

**MINUTE OF MEETING
PARTICK HOUSING ASSOCIATION BOARD
HELD IN THE PHA BOARDROOM
18 MANSFIELD STREET
6.15pm Wednesday 23 March 2022**

Present: Alan Howie (Chair)
Annette Bonar
David Downie
Les Milne
Janet Napthine

Apologies: Scott Crawford
Alastair Firth
Jeremy Kemp
Patrick McGlinchey
Yvonne MacQuarrie
Helen Turner
Jennifer Young

Attending: Stewart MacKenzie, Chief Executive (CEO)
John Duncan, Investment Director (ID)
Georgina Kent, Operations Director (OD)
John McIntyre, Finance Director (FD)
Steve Bruce, Finance Manager (FM)
Jacqueline McCutcheon, Corporate Services Manager (CSM)
James Armit, Senior Corporate Services Assistant (Minutes)

Item 1	<p>Chair's Welcome The Chair welcomed everyone to the meeting and thanked everyone for their attendance.</p> <p>Apologies Apologies were noted as detailed above.</p> <p>Declaration of Interest No interests were declared.</p>	
Item 2 Doc 1	<p>Approval of Previous Minutes: PHA Board – 26 January 2022 The minute of 26 January 2022 was agreed as a true record. On a proposal by David Downie and seconded by Les Milne, the minute was approved.</p>	
Item 3 Doc 2	<p>Review of Action Tracker A number of the items on the action tracker had been completed or were included within the agenda for this meeting.</p> <p>The Board noted the action tracker.</p>	

<p>Item 4 Dec 1</p>	<p>Group Corporate Plan 2022 – 2026</p> <p>The CEO introduced the final draft of the Group Corporate Plan 2022-26, which sets the Association’s strategic direction. On 11 February 2022 Board members attended a face-to-face strategy review session of PHA Board, PWL Board and Leadership Team members, facilitated by Angela Spence of Ideal Outcomes.</p> <p>The strategy review event had provided an important opportunity for Board members and Leadership Team to discuss our strategic objectives and key priorities. This was an important opportunity to meet face-to-face following a period of pandemic restrictions, when opportunities for engagement and social interaction had been limited.</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Approved the final draft of our Group Corporate Plan 2022-2026, set out in Appendix 1. 2. Noted the contents of the report. 	
<p>Item 5 Info 1</p>	<p>St Peters Development Update</p> <p>The ID presented this report providing an update on the St Peters development. This overdue project is still on site and has been the subject of regular discussion at the Investment Committee. A detailed discussion followed and will be on the agenda for the next Investment Committee on 19 April 2022.</p> <p>It was noted that our latest estimate was to add these 60 new flats to our portfolio of affordable housing, consisting of 21 Mid-Market Rent (MMR) flats, plus 39 for social rent (including 8 supported accommodation flats where SAMH will be the care provider) by the end of Q1 2022/23.</p> <p>As previously discussed at Investment Committee and reported to PHA Board, this project had been significantly delayed and costs had increased. An ‘Impairment Charge’ of £2.673m relating to this project was reported to the PHA Board on 18 August 2021 within the context of our Audited Financial Statements 2020/21. This was subsequently reported to the Scottish Housing Regulator as part of a notifiable event and highlighted by the external auditor at our Annual General Meeting on 8 September 2021. The Board acknowledged the implications of the impairment charge, associated risks and potential reputational damage was noted.</p> <p>PHA continues to provide regular updates through leafleting neighbours, as well as through our website and Partick Times newsletters. Our most recent update to neighbours and key stakeholders took place during December 2021 and a further update will be sent at the end of March 2022.</p>	<p>ID</p>

