



Minute of the Board of Management Meeting of Muirhouse Housing Association on 10 May 2021, held via Video Call

Present	Iain Strachan (Chair) Pascale Adriaens Willie Grieve Drew Moore Adam Gray Harry Woodward	Janette Lynch Eric Hollanders Bob McDougall Carol Duncan Rhona Cameron (Part Meeting) Martin Thoronka
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In Attendance	Barry Allan – ICE (Interim Chief Executive) Paula McVay – AMO (Asset Management Officer) Stephanie Sedstrem - HO (Housing Officer) Susan Bell – GCM (Governance & Compliance Manager) Lisa Murray – FCSA (Finance and Corporate Services Assistant) - Minute Anna Evans – Indigo House (Part Meeting)
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The meeting started at 18:32

Ref.	Item	Action
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GOVERNANCE

1. CHAIR'S OPENING REMARKS

The Chair welcomed everyone to the meeting and told everyone that Anna Evans from Indigo House is in attendance to observe the meeting. Welcome to Susan who is attending MHA Board meeting for the first time.

The Chair asked for Item 7 to be taken at the end of the agenda and before the confidential items so that Anna could observe the meeting until then.

*Rhona Left meeting 18:35
Rhona joined meeting 18:37*

2. DECLARATIONS OF INTERESTS

Bob & Martin – MH4

Iain, Bob for the staffing update item at the end of the agenda.

3. APOLOGIES

Roy, Jonathan (LOA), Julie

REPORTS AND MINUTES (FOR APPROVAL)



Ref.	Item	Action
4.	MINUTE OF PREVIOUS MEETING ON 22 March 2021 <i>Rhona left 18:40</i> A Board Member asked for the point raised on Convene regarding the audit report to be amended on page 4. The MHA Board approved, proposed Willie and seconded Bob.	FSCA APPROVED
5.	SCHEDULE OF MATTERS ARISING The Board confirmed that both comments on Convene made by Board Members have been resolved by staff. The MHA noted the Matters Arising Schedule.	Noted
6.	ARC RETURN 2020-21 Susan told the Board that the final report will be put on a Review Room on Convene by 24 May 2021 The Board commented that these are really good statistics especially for 100% compliance for gas service and the reporting format is excellent. The MHA Board congratulated the staff over the last year and a bit having such amazing stats. The Board MHA noted and approved the submission of the ARC information to the Scottish Housing Regulator on or before 31 May 2021. A final report will be emailed out to all Board Members the week commencing 24 May 2021 which will highlight any amended figures following further validation.	GCM Noted Approved
8.	MHA BUSINESS PLAN 2020-21 UPDATE Barry apologised for not sending the updated MHA & MH4 budgets to A&RC Members but will send it out tomorrow for a final check. The MHA business plan will be added to a review room and this will include track changes. <i>Janette joined 18:46</i> The Board thanked Barry for all his hard work on this. The MHA Board noted the content of the report and appendix.	ICE Noted



Ref.	Item	Action
	<p>The MHA approved the incorporation of the updated budget into the MHA Business Plan for 2021-22, as recommended by the Audit & Risk Committee.</p>	Approved
9.	<p>STRATEGIC OBJECTIVES QUARTERLY REVIEW</p> <p>The Board asked Barry when will staff be reporting on the new objectives for the coming year, Barry responded that this will be done in August. The Senior Management Team are looking into how to report effectively and consistently in the best format.</p> <p>A Board Member made a comment about Objective 6 being removed from the business plan after the strategy day in 2020 and said the conversation maybe for the option appraisal item but his recollection is that we didn't decide to remain a small RSL. Board agreed to have further discussions on this matter later in the agenda during the Option Appraisal item.</p> <p>The Board MHA reviewed the Strategic Objectives Quarterly Review and considered the narrative included in the recommendations.</p>	Noted
10.	<p>QUARTERLY PERFORMANCE REPORT</p> <p>Steph/Paula noted the new style report and asked Board if there is anything in particular that they would like to see in the future. The Board noted that there were some comments on Convene and all were dealt with.</p> <p>The Chair asked if there was any further comments that members wish to make? Board Members wanted to emphasise the great work that has been done for the performance report and it would be helpful to present the report in a more efficient way going forward. Steph confirmed that herself and Paula will continue to look at improving the report. The Board congratulated all the staff involved.</p> <p>A Board Member asked for an update on the water ingress situation at Macgill Drive. Paula confirmed that she believes the health & safety issue has been addressed and it is just the water ingress issue from the respatex panelling that needs to be renewed which is still outstanding. A Board Member asked how likely it would be to get the money back from Springfield for what we have spent making the area secure, Paula responded that she didn't know but the ICE and herself will</p>	AMO



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	continue to look into this and provide Board with an update. The Board thanked Paula for all her hard work on this.	
	The MHA Board approved the Quarterly Performance Report for MHA from 1 January to 31 March 2021.	Approved
11.	QUARTERLY HEALTH & SAFETY REPORT	
	Paula spoke to report and noted the different format as staff look to condense information from other reports.	
	The Board commented that this is a good report and gives a lot of reassurance to the Board, this is also an excellent action plan. The Board asked that Health & Safety training for the Members be organised.	AMO
	The MHA Board noted the contents of the audit report by ACS Risk Management Group.	Noted
	The MHA Board noted the operational action plan that will allow staff to bring areas that require improvements to be brought to Board for approval.	Noted
	The MHA Board approved the appointment of ACS to complete a follow up report.	Approved
12.	QUARTERLY MANAGEMENT ACCOUNTS	
	A Board Member commented that looking at both MHA/MH4 the questions asked and answered in Convene, the £16k paid to MHA from MH4 is to do with the interpretation of the lease agreement. Both the Chairs of MHA and MH4 are to make arrangement to discuss the terms of the lease and how payments are made between the entities. A strategy session will be organised to discuss this.	MHA Chair/MH4 Chair
	The MHA Board approved the Quarterly Management Accounts to 31 March 2021 as recommended by A&RC.	Approved
	The MHA Board noted the information included in the contract register.	Noted
	The MHA Board noted the Quarterly Treasury Management Review at 31 March 2021.	Noted
	The MHA Board noted the Quarterly MH4 Management Accounts to 31 March 2021.	Noted



Ref.	Item	Action
13.	EXTERNAL AUDIT PLAN Barry spoke to the plan and noted that this was presented to A&RC. This is a standard document from RSM, tailored for MHA and no issues identified from the plan. A Board Member commented the Covid impact is not included in the plan which is a good sign that things are changing with the Covid situation. A Board Member asked when will MHA need to tender for Auditors again, Barry confirmed it will need to be carried out by September 2022. The MHA Board approved the External Audit Plan drafted by RSM as recommended by the A&RC.	Approved
14.	INTERNAL AUDIT REPORTS The MHA Board considered and reviewed the management responses and summary of recommendations. The Chair asked if there were any issues that any Board Members wanted to raise. The tracking report is useful and will be monitored by A&RC. The Chair of A&RC commented that some of the items that are overdue, there is a challenging amount of work for the team to work through and needs to be addressed soon and start tackling all the recommendations. Barry agreed with those comments and is confident we will catch up with the outstanding items and will discuss any need for additional resources with Iain. The MHA Board approved the Internal Audit Report on Financial Planning as recommended by A&RC. The MHA Board approved the Internal Audit Report 2020-2021 as recommended by A&RC. The MHA Board noted the Internal Audit Annual Report 2020-21.	Approved Approved Noted
15.	ANNUAL REVIEW OF RISK REGISTER Barry spoke to the report and noted that the summary of risks now notes those risks that have been subject to a deep dive at an A&RC meeting and list the accompanying strategic objectives on the risks. Barry told the Board that there has been no change to the risk ratings but will update the Board if there are any changes to individual risks going forward.	



