



## **WHEATLEY HOMES GLASGOW**

### **MINUTE OF BOARD MEETING**

**Wheatley House Glasgow**

**on Friday 11 August 2023 at 10.30am**

**Present:** Bernadette Hewitt (Chair), Andrew Clark, Maureen Dowden, Robert Keir, Cathy McGrath, Carol Ballingall, Professor Paddy Gray, Councillor Kenny McLean, Councillor Frank McAveety and Derek Treanor.

**In Attendance:** Anthony Allison (Group Director of Governance and Business Solutions), Steven Henderson (Group Chief Executive), Pauline Turnock (Group Director of Finance), Hazel Young (Group Director of Housing and Property), Frank McCafferty (Group Director of Repairs and Assets),

#### **1. Apologies for Absence**

There were no apologies of absence. The meeting was confirmed as quorate.

#### **2. Declarations of Interest**

The Board noted the standing declarations. No new declarations were made.

#### **3. Minute of previous meeting held on 19 May 2023, matters arising and action list**

**Decided: The Board approved the minutes of the above meeting.**

#### **4. Strategy 2021-26 update**

The Board received a summary of the key issues considered at the recent strategy workshop.

The Board noted that the strategy is the first Wheatley Homes Glasgow strategy and that it has been strongly influenced by customer insight and tenant priorities. Additionally, the Board was advised that the strategy also reflects the changes in our operating context, the progress we have made in a number of areas and the review of our strategic measures at the last meeting.

**Decided: The Board approved the Wheatley Homes Glasgow Strategy to 2026.**

## **5. Homelessness Policy 2021-26 – progress update**

The Board received an update on the progress of our Group Homelessness Policy which highlighted our contribution to the Scottish Governments strategy: *Reducing the Use of Temporary Accommodation*.

The Board noted that we are a strong contributor to the national objective of alleviating homelessness and that most of the approaches outlined in the Scottish Governments strategy align with our own.

The Board were informed about the new Scottish Government funding available through the new Affordable Housing Supply Programme and how we have been carrying out engagement with local authorities to understand how we can access this funding to build more social rented homes in our areas.

**Decided: The Board noted the report.**

## **6. Repairs update**

The Board received an update on progress with repair enhancements, ongoing customer engagement and key service-related findings from the City Building Group joint working group. The Board noted the revised repairs budget forecast for 2023/24 and received the updated Repairs and Maintenance Policy.

The Board was advised that that the repairs services continue to be a key priority for our customers and that good progress had been made in the focus areas identified in March 2023. The Board noted that the implementation of the Book it, Track it, Rate it service along with the establishment of the MyRepairs team has had a positive impacted on customer services and satisfaction and that there will be a continued focus on evolving and improving our repairs process. The Board noted that demand for repairs continues to be higher than post pandemic levels.

**Decided: The Board:**

- 1. Noted the progress with repairs service enhancements;**
- 2. Noted ongoing customer engagement to inform future service enhancements;**
- 3. Note the key service-related findings from the GCC joint working group;**
- 4. Note the revised repairs budget forecast for 2023/24; and**
- 5. Approved the updated Repairs and Maintenance Policy which remains within the wider Group framework.**

## **7. Customer First Centre – Independent Evaluation**

The Board received a report which outlined the findings of the independent evaluation of the first full year of the CFC and the recommendations highlighted in the findings along with the response to these.

The Board noted that the independent evaluation found that the CFC had had a strong first year and that the new model is helping deliver an improved customer services experience.

The areas identified for improvement had been identified by the leadership team and actions are underway to reflect this.

**Decided: The Board:**

- 1. Noted the findings of the independent evaluation of the first full year of the Customer First Centre; and**
- 2. Noted the recommendations highlighted in the evaluation report and our response to these.**

## **8. Performance report**

The Board received an update on performance delivery against targets and strategic projects for 2023/24 as at the end of quarter one 2023.

The Board discussed the continuing strong performance in key areas and the good progress that has been made with several strategic projects throughout quarter one.

**Decided: The Board noted the report.**

## **9. 2022/23 Financial Statements**

The Board received the 2022/23 audited financial statements.

The report presented the financial position for the year-end statutory accounts.

**Decided: The Board:**

- 1. Approved the 2022/23 financial statements;**
- 2. Confirmed the preparation of the financial statements using the going concern basis;**
- 3. Delegated authority to the Chair and Group Director of Finance to approve any non-material changes to the accounts; and**
- 4. Approved the letter of representation from the auditors and noted the related letter of representation from management.**

## **10. Annual Internal Audit report and opinion**

The Board received a report which provided an update on the Internal Audit Annual Report and Opinion 2022/23, previously reported to the May 2023 Group Audit Committee.

The Board noted that the Internal Audit team completed its planned work for 2022/23 and that the Director of Assurance issued his annual opinion.

**Decided: The Board noted the report including the Annual Internal Audit opinion**

## **11. Governance Update**

The Board received an update on governance-related matters which are reported to the Board annually in August and also noted the approval of a Chair's urgent action related to a site disposal.

### **Decided: The Board**

- 1. Instructed the Secretary to call the Annual General Meeting for Friday 15 September at 10am;**
- 2. Noted the Secretary's Report under Rule 68;**
- 3. Recommend the re-appointments of Cathy McGrath, Paddy Gray (each 3 years) and Councillor Kenny McLean (1 year) based on an assessment of their ongoing effectiveness;**
- 4. Noted the update on the Board and individual appraisal process;**
- 5. Noted the use of the Chair's Urgent Action to dispose of the site at Broomloan Road to Scottish Water.**

## **12. Finance report**

The Board received an overview of the financial results for the period to June 2023. [redacted]

The Board were also presented with the financial performance position for the year to 30 June 2023 and the Q1 full year 2023/24 forecast. An update on the review of our target internal rate of return to be used for appraising new builds and details of the new loan delivered through WFL1 through Allia.

### **Decided: The Board**

- 1. Noted the management accounts for the year ended 30 June 2023 at Appendix 1.**
- 2. Noted the revision to the target return rate for new build social and mid-market rent developments and agree the criteria for Wheatley Development Scotland approving projects on our behalf is updated to reflect this.**
- 3. Approved the new [redacted] facility to fund new affordable homes.**

## **13. AOCB**

There was no other competent business.

**Signed:.....(Chair)**