	<p>The Board:</p> <ol style="list-style-type: none"> Noted the contents of the report. 	
<p>Item 6 Info 2</p>	<p>CEO Report</p> <p>The CEO summarised the main headlines within the report, including updates on Coronavirus & Service Delivery Update; Governance Update; Board Skills Audit, Training & Appraisals including Equalities data collection; Human Resources; New Housing Supply; and Health & Safety.</p> <p>The report also covered other matters including EVH Pay Negotiations; Website Development; Policy & Strategy Review schedule; and Customer Service Excellence re-accreditation.</p> <p>An additional item for recommendation had been forwarded to Members after the Board papers had been sent out, in relation to the development site at 380 Bearsden Road. It was confirmed that the Council had granted planning consent for this site on 22 March 2022, which followed the Board's decision at its meeting on 21 August 2022 to agree in principle to proceed to Gateway 2 (site acquisition). Subject to delegated authority it was hoped that this site could be acquired by PHA before the end of the 2021/22 financial year with grant assistance from the Council.</p> <p>The Board:</p> <ol style="list-style-type: none"> Delegated authority to the Chief Executive to approve and progress the acquisition of the site at 380 Bearsden Road on behalf of PHA. Noted the contents of this report. 	<p>CEO</p>
<p>Item 7 Dec 2</p>	<p>ICT Update</p> <p>The FD presented this report to the Board to provide an update on the status of ICT provision across the business and the projects planned over the next two years, particularly relating to ICT infrastructure and core systems.</p> <p>It was noted that PHA currently operated a hosted-server environment using Citrix to access the network for all systems and data files. We now plan to migrate away from this outdated setup, towards cloud-based infrastructure over the next two years. Key reasons for this included the following.</p> <ul style="list-style-type: none"> QL (our core housing system) will not be developed beyond version 4.11 as the supplier is focusing on a cloud-based version called QL NG (Next Generation), so we need to consider our future business requirements; a growing proportion of our ICT support issues related to our outdated infrastructure, particularly the compatibility of Citrix with MS Teams and other video conferencing options which are becoming increasingly important business tools; 	

	<ul style="list-style-type: none"> maintaining the most up to date versions of our systems and applications was time consuming and higher risk in a hosted environment, as we were responsible for testing and implementing of updates, whereas cloud-based solutions are updated centrally by the supplier; the project would improve our ICT security, enhance collaboration capabilities within our organisation and with external partners, improve data management and automate elements of GDPR compliance and support agile working (e.g. working within our estates and properties); and this approach would achieve recurring budget savings of c£140k per annum by Year 3 (2024/25) after absorbing one-off investment requirements in hardware (laptops and telephony) and system licences (QL NG) based upon current estimates. <p>The FD agreed to provide an overview of ICT projects and priorities to the next meeting.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the update regarding cyber security arrangements. Noted the infrastructure projects and investment planned for the next two years as we migrate to a cloud-based environment. Approved and 18-month extension to our hosting agreement with MRI at a cost of c£65k per annum, and delegates authority to the Finance Director and the Chief Executive to negotiate the extension with MRI on the best value terms to Partick Housing Association's business needs. Noted the contents of the report. <p><i>David Downie left the meeting at this point.</i></p>	<p>FD</p> <p>FD/ CEO</p>
<p>Item 8 Info 3</p>	<p>Treasury Strategy Annual Update</p> <p>The FD presented this report to the Board to provide an update on our treasury management activity, provide projections for cash flows and borrowing activity as well as summarise assumptions regarding interest rates and inflation.</p> <p>The Board:</p> <ol style="list-style-type: none"> Noted the contents of this report. 	
<p>Item 9 Dec 3</p>	<p>Policy Reviews</p> <p>The CEO introduced the ICT Strategy and Asbestos Management Policy which were scheduled for review, noting that there were no significant changes with revisions explained and shown as tracked changes.</p> <p>Following discussion, the Board:</p> <ol style="list-style-type: none"> Approved the updated ICT Strategy set out in Appendix 1. 	

	2. Approved the updated Asbestos Management Policy set out in Appendix 2.	
Item 10 Info 4	<p>Committee Minutes</p> <p>The Board:</p> <ol style="list-style-type: none"> 1. Noted the contents of the Audit & Risk Committee minute of 2 November 2021, as set out in Appendix 1. 2. Noted the content of the PWL Board minute of 1 December 2021, as set out at Appendix 2. 3. Noted the contents of the Health & Safety Panel minute of 1 December 2021, as set out at Appendix 3. 	
	The Chair thanked everyone for their attendance and contributions. The meeting closed at 8.05pm.	
	<p>Next Meeting</p> <ul style="list-style-type: none"> • PHA Board meeting: Wednesday 11 May 2022 at 6.15pm. 	