



ST MARTIN OF TOURS
HOUSING ASSOCIATION
SUMMARY of the BOARD MEETING
Held on 23rd AUGUST 2023 at 6PM

Present:

Non-Executive Directors: Tim Bishop (TB) Chair; Nick Jones (NJ); Chyrel Brown (CHB); Angela Neblett (AN); Gavin Haynes (GH)

Apologies: Selina Siak (SS); Carlos Thibaut (CT); Francesco Federico (FF); Ian Child (IC);

No attendance:

Management: Paul Hardisty (PH), Beth Haile (BH), Kehinde Olutade (KO); Kathryn Evans (KE)

The meeting began with welcoming those attending, introductions and taking apologies.

The minutes of the previous meeting were reviewed and along with the actions.

All actions had been completed or had a plan to complete them. Those not completed were noted and will be looked at again at the next meeting.

The Chair gave a report:

We will be interviewing two people on 30/8 for the role of finance trustees.

TB has visited all sites, and has passed on findings to PH and SLT for review.

The CEO gave a report:

PH believes we are in a reasonable position, performance in most areas appears good.

Staff turnover has significantly improved.

We need to review the management of sickness as the current policy may include too much 'discretion', creating the potential for unequal treatment. We are currently speaking with our HR advisors to amend this.

PH visits front-line services every two months and spent a day with front-line services on 17/8 and believes it was a success.

Strategy day and staff conference went well, SLT away day is taking place on 23/10, with the intention of looking at project management costs and plans for achieving excellence.

Work with SASC continues.

Director of Finance report:

The management accounts to June ended well with a surplus, this is mainly due to expenditure being lower in the first quarter. We predict more costs will be incurred later on in the year. Voids have been higher than the budget anticipated, but over the past month we have filled 6 vacancies.

TB asked BH about what interest rates we receive for the cash we have in the bank, BH advised we did open a 35-day RBS bank account last year for these purposes.

TB commented that we are in a better position than we were last year, and it is good to see we can appropriately spend money on repairs and maintenance.

TB suggested we need to start thinking about a 2023-4 pay round.

Director of Operations report:

We have had 9 new residents, 5 move on and 2 evictions due to serious incidents. There was a Q&P on the 20/7 that discussed the key areas of concern, which were Chalk Hill Road and staff experiencing verbal abuse and racial discrimination.

The EDI review has been completed along with the resident survey. The board emphasized the importance of keeping staff informed on the progress following the action plan from the EDI report and mock inspection. A comms strategy was needed.

The team have also completed an annual lessons learnt from incident with managers.

We have had 107 incidents which is down from the previous quarter, we believe this is partially due to our evictions.

We have had 1 complaint

Safeguarding

We have had 8 safeguarding alerts, which is also a decrease from the last quarter. Three of these have been regarding the unsafe discharge of patients from hospital into our services.

Head of Asset Management report:

Day to day maintenance is going well, capital works is going well but running slightly over budget due to inflation. GH asked if we consider inflation in future budgets, BH advised we added 25% for this purpose but this has not been sufficient.

The following work has been approved, assigned to contractors and completed.

- New wireless fire alarm system installation work
- Smoking shelter
- New internal fire door and frame installation work
- New Direct Hot Water System Calorifier x 2

We are currently looking to get planning permission for double glazing windows at New North Road. NJ would like more information on day to day reactive maintenance in the report.

Equality, Diversity and Inclusion

The review was commissioned following on from concerns about a previous survey that had been undertaken in an ad hoc way and was not published nor taken forward.

While the outcome evidenced some good work as we strive for excellence there is clearly more to do. Pamela will attend the next board meeting in November. Overall, she judged there was no systemic racism but further progress was needed.

There are a series of recommendations, and SLT have formed a group within the excellence chamber to progress these. PH to chair this group, which will have staff from all parts of the association. We need to draft an anti-discrimination statement from the board, and implement appropriate training.

The board welcomed report and the work Pamela has done.

CB suggested we set expectations for ourselves for a years' time. TB agreed and advised that this is not a one-off event, it needed to become part of our culture and who we are as an organisation.

Agreed to do EDI re-audit again in a years' time and invite to invite Pamela back.

TB requested a NED EDI board member lead, and those who are interested please contact

Risk register

TB is not entirely happy with risk register. He thinks it would be useful to explain the colour coding and scoring system. Also, commentary around what the impact is and how it is measured would be useful.

Board agreed in the future to use the strategy day to reflect external environment/risks/opportunities in current climate and how this may impact us (e.g. CQC/current mental health).

NJ suggested to separate operational risks vs strategic risks and for the board to review once a year.

TB judged the risk register ought to be something that drives the business.

NJ suggested it could be a task for the audit risk committee to review and commission some external assistance if necessary.

Balanced Scorecard

PH advised overall organisation is looking good.

TB suggested to add CQC ratings to dashboard, SLT open to other suggests on what else can be added to dashboard, and also anyone with further ideas to let Q&P know.

Audit and Risk Committee

Following the strategy day TB proposed creating an Audit and Risk committee, and for F&D to become the investment committee. The board will continue to be responsible for reviewing and agreeing the annual accounts.

Audit committee would look at risks, complete audits, commissions audits and communicates with our auditors.

Board agreed to create Audit and Risk committee and for the old F&D committee to be subsumed into an Investment committee.

Finance and Development Committee Annual Report

Board accepted the report and thanked committee.

Board Remuneration

As requested TB tabled a paper.

This looked at benchmarking and legal advice, and has suggested remuneration for board members.

The board agreed to the proposal

The Board agreed to review the associations rules and bring up to date for November Board.

Staff Survey

A staff survey is undertaken annually, the feedback is presented at the staff conference. This year there was group activity which then created an action plan for each service, and an organisational action plan too.

Generally good response received, however some factors need improving (e.g. work life balance). There has also been feedback from staff that they would like more focus on professional development.

Resident Survey

The Resident survey is currently conducted once a year, but KE is changing this to twice a year.

Overall, we had a good response rate, 94% or above being satisfied with our service.

Areas to improve:

- Weekly key work sessions
- Work on care plans

No AOB

The meeting ended.