board will be asked to approve adding these to the Governance Effectiveness Plan in May 2023.


3.2 IT Officer Post



The Association's permanent staffing structure currently includes a full time IT Officer post at EVH Grade 6. Since the departure of the previous IT Manager this role has been taking on additional responsibilities on a temporary acting up basis to EVH Grade 7 level. The job description was recently reviewed, and it is proposed to retain the additional responsibilities within the job description. The job description is currently with EVH for review as it is anticipated that this review will result in a recommendation from EVH that this post is placed at Grade 7 permanently. The outcome of this review will be known by the date of the April Board meeting. If the post is identified by EVH as a Grade 7 post the Board will be asked to approve this change to the permanent staffing structure. This change will result in a £4k increase to annual salary plus on costs.

Unfortunately, the current post holder has just handed in their notice, so we are looking to commence recruitment. This recruitment will advertise the post at EVH Grade 7 however no appointment decision will be made prior to Board consideration of the outcome of the EVH grading review.

3.3 Annual Procurement Strategy 2023/24



To comply with procurement legislation, the Association is required to publish an Annual Procurement Strategy in any year where it expects to undertake regulated procurement activities in excess of £5m. Regulated procurement means works contracts in excess of £2m and good/services contracts in excess of £50k. This year is the seventh year in a row that the Association will publish an annual procurement strategy. The strategy sets out how the Association's procurement activity will contribute to corporate plans and objectives and deliver Value for Money. The strategy also sets out how procurement activity will comply with the Association's sustainable procurement duty. There are no changes proposed to the main body of the strategy document from last year, other than updating the year and reference to the latest corporate plan. The final section of the strategy details the £5.7m of regulated procurement which is planned to be undertaken during 2023/24. Board are asked to approve the strategy at Appendix D.

3.4 Annual procurement report 2021/22

The Annual Procurement Report for 2021/22 was due for publication by the end of August 2022. Drafting of this report was underway but has not been completed due to the additional financial planning work in respect of potential rent restrictions and then covering

for staff vacancies. Scottish Government have been advised of the delay and are content this report will be provided as soon as practical. Following completion of the corporate plan in March, the drafting of this report has now restarted. Board will be updated once the Annual Procurement Report has been published, and it is intended this will be done ahead of the April Board meeting.

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GLASGOW CITY COUNCIL

HOUSING AND REGENERATION SERVICES

STRATEGY & DEVELOPMENT FUNDING PLAN 2023/24 - 2027/28



RSL: MARYHILL HOUSING ASSOCIATION

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**GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN**

RSL: MARYHILL HOUSING ASSOCIATION

BLOCK A: TENDERS APPROVED IN 2022/23 OR BEFORE

PROJECT NAME AND KEY DATES

NO OF UNITS AND CLIENT GROUP

Smeaton Street	
Acquisition	
Tender	01 February 2022
Start Date	01 June 2022
Completion	01 June 2023

RENT	MMR	NSSE	TOTAL
16			16
Provision for Particular Needs			

ADDITIONAL

Greener Standard	Yes
HA Ownership	Yes

Botany Corner	
Acquisition	
Tender	Mar-20
Start Date	Dec-20
Completion	June 23(estimate)

RENT	MMR	NSSE	TOTAL
26	18	18	62
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Maryhill Locks	
Acquisition	
Tender	
Start Date	
Completion	

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

Greener Standard	Yes/No
HA Ownership	Yes/No

Roths Drive	
Acquisition	
Tender	
Start Date	
Completion	

RENT	MMR	NSSE	TOTAL
22			22
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	PREV. YRS (22/23 & prev)	YEAR 1 (23/24)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT	0.312	2.416					2.416
PRIVATE		1.087					1.087
SALES							0.000
OTHER							0.000
TOTAL	0.312	3.503					3.503
	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT	7.591	0.051					0.051
PRIVATE	2.786	0.583	0.185				0.768
SALES		2.150					2.150
OTHER	0.500	0.000					0.000
TOTAL	10.877	2.784	0.185	0.000			2.969
	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT		1.000					1.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	1.000	0.000	0.000			1.000
	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT	3.165	0.020					0.020
PRIVATE	1.678						0.000
SALES							0.000
OTHER							0.000
TOTAL	4.843	0.020	0.000	0.000			0.020

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**GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN**

RSL: MARYHILL HOUSING ASSOCIATION

BLOCK B: TENDERS TO BE APPROVED 2023/24

PROJECT NAME AND KEY DATES

Acquisition
Tender
Start Date
Completion

Acquisition
Tender
Start Date
Completion

Acquisition
Tender
Start Date
Completion

NO OF UNITS AND CLIENT GROUP

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

RENT	MMR	NSSE	TOTAL
			0
Provision for Particular Needs			

Greener Standard Yes/No

HA Ownership Yes/No

Greener Standard Yes/No

HA Ownership Yes/No

Greener Standard Yes/No

HA Ownership Yes/No

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (£0.000Ms)

	PREV. YRS (22/23 & prev)	YEAR 1 (23/23)	YEAR 2 (24/25)	YEAR 3 (25/26)	YEAR 4 (26/27)	YEAR 5 (27/28)	TOTAL
GRANT							0.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.000	0.000	0.000			0.000

	(22/23 & prev)	(23/23)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
GRANT							0.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.000	0.000	0.000			0.000

	(22/23 & prev)	(23/23)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
GRANT							0.000
PRIVATE							0.000
SALES							0.000
OTHER							0.000
TOTAL	0.000	0.000	0.000	0.000			0.000

GCC HOUSING & REGENERATION SERVICES
STRATEGY & DEVELOPMENT FUNDING PLAN

RSL: MARYHILL HOUSING ASSOCIATION

BLOCK C: TENDERS TO BE APPROVED AFTER 2023/24

EXPENDITURE PROFILE BY YEAR & TYPE OF FUNDING (€0.000Ms)

PROJECT NAME AND KEY DATES

NO OF UNITS AND CLIENT GROUP

Maryhill Cross	
Acquisition	01/01/2025
Tender	01/07/2026
Start Date	01/01/2027
Completion	01/09/2028

RENT	MMR	NSSE	TOTAL
37	13	0	50
Provision for Particular Needs			

ADDITIONAL	
Greener Standard	Yes
HA Ownership	Yes

Shawpark Street	
Acquisition	01/01/2024
Tender	01/07/2025
Start Date	01/10/2025
Completion	01/01/2027

RENT	MMR	NSSE	TOTAL
22	0	0	22
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Shannon Street	
Acquisition	01/08/2023
Tender	01/08/2024
Start Date	01/10/2024
Completion	01/03/2026

RENT	MMR	NSSE	TOTAL
24	0	0	24
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

TRA Older People	
Acquisition	01/01/2025
Tender	01/01/2026
Start Date	01/04/2026
Completion	01/10/2027

RENT	MMR	NSSE	TOTAL
24	0	0	24
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

TRA Family Housing	
Acquisition	01/01/2026
Tender	01/01/2027
Start Date	01/04/2027
Completion	01/04/2029

RENT	MMR	NSSE	TOTAL
36	0	0	36
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Shuna Street Lockups	
Acquisition	already owned
Tender	01/07/2024
Start Date	01/10/2024
Completion	01/12/2025

RENT	MMR	NSSE	TOTAL
6	0	0	6
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Dalsholm Road	
Acquisition	01/09/2023
Tender	01/01/2024
Start Date	01/04/2024
Completion	01/04/2028

RENT	MMR	NSSE	TOTAL
24	20	0	44
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Oran Gardens	
Acquisition	01/01/2024
Tender	01/09/2024
Start Date	01/12/2024
Completion	01/12/2025

RENT	MMR	NSSE	TOTAL
10	0	0	10
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Maryhill Job Centre	
Acquisition	01/01/2024
Tender	01/12/2024
Start Date	01/03/2025
Completion	01/10/2026

RENT	MMR	NSSE	TOTAL
0	22	0	22
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Maryhill Road Debra	
Acquisition	01/01/2027
Tender	01/07/2028
Start Date	01/10/2028
Completion	01/04/2030

RENT	MMR	NSSE	TOTAL
0	12	0	12
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Ruchill/Shuna Street	
Acquisition	01/04/2024
Tender	01/09/2025
Start Date	01/12/2025
Completion	01/12/2027

RENT	MMR	NSSE	TOTAL
30	0	0	30
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Maryhill Rd/Craigmont Drive	
Acquisition	01/04/2024
Tender	01/09/2025
Start Date	01/12/2025
Completion	01/12/2027

RENT	MMR	NSSE	TOTAL
0	20	0	20
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

Cottar Street	
Acquisition	01/01/2026
Tender	01/04/2028
Start Date	01/07/2028
Completion	01/09/2029

RENT	MMR	NSSE	TOTAL
9	0	0	9
Provision for Particular Needs			

Greener Standard	Yes
HA Ownership	Yes

	PREV. YRS	YEAR 1	YEAR 2	YEAR 3	YEAR 4	YEAR 5	TOTAL
	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	
GRANT	0.000	0.000	0.000	0.571	1.954	7.309	9.835
PRIVATE	0.000	0.000	0.000	0.000	0.000	0.507	0.507
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.000	0.571	1.954	7.817	10.342

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.118	0.000	2.301	2.168	0.000
PRIVATE	0.000	0.000	0.000	0.000	1.283	0.000	1.283
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.118	0.000	2.301	3.451	0.000	5.870

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.258	2.090	1.866	0.000	0.000
PRIVATE	0.000	0.000	0.000	1.965	0.000	0.000	1.965
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.258	2.090	3.831	0.000	0.000	6.179

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.000	0.137	4.359	0.725
PRIVATE	0.000	0.000	0.000	0.000	0.000	1.455	1.455
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.000	0.137	4.359	2.180	6.676

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.000	0.206	0.000	4.690
PRIVATE	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.000	0.206	0.000	4.690	4.896

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.645	0.383	0.000	0.000
PRIVATE	0.000	0.000	0.000	0.477	0.000	0.000	0.477
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.645	0.860	0.000	0.000	1.504

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.708	2.708	2.708	1.318	0.000
PRIVATE	0.000	0.000	0.000	0.000	1.391	2.708	4.099
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.708	2.708	2.708	2.708	2.708	11.542

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.107	0.841	1.108	0.000	0.000
PRIVATE	0.000	0.000	0.000	0.573	0.000	0.000	0.573
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.107	0.841	1.681	0.000	0.000	2.629

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.354	0.260	2.417	0.000	0.000
PRIVATE	0.000	0.000	0.000	0.706	1.561	0.000	2.267
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.354	0.260	3.123	1.561	0.000	5.298

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.000	0.000	0.214	0.000
PRIVATE	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.000	0.000	0.214	0.000	0.214

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.494	1.253	3.758	0.088
PRIVATE	0.000	0.000	0.000	0.000	0.000	2.418	2.418
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.494	1.253	3.758	2.505	8.011

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.330	0.873	2.123	0.000
PRIVATE	0.000	0.000	0.000	0.000	0.496	1.746	2.243
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.330	0.873	2.620	1.746	5.569

	(22/23 & prev)	(23/24)	(24/25)	(25/26)	(26/27)	(27/28)	TOTAL
	GRANT	0.000	0.000	0.000	0.154	0.000	0.000
PRIVATE	0.000	0.000	0.000	0.000	0.000	0.000	0.000
SALES	0.000	0.000	0.000	0.000	0.000	0.000	0.000
OTHER	0.000	0.000	0.000	0.000	0.000	0.000	0.000
TOTAL	0.000	0.000	0.000	0.154	0.000	0.000	0.154

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STRATEGIC HOUSING INVESTMENT PLAN PRIORITY	Smeaton Street	Shannon Street	Shawpark Street	Maryhill Cross	North TRA Older peoples housing	North TRA family housing	Lockups Shuna Cadder	Dalsolm Road	Oran Gardens	Job Centre	Debra	Ruchill Shuna Street	Craigmont	Cotter street
SUPPORT AREA BASED REGENERATION			✓	✓	✓	✓				✓		✓		
SOCIAL RENTED HOUSING TO MEET HOUSING NEED	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓		✓
INTERMEDIATE HOUSING OPTIONS				✓						✓	✓	✓	✓	
SUPPORTING PRIVATE SECTOR HOUSING DEVELOPMENT														
SOCIAL CARE HOUSING PRIORITY LEARNING DISABILITY														
SOCIAL CARE HOUSING PRIORITY PHYSICAL DISABILITY														
SOCIAL CARE HOUSING PRIORITY MENTAL HEALTH														
HOUSING FOR OLDER PEOPLE			✓		✓				✓					
PROVISION OF WHEELCHAIR HOUSING		✓	✓	✓	✓	✓		✓		✓		✓		
LARGE FAMILY HOUSING		✓				✓	✓	✓				✓		✓
SUSTAINING EXISTING SUPPLY														
PROTECTING GLASGOW'S BUILT FORM	✓		✓	✓						✓	✓			
ADAPTATIONS														

Please Indicate Priority Compliance for each Project with a Tick

Required Reading

Learning from incidents proforma

Incident title: Concerns about integrity of landlord health and safety data

Date of incident: Feb '23

Learning meeting held: 21/03/23

Learning meeting attended by: CEO, Director of Operations, Property Manager, Head of Property, Performance and Governance Manager

Lead manager: Head of Property

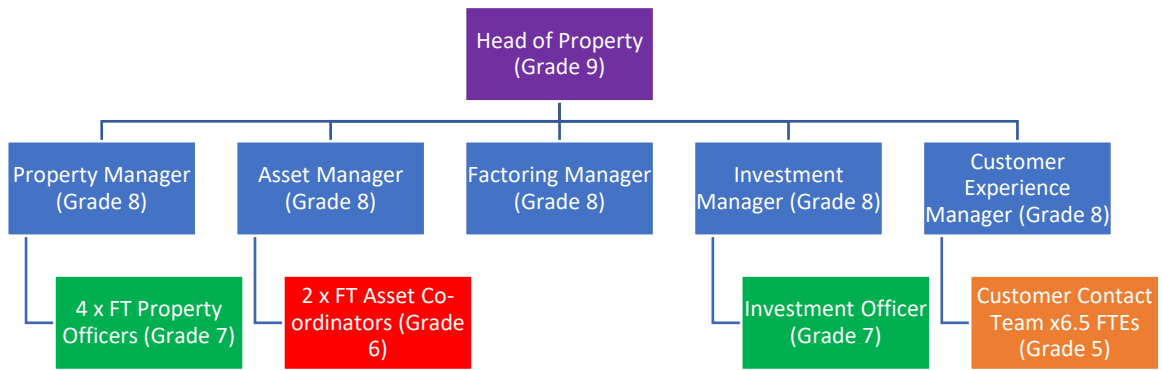
What happened?	What went well in our response and why?	Where there any causes we could influence?	What will we do differently? By When?	Where is this action captured?	Whose responsibility is it?	When is it due?
When carrying out exercise to create a health and safety data map gaps were identified in health and safety records and it was not possible to evidence all health and safety performance reporting.	Issue was reported to February 2023 Board.	Landlord health and safety dip sampling stopped in 2023/24 due to lack of resources in Corporate Support Team.	Re start programme of landlord health and safety dip sampling.	Quarterly health and safety forum agendas.	Performance and Governance manager	April 2023 and ongoing throughout 2023/24
		Some landlord health and safety reports not system driven – reporting from spreadsheet trackers or no tracking mechanism.	Progress project to get more health and safety reporting into SDM.	2023/24 delivery plan (part of digital strategy)	Business transformation and IT manager	Lifts by June 2023 then other areas ongoing throughout 2023/24.
			In the interim create spreadsheet trackers for mechanical and electrical equipment checks and roof anchors.	To be added to SMT action tracker	Performance and Governance manager	April 2023

		Difficult for property manager to focus on closing down actions raised in health and safety checks in busy, operational team.	Give consideration to specific compliance officer post to focus on ensuring issues identified in cyclical health and safety checks are actioned and closed.	To be added to SMT action tracker	Head of Property	May 2023.
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CEO Report Appendix C: Property Team Structure

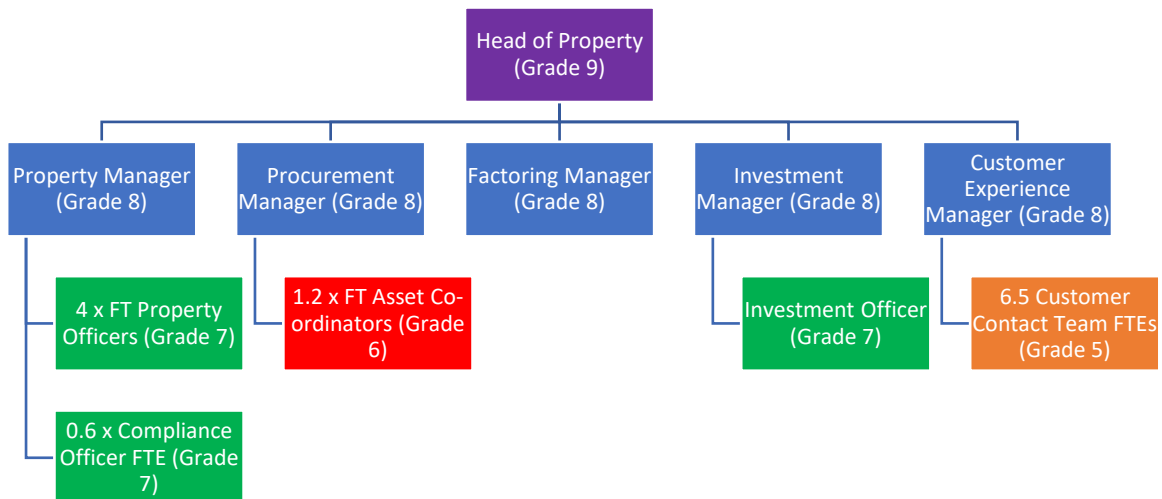
Current Permanent Property Team structure

(chart below does not show current temporary posts)



Proposed Permanent Property Team Structure

(chart below does not show current temporary posts)





MARYHILL HOUSING

Annual Procurement Strategy

2023-2024

Issue No	7
First Approved	25th April 2017
Last Reviewed	27th April 2023
Date of Next Review	March 2024
Review Requirement	Annual

