

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

Held at Darnick Street, Glasgow

on Friday 19 May 2023 at 10.30am

Present: Bernadette Hewitt (Chair), Cathy McGrath, Carol Ballingall, Maureen Dowden, 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), Laura Pluck, (Group Director, Communities) and Aisling Mylrea, (Director of Wheatley Homes Glasgow).

1. Apologies for Absence

Apologies were received from Robert Keir. The meeting was confirmed as quorate.

2. Declarations of Interest

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

3. Minute of the previous meeting held on 24 March 2023, matters arising and action list

Decided: The Board approved the minutes of the meeting of 24 March 2023.

4. Supporting our customers – Wheatley Foundation annual update

The Board received a report providing an update on the work of the Wheatley Foundation in 2022-23 and the additional support on offer to customers throughout the cost-of-living crisis; including an outline of the impact of the support and Foundation programmes on Wheatley Homes Glasgow customers and an overview of priorities for 2023-24.

The Board discussed how we ensure that the support is appropriately targeted and reaches those who are most in need. It was explained that we actively monitor the drawdown of our support to understand how it is being used, who is using it and if this reflects the outcomes we are seeking to achieve. It was further explained that we continually refine our approach to ensure it is broad enough to meet a range of different support needs.

The Board discussed how our support transitions from immediate acute support to longer-term and sustainable approaches, including how we work with partners such as the way we are doing with community ladders.

It was explained that the annual visits will provide us with the opportunity to better understand customer support needs and identify individuals who might not always actively seek support.

Decided: The Board noted the activity undertaken throughout 2022/23 to support customers and communities.

5. Strategy refresh – summary and next steps

The Board received a report summarising the key issues considered at the recent Board strategy workshop. The Board noted that these had included: how the Board's feedback will be reflected in the updated strategy, the key issues to feed into the wider Group strategy review and how changes to Group level targets, along with updates to our business plan, investment plan and development plan will be reflected in our strategy.

Decided: The Board agreed the proposed areas of focus and updates to inform the creation of the new Wheatley Homes Glasgow strategy

6. a) 2022/23 Annual return on Charter and year-end

The Board received a report detailing year end performance for 2022/23 including the draft Annual Return on Charter results for 2022/23.

The Board discussed the year end repairs performance, in particular, the average days to complete non-emergency repairs and how this time could be further reduced. It was explained that we are seeking to balance reducing the average time with maintaining a high level of right first time. It was further explained that the key focus is ensuring the quality of work and reducing the need for follow on visits is a key priority.

The Board discussed the level of emergency and reactive repairs, the impact that cyclical maintenance can have on such demand and the continued need to monitor the quality of subcontractor work.

The Board discussed our progress in relation to homelessness and welcomed the high number of homes provided. It was explained that our focus remains on the number of households we provide a home to rather than the percentage of lets, which is reflected in our future targets. The Board discussed the potential role of mid-market rent in alleviating homelessness in future and was advised this is an area we are exploring.

The Board noted that, despite the challenging operating context of a cost-of-living crisis and high inflation, we performed strongly in a wide range of areas, including relative to wider sector benchmarking.

Decided: The Board

1) Approved the draft Annual Return on the Charter results for submission to the Scottish Housing Regulator;

- 2) Delegated authority to the Group Director of Housing and Property to make any non-material updates to finalise the results prior to submission; and
- 3) Noted the outturn year end performance against non-Charter measures and strategic projects.

b) 2023/24 Delivery Plan and performance measures

The Board received an overview of the strategic projects contained within the Delivery Plan 2023/24 and the proposed specific key performance and targets 2023/24.

The Board recognised the key themes from the strategy discussion were reflected in the proposed measures and targets and reiterated the desire to see customer insight informing our decision making. It was noted that our engagement network is now wider and more diverse than it has ever been and provides us with a strong platform for engagement.

Decided: The Board

- 1) Noted the 2023/24 strategic projects and associated milestones; and
- 2) