

MINUTES

of the meeting held on Thursday 19 June 2025
6.00pm

BOARD MEMBERS IN ATTENDANCE:

Kelly Nyamutale	Chair
Sheelagh Norris	
Carol Reid – Observer	
Jonathan Lyons - Observer	

APOLOGIES:

David Fitzpatrick
Vicky Wilson

STAFF IN ATTENDANCE:

Iona Taylor	AHA Director of Asset Management
John Davidson	AHA Chief Executive
Tammy Allan	Minutes
Holly Malcolmson	AHA Business Improvement Officer

OTHERS IN ATTENDANCE

None

STANDING ITEMS

870	Welcome The Chair welcomed everyone to the meeting.
871	Apologies A record was made of apologies from non-attendees.
872	Approval of Previous Minutes The minutes of the previous meeting were approved without amendment.
873	AOCB Approval JD advised that he would provide an update on our position with regards to the AEL Review that has been carried out by Mainstreet Consulting.
874	Declaration of Interest There were no declarations of interest.
875	Matters Arising/updates None.
876	Election / Confirmation of Office Bearers JD noted that at the first meeting in the financial year, AEL Board are required to appoint a Chair and Secretary for the coming year. SN nominated KA to stand as Chair and SN also agreed to hold the position as Secretary whilst we await a response from DF.
877	AEL Manager's Business Report <p>The Chair opened, noting that any questions in relation to the content within the Manager's report would be passed to VW upon her return.</p> <p>IT gave an overview of the report noting that a vast majority if the AEL contracts are progressing as normal. AEL are also starting to take on more work in the way of new projects. Positive feedback is being received with regards to the new supervisor who has been carrying out a lot of damp and mould work on behalf of AHA who have noted that this work is being carried out in a timely manner. The AEL team are carrying out RAAC cleans and attic clearances in order to allow RAAC removal work to take place. IT moved on to note that the most recent recruitment drive didn't go well which is not unusual for AEL. The member of staff that was previously taken on was not given a permanent contract, however a current member of staff has agreed to take on additional hours that has been beneficial as they are also able to drive.</p> <p>JL queried at this point whether there were plans in place to resolve the recruitment issue and recommended including Life Leave into staff T&C's. This would allow staff to build up additional hours that they can use as annual leave when required. It was confirmed at this point that Mainstreet Consulting have been carrying out a review of AEL and also within Year 2 of the current business plan there will be a full review of AEL's T&Cs. JD also noted at this point that a special meeting will be arrange where Mainstreet Consulting will present their findings following their review.</p> <p>There was a question raised around the £3,700 income risk with regards to minor repairs and what are AEL doing to mitigate this risk. SN also questioned what work is carried out for Ross & Liddell, however IT was able to confirm that AEL carry out cleaning and clear away rubbish from outside 3-4 shop units that they have. KA also referred to the next steps area within the report and recruiting sessional staff, however she will pick this up directly with VW.</p>

	<p>There was a discussion around the appraisal process and that it was unusual for no-one in the business in need of an improvement plan which also led on to the challenges that AEL face whilst managing to achieve high levels of performance.</p> <p>CR queried whether there was a way to monitor staff time and workloads and IT referred to Job Logic and gave examples of how it was very labour intensive and why this system did not work for AEL. There was also reference made to AHA's new Housing Management System, however at present we are unsure how it could support AEL but further down the line this is an option that could be explored.</p> <p>With regards to performance data, KA noted that no comparison data is used and there is no way to identify trends, she also noted that there is no value added in including the performance data in the way that it is currently being presented. This generated a lengthy discussion in level of support that can be provided by AHA in presenting performance data and the examples where Board is frustrated with the data that is being presented. It was therefore agreed that there is concern around performance and at present the reports that are being provided do not provide assurance.</p> <p>The Board noted the Manager's report.</p>
PRESENTATION	
	None
PAPERS FOR APPROVAL	
878	<p>Annual Approval: Board Members Code of Conduct and Scheme of Delegation</p> <p>The report was presented and there were no queries or questions from the Board.</p> <p>The Board approved The Board Members Code of Contact and The Scheme of Delegation for 2025-26</p>
879	<p>Finance Report</p> <p>As detailed within the earlier email, AEL's external tax advisors have recommended that the £36k Gift Aid payment is withdrawn from the accounts due to the taxable allowances for the 2 vehicles that have been purchased throughout the year.</p> <p>The Board noted the financial position at 31 March 2025</p>
880	<p>Business Action Plan 2025-28</p> <p>The report was presented and the Chair noted the timeline and success measures in place whilst also noting that the success measures aren't measurable or detail what AEL are looking to achieve. It was also acknowledged that the outcome of the Mainstreet review will influence both the timeline and success measures.</p> <p>JD also acknowledged at this point that timescales are likely to shift along with the actions following the report from Mainstreet Consulting and the data detailed within the action plan will also be reviewed in terms of how it will be presented going forward.</p> <p>The Board reviewed the content timeline and success measures of the Business Action Plan acknowledging that this will be updated following the outcome of the Mainstreet review.</p>
881	<p>Christmas Closure</p> <p>The report was presented to Board which generated a discussion around whether there is requirement for AEL to provide a call-out or standby service, however it was confirmed that this is not something that AEL would need to provide. It was also noted that 15 out of the 16 members of staff within AEL support the decision to close over the Christmas period.</p>

	<p>There was discussion around staff T&Cs and KN volunteered to review them if required.</p> <p>The Board</p> <ul style="list-style-type: none"> • Approved the proposal for AEL to close from 25 December to 5 January 2026. • Accepted the associated financial impact and potential customer implications.
882	<p>Policy Reviews</p> <p>With regards to the Alcohol and Drugs (Dependency or Abuse) policy, SN referred to FRANK being one of the sources of advice and help and noted that their service is not available in Scotland. It was therefore agreed that this would be removed from the policy. There was also reference made to point 2.8 Random Drug Testing. It was noted that AEL do not carry out random testing, therefore this word should be removed and KN advised that she would draft some wording around this area and will send it over to VW.</p> <p>KN referred to the employee handbook and informed the Board that this is still in draft form and noted that the handbook should detail the employee's journey. It was also noted that an employee handbook should be beneficial and accessible for all staff. CR suggested at this point that staff should be asked to sign stating that they have read and understand the detail within the handbook and if there are any areas that are unclear a toolbox talk can take place.</p> <p>KN also informed the Board that she has been working with VW in reviewing AELs policies and they have found that a declutter is required as there are many processes wrapped up within policies. There are also various policies that all cover the same topic and should therefore be combined. JD noted at this point that AHA's People & Culture Manager can assist with policy reviews to ensure that there is oversight</p> <p>It was noted that the staff handbook would not be approved as it requires to be reviewed in its entirety.</p> <p>The Board approved the reviewed AEL policy: P09 Alcohol and Drugs (Dependency or Abuse) – subject to the amendments being made.</p>
FOR INFORMATION	
883	<p>Meeting Dates & Updated Board Agenda</p> <p>The report was presented making the Board aware of the requirement to have AEL Board meetings aligned with the Parents in order to allow the information to flow better between both Boards. IT also noted at this point that the revised agenda will allow AEL to review the draft budget for the coming year at the December meeting before approving it in March.</p> <p>The Board noted the revised meeting dates and updated Board agenda for 2025-28 period, reflecting better alignment with AHA Board reporting timelines.</p>
884	<p>Update on New Business Project</p> <p>IT presented the report to the Board and acknowledged the profit that AEL have made within the first month of the year. However, the remainder of the new business work will be put on pause whilst we await the results of the consultant's report.</p> <p>The Board noted the updates including the financial statements.</p>
885	<p>Performance Report</p> <p>The report was presented, however the Board noted that it does not give context specifically referencing the percentage of complaints reported but it does not state what it is a percentage of. The Board also referenced the commentary against the planned work that was completed, stating that it has not been made clear around what work is being done.</p>

	<p>A query was also made around the target for the number of health & safety incidents. CR noted that the target for this should be zero, unless staff are being asked to report near misses, however it is not clear what they are reporting against.</p> <p>KN also requested that this agenda item sits under the managers' report going forward as there is an overlap of information given within both reports.</p> <p>The Board noted the report.</p>
886	<p>Business plan action plan</p> <p>The report was presented to the Board and it was acknowledged that all of the action had been completed throughout the year. It was also noted that improvement is required in terms of the formatting.</p> <p>The Board noted the final action plan update for 2024-25.</p>
887	<p>Group Policies for Information</p> <p>There was reference made to IT's comment regarding AEL adopting AHA's group policies and it was agreed that this agenda item would be removed to enable a full review of which policies should be adopted and which should stand alone.</p>
888	<p>Annual Report – Board Member Expenses</p> <p>The report was presented to the Board and there were no queries or questions from the Board.</p> <p>The Board noted the expenses incurred in the period April 2024 – March 2025</p>
889	<p>AOCB</p> <p>Mainstreet Consulting</p> <p>JD informed the Board that a separate meeting will be held with both the Board and Mainstreet Consulting where they will present their report following the review of AEL. This meeting will take place within the next few weeks.</p> <p>Appointment of Board Members</p> <p>The Board formally appointed Carol Reid and Jonathan Lyons onto the AEL Board.</p>
	<p>Date of Next Meeting:</p> <p>Thursday 18th September – A request was made from the Chair for the meeting to be held in person.</p>