1. Introduction

- 1.1. Procurement is a highly regulated area, being seen by the Scottish Government as a significant area where the broader aims of value for money and social, economic, and environmental sustainability can be developed and realised.
- 1.2. The legislation surrounding procurement includes the following and this should be complied with at all times:
 - Procurement Reform (Scotland) Act 2014
 - Public Contracts (Scotland) Regulations 2015
 - Procurement (Scotland) Regulations 2016
 - Guidance under the Procurement Reform (Scotland) Act 2014 (issued 17 March 16)
- 1.3. The Scottish Procurement legislation above mainly arose from European Directives. At the end of the Brexit transition period on 31 December 2020 the Scottish legislation was amended to remove this link, however none of these changes fundamentally altered the procedures and processes of advertising and awarding public contracts.
- 1.4. At the heart of this Procurement Strategy and the Scottish Government's strategy, is the concept of value for money in procurement - an informed balance between cost, quality, and sustainability. The Value for Money triangle illustrates the Scottish Model of Procurement.



2. Procurement Vision

2.1. MHA's **vision** for procurement is that our procurement activity will support delivery of MHA's strategic vision and aims and will:

- Follow best practice
- Be Open & Transparent
- Be Non- Discriminatory
- Be Proportionate
- Be fit for purpose
- Achieve Value for Money

3. Procurement Strategy Rationale

3.1. MHA's Corporate Plan 2022/23 sets out the Association's vision as:

Great homes in strong and thriving communities.

3.2. Within our Corporate Plan key deliverables, we are committed to:

Ensuring rent remains affordable and the Association provides value for money.

3.3. Effective procurement is a key strand in achieving Value for Money.

3.4. This procurement strategy is aimed at delivering effective, consistent, best practice procurement across the whole organisation.

4. Strategic Aims, Objectives, and Key Priorities

4.1. MHA's Corporate Plan 2023/24 sets out the Association's long term strategic objectives:

- *Improve customer experience.*
- *Enable better lives.*
- *Provide places to feel proud of.*
- *Develop a sustainable business.*

4.2. This procurement strategy will contribute to all four strategic objectives.

5. Strategy Commitments

Procurement duty per 2014 Act requirements	Strategy Commitments
Procurement is fair and complies with legal requirements	<p>We will ensure that:</p> <ul style="list-style-type: none"> • all procurement activity across the organisation aligns with our Procurement & Community Benefits Policy and Procurement Toolkit. • training is provided to all relevant staff on the Policy and Toolkit. • all procurement activity complies with statutory and regulatory requirements. • contracts are structured in such a way as to assist, wherever practical, local suppliers, small and medium enterprises and the third sector to tender for appropriate contracts. • relevant contracts include a Community Benefits clause. • relevant contracts include sustainable procurement requirements.
Economically, environmentally, and socially responsible manner	<p>We will, for every appropriate regulated procurement consider how, in conducting the procurement, we can:</p> <ul style="list-style-type: none"> • improve the economic, social, and environmental wellbeing of our area of operation. • facilitate the involvement of small and medium enterprises, third sector bodies and supported businesses in the process, and • promote innovation. <p>We will seek benefits in economic, environmental, social, and health within the communities in which we operate, with a particular focus on reducing inequality.</p>
Value for Money in a sustainable manner	<p>Unless procuring as a direct call off from a framework, or as an exceptional item in line with our Procurement Policy, where the estimated value of the contract is equal to or greater than £50,000 for goods and services and £100,000 for works, we will award contracts on the basis of the most economically advantageous tender (MEAT) which balances value for money and the required quality of the service, goods or works being procured.</p> <p>Where relevant, we will consider the whole-life cost of the goods or services being procured.</p> <p>At the end of each regulated procurement, we will complete a review of the procurement exercise including lessons learned.</p>

Procurement duty per 2014 Act requirements	Strategy Commitments
Treat all suppliers and contractors equally and without discrimination	<p>We are committed to ensuring our procurement processes treat contractors equally and without discrimination.</p> <p>We will use clear and precise language which prevents broad interpretation.</p> <p>We will consider contract size to maximise returns including the opportunity to break requirements into smaller lots as appropriate.</p> <p>For regulated procurements, all suppliers are required to provide details of any equality policies and systems that they have in place that will be utilised when delivering the contract.</p>
Procurement is operated in an open, transparent and inclusive way	<p>We will act in a transparent and proportionate manner in our procurement processes.</p> <p>Our evaluation criteria are set to be proportionate and relevant to our needs to make sure smaller suppliers are not disadvantaged.</p> <p>Our Annual Procurement Report will include our procurement plans for the next two financial years. This will provide suppliers with an indication of when contracts will be procured and assist them in bidding for our work.</p> <p>Consideration will be given to procuring from existing frameworks.</p> <p>Where an existing framework route is not selected, we will use the Public Contracts Scotland website for all regulated procurement opportunities.</p> <p>We will use clear and precise language in our procurement processes to ensure a common understanding of requirements.</p>
Procurement process is proportionate to the item being procured	<p>We will ensure that the specific procurement approach adopted in each case takes account of the nature, scale and value of the contract being awarded.</p> <p>The Policy sets out appropriate routes for different types and value of procurement.</p> <p>This is strengthened in the Procurement Toolkit, which provides guidance on the appropriate processes,</p>

