MARYHILL HOUSING ASSOCIATION LIMITED

MINUTES OF THE BOARD MEETI9NG
HELD ON THURSDAY 27TH JUNE 2019 AT 6.00 PM
AT 45 GARRIOCH ROAD, G20 8RG

Item No.	Issue
1.	**Welcome, safe home, apologies and declaration of interests**
	Apologies were noted. There were no declarations of interest.
2.	**Approval of Previous Minutes – 23rd May 2019**
	With two minor these corrections the minutes of the Board meeting held on the 23rd May were **approved** by the Board.
3.	**Action Tracker**
	Board reviewed the updates provided on the Action Tracker. The Action Tracker was then **approved** by Board.
4.	**Feedback from Committees**
	The Board were briefed on feedback from the Audit and Risk Committee held earlier in May. It was noted that Committee had considered the risk register, and had looked at outstanding actions on the internal audit action tracker. The Committee also considered an audit on the appraisal process. There was good progress with recommendations from internal audit.
6.	**Five Year Financial Submission to SHR**
	This item was taken next, with the Director of Resources providing a detailed introduction on this submission, which is the five year return for the Scottish Housing Regulator. Board then **approved** this document for submission.
7.	**CEO report**
	This report provided an update on notifiable events and other key activities. Board **approved** a nomination for Board member SB to stand for membership on the Glasgow and West of Scotland Board. Board also **approved** an application to become a shareholder from one of the Association's current tenants.
	The Chief Executive then advised that there were some corrections being made to the Association's Annual Return on the Charter (ARC). These related to

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	performance against the Energy Efficiency Standard for Social Housing. The new figures had been subject to an internal audit and substantial assurance had been given that all was now correct. Board **approved** the corrections to the ARC and asked for the new figures to be submitted to the Scottish Housing Regulator. The Chief Executive also highlighted the recent issue around 18 people in the Association's multi-storey blocks being at risk of eviction through the Serco lock change programme. 3 have received eviction letters scheduled for 2 weeks' time.
5.	**Our approach to Assurance**
	The Chief Executive gave a presentation on the approach the Association has taken to assurance, reminding Board that this is a new requirement from the Scottish Housing Regulator, and that the first Assurance Statement will need to be approved by Board prior to the deadline of 31st October 2019. A set of slides would be used during the remainder of the meeting, with a single slide for each of the agenda items. This indicates whether the Association's current position for that area is compliant with the Regulatory Framework, Charter, and other legislation. Board were reminded that it is for the Board members to decide the level of compliance, not officers or the Regulator.
8.	**Performance Update**
	The Chief Executive presented this slide, explaining that this was based on the year end ARC figures. Board members commented that rent arrears were not included on the slide. It was agreed that this should be noted as an area for improvement. Board members discussed whether performance should be compared to internal targets, external benchmarks, or both. It was agreed that both should be indicated in the report and on the slide. It was also agreed that compliance against the Regulatory Framework and assurance with the robustness of the quality of data should be added to the slide. An amended report and slide will be brought back to the next Assurance Board meeting.
9.	**Investment Programme**
	The Investment Manager presented a slide on the Investment Programme, focusing on last year's programme. It was noted that in future Assurance Boards the update would be on progress with the current year's programme, on a quarterly basis, to ensure it is more current. Officers reported that changes to the Property Team would assist management of the programme, with the new patch-based approach improving customer relationships, and new manager posts enabling better management of contractors. Board members agreed that future reports on the Investment Programme should include details of any changes from the approved programme. They should also provide an update on where we should be with each project and where we actually are, detailing the number of units that are planned to be improved and the number

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	that have been completed. Board members expressed concern that particular projects within the Programme came in significantly over budget and were not taken forward. The Investment Manager confirmed that more planning and background work has gone into this year's programme, and it is therefore believed that both timescales and costs will be more realistic.
10.	**Complaints and Customer Feedback**
	The Performance & Governance Manager presented on this area, explaining that this gave details of the complaints received in the previous financial year. It was noted that this is a new report, with complaints reports not having been presented to Board for some time. Board members asked about the breakdown of categories and whether this gave enough information on the causes of complaints. Officers confirmed that changes were being made to the SDM (Housing Management IT System) Complaints Module to enable better analysis of causes and lessons learned.
11.	**Risk Management**
	The Director of Resources presented a slide on the Association's risk management. It was agreed that there is a well-developed approach to risk management and that the rating would change to Compliant (green) once all levels of staff were involved in the risk management process.
12.	**Management Accounts**
	The Head of Finance presented this section, explaining that at the next Assurance Board meeting the background reports would include improved visuals of the main areas of spend (including planned and cyclical maintenance). Board members agreed that both appendices were helpful, with the traffic light colours in Appendix 1 being particularly useful to ensure Board's focus is on the key issues. Board members raised that the + and – symbols in the appendices can be confusing. A key will be introduced for the next report. Board asked why there were two different figures for planned maintenance in the report. It was confirmed by officers that this is because one is the total spend and one is the amount that has been capitalised. This will be clarified in future reports.
13.	**Development Programme**
	The Head of Development presented a slide on progress with the development programme. Board members advised that the background report was not easy to read on the iPads. This will be improved for the next report.
14.	**Delivery Plan**

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	The Performance & Governance Manager presented this section, which focused on progress with the new Delivery Plan as at June 2019. Board agreed that compliance on this section should be amended to green – Compliant – as there has been a robust process for developing the Delivery Plan based on customer feedback, and only slight delays in delivery.
15.	**Governance Effectiveness Plan**
	The Performance & Governance Manager presented a slide summarising progress with the new Governance Effectiveness Plan as at June 2019. Board were satisfied with this slide and the progress being made, and were pleased to see this area rated as Compliant.
16.	**Health and Safety**
	The Chief Executive presented this section, explaining that the overall rating for health and safety was currently "working towards compliance – material" due to work required in relation to water management.
17.	**Assurance Framework Dashboard**
	Board were happy with the summary of the dashboard and the assurance compliance ratings shown. It was agreed that the dashboard would be used in future meetings, but that Board members should be familiar with the full Assurance Framework document before finalising the Assurance Statement. Board members suggested that the section of the dashboard covering Regulatory Standards should be expanded to give additional detail on any areas rated as amber. This will be added for the next meeting. The Chair then led a brief review of the overall approach to assurance and of the meeting itself. Board agreed that the slides helped them understand the dashboard. Board agreed it had been good to have time to discuss each area following presentation of the slide. It was agreed that all of the slides would be reviewed to ensure compliance was rated in relation to internal performance / progress and to data quality / robustness of process, as noted at item 8 above. Board agreed that the dashboard would be a good level of detail to share with customers, alongside the final Assurance Statement.
18.	**A.O.C.B**
	The Chair notified the Board that Board member BT had resigned from the Board.