Ref.	Item	Action
	<p>The Board were told that Members of the A&RC discussed this at length at the last meeting. The Risk Register has been updated for planned controls which have been realised and now constitute current controls. A&RC have made some headway into planning risk appetite and A&RC recognise this as a specialised matter and we will need some external help on to measure scoring and to show what scoring represents. A proposal will be brought to A&RC in July and then MH4 board and then full Board.</p>	ICE
	<p>The Chair commented that these risk registers can be challenging to understand fully but it is important as a Board that we review this and focus on the risks that we need to focus on and do as much as we can about it.</p>	
	<p>The MHA Board approved the Risk Register.</p>	Approved
16.	ANNUAL REVIEW OF OPERATIONS MHA/MH4	
	<p>Barry spoke to the report to give a brief explanation of the agreement between MH4 & MHA for the newer Board Members, this is an annual exercise to review the reasonableness of the lease and management charges between MHA & MH4.</p>	
	<p>The MHA Board approved the Annual Review of Operations as recommended by the Board of MH4.</p>	Approved
17.	ANNUAL IMPAIRMENT REVIEW	
	<p>Barry gave a brief explanation for the new Board Members that this review is for the external auditor's verification, to demonstrate the carrying value of the assets (the housing stock) and that there is no matters during the year that has devalued the value of our stock.</p>	
	<p>The MHA Board is satisfied that there is no evidence of impairment of the carrying value of the housing properties in the balance sheet if the financial statements as at 31 March 2021 and that they are reasonable and not materially misstated as recommended by A&RC.</p>	Agreed
18.	LEGIONELLA POLICY	
	<p>The MHA Board approved the Legionella Policy.</p>	Approved
19.	WRITE OFF BAD DEBTS POLICY	



Ref.	Item	Action
	<p>The MHA Board approved the Write-off for Bad Debt Policy as recommended by A&RC.</p>	Approved
	<p>The MHA Board noted that this policy will be reviewed again no later than 3 years from now.</p>	Noted
20.	MH4 BOARD MEMBER APPLICATION	
	<p>The MHA Chair told Board Members that he had spoken with Donna and thought she would bring a lot to the MH4 Board. Barry told the Board that she had observed the last meeting, housing officers know of her at her last place of work.</p>	
	<p>The MHA Board approved Donna Dougal-Stupart to join the MH4 Board as recommended by MH4 Board.</p>	Approved
	REPORTS AND MINUTES (FOR NOTING)	
21.	COVID UPDATE REPORT	
	<p>Barry asked the Board if they wanted to continue to receive the Covid update on a monthly basis and the Board confirmed that given how quickly the situation can change with Covid they felt it best to continue with monthly updates.</p>	
	<p>A Board Member asked what the plan is going forward with the way staff work from the office. Barry told the Board that the Covid Working Group are meeting each week and it has been decided for the staff who wish to do so they could return to the office 17th May. He went on to say they we have two teams going to be in the office on a rota basis which eliminates the risk that everyone gets infected should someone test positive. Barry said that we will look at staff's individual preferences and circumstance and whether you are customer facing and given staff the option of how they wish to work. We will continue to prioritise staff wellbeing and mental health. Barry told Board that a training session on handling stress returning to work will be organised for staff this month. We will continue to meet staff needs as well as business needs.</p>	
	<p>The Board had a discussion surrounding Lateral Flow testing for staff and Paula responded that it has been discussed within the Working Group and they would continue to review it on a weekly basis and ask staff if they would be willing to test. A Board Member asked whether MHA would be able to supply LFC to tenants if they are unable to order them online,</p>	



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	<p>Barry told the Board that this is a discussion he would have with the housing team to see if there was a need for this within the area. A Board commented that this may have unforeseen issues such as tenants relying on us to supply these tests without looking for other means of getting them and that MHA should signpost where to get tests to our tenants.</p>	
	<p>The MHA Board noted the content of the COVID update report.</p>	Noted
22.	COMMUNITY CHEST UPDATE	
	<p>Barry spoke to the report and noted the detail behind the individual projects had been shared in the document library on Convene. Board commented that it was good to see the update and where the Community Chest money has gone. A Board member asked if we can the unused portion of the gift aid. Barry responded that this is what we have done in previous years and yes, the remainder has been rolled into the budget for 2021-22. We haven't received any applications to date in 2021-22 so far but at clubs start opening up due to restrictions easing then this is likely to change.</p>	
	<p>The MHA Board noted the content of the Community Chest Update.</p>	Noted
23.	GOVERNANCE SELF-ASSURANCE PLAN	
	<p>Susan told the Board that we are looking for Board volunteers to look at priority standards for the Self-Assurance Plan.</p>	
	<p>A Board Member who had previously been involved with this process last year said that we received some good comments from SHR. The Board asked Susan if she had any suggestions from improvements. She responded by agreeing that it is a good process to focus on 2 standards in a year. The document library is extensive it would be good for herself to be involved in the process at this stage as a new member of the team at MHA. The Board asked to clarify how many volunteers are required, Susan confirmed 2 Board Members.</p>	
	<p>The MHA Board noted the content of the Governance Self-Assurance Plan.</p>	Noted
	<p>The MHA Board approved the reviewed and amalgamated set of assurance actions.</p>	Approved
24.	QUARTERLY GOVERNANCE REPORT	



Ref.	Item	Action
	The MHA Board noted the content Quarterly Governance Report.	Noted
25.	AUDIT & RISK COMMITTEE MEETING MINUTES 21 APRIL 2021	
	The MHA Board noted the A&RC minutes of 21 April 2021 as recommended by A&RC.	Noted
26.	MH4 BOARD MEETING MINUTES 28 APRIL 2021	
	The MHA Board noted the MH4 minutes of 28 April 2021 as recommended by MH4 Board.	Noted
27.	WORK PLAN	
	<i>Paula left the meeting 19:46</i>	
	The MHA Board noted the Work Plan.	Noted
	ANY OTHER BUSINESS – DEFERRED ITEMS	
28	AOB	
	NONE	
7.	TENDER BRIEF – OPTIONS APPRAISAL/STAFFING REVIEW/RENT SETTING	
	Barry explained that an option appraisal is required before appointing a new permanent Chief Executive and so that we can meet the objectives set out at the last Strategy Day.	
	The Board discussed whether the wording of the framework captured what MHA wanted to achieve. The Board discussed not steering the consultants to one direction and keeping the wording open. The Board agreed and Barry agreed to look at the scope and add in some further wording to update it prior to a final Board review. Barry informed the Board that he would be looking to issue the tender as soon as possible so we maximise the amount of time we have for the work to be carried out.	
	Consultants need to look at working in partnerships, expanding on the link from the strategy day. It seemed to me that there was no appetite for merger or for growth and the stock transfer was removed. A Member commented that	



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	<p>wasn't reflective of what was discussed or agreed. 2021-22 1-year business plan, priorities are recovering from Covid. 2022-23 would be the outcome of the strategic objective outcomes and would be discussed. I wasn't taking anything away from the future just as a 1-year plan to deal with the issues at the moment. Just needs to tweak the brief to say this is a one year and an exception and make that clear to the consultants.</p> <p>3.1 reads that the model is asked to make MHA remain an independent. Change the wording. DM utilise the quality section don't be so generic on this section and they will come back innovative recommendations.</p> <p>Once the changes have been made to the Board Barry will email it to Board and then send it off for tender.</p> <p>The Board approved the tender brief for Options appraisal/Staffing Review and Rent Setting subject to the above changes.</p> <p>The MHA Board noted that a few Board Members will be needed to support the appointment process within the timescales noted.</p> <p>The MHA Board approved delegated Authority to enable assessment panel to make an appointment of a consultant to carry out the Options Appraisal.</p>	<p>ICE</p> <p>Approved</p> <p>Noted</p> <p>Approved</p>
	<p>CONFIDENTIAL ITEMS</p>	
29.	<p>STAFFING UPDATE (CONFIDENTIAL)</p> <p><i>Steph, Susan, & Lisa left the meeting 20:08</i></p> <p>See confidential minutes</p>	
30.	<p>STAFFING REVIEW UPDATE – CONFIDENTIAL</p> <p>See confidential minutes</p>	
31.	<p>DATE OF NEXT MEETING</p> <p>21 June 2021</p>	

The meeting closed at 21.00