Procurement duty per 2014 Act requirements	Strategy Commitments
	dependent upon the category of procurement in each case.
Procurement processes are as simple, clear and proportionate as possible to help facilitate the participation of small and medium size businesses, third sector organisations and supported businesses	<p>We will act in a transparent and proportionate manner in our procurement processes.</p> <p>Our evaluation criteria are set to be proportionate and relevant to our needs to make sure smaller suppliers are not disadvantaged.</p> <p>We will use clear and precise language in our procurement processes to ensure a common understanding of requirements.</p> <p>We will consider contract size, including the opportunity to break requirements into smaller lots.</p> <p>We will give consideration during the procurement planning whether the contract can be reserved for supported businesses.</p>
Procurement operates in a manner that improves the economic, social and environmental well-being within the communities in which we operate, with a particular focus on reducing inequality	<p>We will, for every appropriate regulated procurement, consider how, in conducting the procurement, we can:</p> <ul style="list-style-type: none"> • improve the economic, social, and environmental wellbeing of our area of operation. • facilitate the involvement of small and medium enterprises, third sector bodies and supported businesses in the process, and • promote innovation. <p>This will form part of our Procurement Toolkit.</p> <p>We will seek in particular, but not exclusively, benefits in economic, environmental, social and health related areas where they are relevant to the particular procurement.</p>
Maximise the inclusion of appropriate Community Benefits requirements	<p>We will comply with the legal duty for explicit Community Benefits clauses required on all contracts above £4m that commence on or after 1 June 2016.</p> <p>Additionally, we will consider including Community Benefits requirements for all procurement over £50k for goods and services, and over £100k for works.</p> <p>Delivery of Community Benefits will be monitored regularly as part of effective contract management.</p> <p>Our annual Procurement Report will include a summary of any Community Benefits in place and planned in future already determined contracts.</p>

Procurement duty per 2014 Act requirements	Strategy Commitments
Collaborative working	We will consider, for all regulated procurement, the potential for us to work creatively and collaboratively with partners to support the local economy in Maryhill and North Glasgow and identify opportunities for joint procurement initiatives.
Consultation	<p>We will include relevant and proportionate consultation with our customers and other stakeholders to enable the views of those affected to be expressed and taken into account.</p> <p>During 2023 we will consult with customers as part of procurement process for relevant contracts.</p> <p>We will consider what consultation is required in relation to each procurement process and will not adopt a 'one size fits all' approach.</p> <p>We will ensure that consultation is accessible across our customer base in line with our Equality, Diversity & Inclusion Strategy.</p>
Fair Work Practices	<p>We will incorporate Fair Work First within all relevant procurement processes, by asking bidders to describe how they are committed to adopting Fair Work First:</p> <ul style="list-style-type: none"> • appropriate channels for effective voice, such as trade union recognition. • investment in workforce development. • no inappropriate use of zero hours contracts. • action to tackle the gender pay gap and create a more diverse and inclusive workplace. • providing fair pay for workers (for example, payment of the real Living Wage). • offer flexible and family friendly working practices for all workers from day one of employment; and • oppose the use of fire and rehire practices.
Health & Safety	We will promote compliance with the Health & Safety at Work etc. Act 1974.
Fairly and ethically traded	We will seek to ensure, where possible, that the goods and services purchased are fairly and ethically traded. For regulated procurement, our contract terms and conditions will enable us to end a contract if the contractor or subcontractor fails to keep to their legal duties in the areas of environmental, social or employment law when carrying out the contract.
Payment to contractors	We will ensure that, as far as reasonably practicable, payments due to contractors and subcontractors are paid within 30 days.

6. Procurement Forecast

- 6.1. Our anticipated procurement activity during 2023/24 is set out in **Appendix 1**.

7. Implementation, Monitoring, Reviewing and Reporting

- 7.1. This strategy is underpinned by Procurement & Community Benefits Policy and Procurement Toolkit which will be followed for all procurement activity with a contract value above £3,000.
- 7.2. In accordance with the Procurement Reform (Scotland) Act, the Association will maintain and publish a Contract Register for all regulated procurement (which is procurement of goods or services over £50k or works over £2m). This Contract Register will capture the information required to enable compilation and publication of the Annual Procurement Report.
- 7.3. All staff undertaking procurement activity are responsible for ensuring that:
- all procurements are undertaken in line with the Procurement Toolkit.
 - all regulated procurement is recorded in the Contract Register.
- 7.4. The Director of Resources has responsibility for:
- Encouraging compliance with regulatory guidelines and best practice across the organisation.
 - Reviewing the Procurement & Community Benefit Policy and Annual Procurement Strategy.
 - Presenting the Annual Procurement Strategy to Board for approval in March each year, and after approval publishing and notifying Scottish Ministers.
 - Compiling and publishing the Annual Procurement Report by the end of August each year, notify Scottish Ministers and submit the Annual Procurement Report template return.
 - Publishing the Contract Register.
 - Monitoring procurement activity undertaken with a contract value above £3,000.
 - Reporting to the Board, tenants, and the Scottish Government in respect of the Associations' procurement activities.

Strategy Ownership & Contact Details

- 8.1. Corporate accountability for procurement activity of the Association sits with the Director of Resources and the post holder is the first point of contact for procurement related enquiries:

**Director of Resources
Maryhill Housing
45 Garrioch Road
Glasgow
G20 8RG**

Tel: 0141 946 2466

Email: rwilson@maryhill.org.uk

Appendix 1

Procurement Planned for 2023/24

In 2023/24 the Association anticipates undertaking the following regulated procurement (goods or services over £50k or works over £2m) totalling **£5.57m**.

Type	Contract Area	New or re-let of contract	Estimated total contract value	Expected contract notice date	Expected contract award date	Expected contract start date
Works	HHR Heating and Hot Water replacement programme	New	£4.8m	Jan 2023	Apr 2023	May 2023
Goods & Services	Stock Condition Survey (5 years)	New	£100k	Aug 2023	Sept 2023	Nov 23
	Roof anchor testing & gutter cleaning (5 years)	Re-let	£260k	Oct 2023	Jan 2024	Apr 2024
	Mechanical & Electrical Compliance (5 years)	Re-let	£350k	May 2023	Aug 2023	Oct 2023
	Fire risk assessments (5 years)	Re-let	£60k	May 2023	July 2023	Aug 2023

10

19:55, 10 min


10 - Governance Report

Rebecca Wilson

For Information

Attachments

[10. \(RR\) Governance Report.pdf](#)

REPORT TO:	Board	
DATE OF MEETING:	27th April 2023	
AGENDA ITEM:	10	
CONFIDENTIALITY:	Non-Confidential	
AUTHOR:	Director of Resources/ CEO/ Performance and Governance Manager	
RESPONSIBLE DIRECTOR:	Director of Resources	

REPORT TITLE: GOVERNANCE REPORT

1. PURPOSE

1.1 This report aims to provide Board with an overview of key governance activity. The report updates Board Members on issues that relate to the Association’s Rules, its Regulators, or the Board, where such items do not require a paper in their own right.

2. RECOMMENDATIONS

2.1. Board is asked to:

- **Consider** appointment to Maryhill Living Board.
- **Consider** appointment to Audit and Risk Commitment.
- **Note** the remaining items in this report.

Contents:

1. **Regulatory issues**
2. **Board issues**
3. **Maryhill Living issues**
4. **Other Governance issues**

IMPLICATIONS OF THE REPORT	
FINANCIAL RESOURCE AND VALUE FOR MONEY:	There are no financial or value for money implications from this report.
LEGAL/ REGULATORY/ RULES/NOTIFIABLE EVENTS:	<p>The Scottish Housing Regulator set outs in the Standards of Governance and Financial Management for RSLs:</p> <p><i>“Standard 1 – The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</i></p> <p><i>1.2 The RSL’s governance policies and arrangements set out the respective roles, responsibilities and accountabilities of governing body members and senior officers, and the governing body exercises overall responsibility and control of the strategic leadership of the RSL.</i></p>

IMPLICATIONS OF THE REPORT	
	<p><i>1.3 The governing body ensures the RSL complies with its constitution and its legal obligations.”</i></p> <p>The purpose of this report, in providing updates on key governance activity, including regulatory and Rules compliance, and therefore to address the above guidance.</p>
CORPORATE PLAN/ STRATEGIC OBJECTIVES:	<p>The following are identified as objectives within the Governance Effectiveness Plan:</p> <p><i>“Ongoing recruitment to be carried out for new Board members who are reflective of the Maryhill and Ruchill communities.”</i></p>
CUSTOMER/TENANT PARTICIPATION:	There are no tenant participation implications
COMMUNICATIONS:	There are no communication implications
HEALTH AND SAFETY AND WELLBEING:	There are no health & safety implications
ENVIRONMENTAL:	There are no environmental implications
EQUALITY IMPACT ASSESSMENT:	There are no equality implications
RISK ANALYSIS:	<p>This report addresses the following strategic risks:</p> <p>Legislation & Regulation - <i>Failure of staff to ensure MHA meets Statutory and Regulatory standards related to operational activities.</i></p> <p>Board Effectiveness - <i>Failure of the Board to lead the organisation effectively.</i></p>
FREEDOM OF INFORMATION:	<p>The following should not be published:</p> <p><input type="checkbox"/> N/A <input type="checkbox"/> Full Report <input checked="" type="checkbox"/> Section(s): 1.1 & Appendix 1 Board member commitments</p> <p>Reason for redacting:</p> <p>Confidential: <input checked="" type="checkbox"/> 1.1 & Appendix 1</p> <p>Commercially Sensitive: <input type="checkbox"/></p>

1. REGULATORY ISSUES

1.1 Notifiable events

At the time of writing one new notifiable event has been submitted since the March Board:

- Loan covenant breach

Three notifiable events have been closed since the March Board:

- Settlement agreement with a staff member
- Resignation of a Board Member for non-personal reasons

Reference	Date Submitted	Subject	Progress Update
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Reference	Date Submitted	Subject	Progress Update
			[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	

1.2 Regulatory Correspondence

Changes to building regulations to test fire safety in high rise buildings

Correspondence was received from the Scottish Government highlighting changes to fire safety in high rise buildings. Officers are considering advice from external Health and Safety advisers on the implications of these changes.

2. BOARD ISSUES

2.1 Chairs Action

Under section 9.1 of the Standing Orders, urgent unexpected matters of an exceptional nature which cannot wait until the next scheduled Board meeting can be approved via Chairs Action, this requires a written report to be provided to the Chair by the CEO (or in absence other Executive Management Team member) detailing the need for the urgent decision. This report is then signed by the Chair to confirm approval and reported to the next scheduled Board meeting.

No Chair's Actions have been taken since the March Board meeting.

2.2 Delegated decisions taken by the Chair

There were no delegated decisions taken by the Chair.

2.3 Potential breaches of the Board Member Code of Conduct

There are no potential breaches to report.

2.4 Shareholding membership applications

No new shareholding applications have been received.

2.5 Board member leave of absence

[REDACTED] is currently on a 4 month leave of absence which is due to end in July 2023.

2.6 Board member commitments

The table at Appendix 1 provides an overview of individual Board members' commitments across the Association's activities.

2.7 Board recruitment

A follow up email has been sent to the tenant who has shown an interest in becoming a Board member as they have not submitted an application form to date.

Further contact has also been made with Maryhill Integration Network and West of Scotland Regional Equality Community asking whether the Performance & Governance Manager and CEO could attend any of their group meetings to promote vacancies within the Board.

3 MARYHILL LIVING ISSUES

3.1 Following Roger Popplewell stepping down from his role as a Board member of Maryhill Living Ltd, there is currently a vacancy on this Board. Any Board member who wants to consider putting themselves forward for this role should contact the Performance & Governance Manager in the first instance. This vacancy will continue to be flagged on this report until filled.

OTHER GOVERNANCE ISSUES

4.1 Updates on delegated authority granted to staff

Current delegations are set out in Appendix 2.

4.2 Updates on delegated authority to Committees

There are currently no live delegations to Committee, as shown in Appendix 2 and subsequently no delegated authority actions were taken by Committee since the last report.

4.3 Membership of Audit and Risk Committee

Due to Viola McDade stepping down from the Audit and Risk Committee, there is currently a vacancy on this Committee. Any Board member who wants to consider putting themselves forward for this role should contact the Performance and Governance Manager in the first instance.

4.4 2023/24 Engagement Plan

Every year the Scottish Housing regulator sets out an engagement plan for each registered social landlord. This includes the Regulatory Status and what the Regulator is engaging with the landlord about – e.g., what are areas of concern or risks. Maryhill's engagement plan for 2023/24 is available [here](#). It confirms that the Association is compliant with the Regulatory Framework. During 2023/24 the Regulator will be engaging with the Association about the following issues:

- Tenant satisfaction, particularly around repairs.
- Resolution of the Glenavon render issue.
- Improvements to landlord health and safety.

Details of Delegation Granted	Meeting Granted At	Delegation Granted To	Delegation Valid To	Delegation Complete
<p>North Maryhill land transfer – areas around the blocks. Board approved the transfer of land as set out at in Item 6, section 4.7 and Appendix A from Glasgow City Council to Maryhill Housing as long as the annual additional cost to maintain these areas does not exceed £2000 per annum and no significant health and safety concerns are raised by the Association’s play park inspections contractor.</p>	<p>6 July 2020 Board Meeting</p>	<p>Chief Executive</p>	<p>Ongoing</p>	

11 - Meeting Review

| For Discussion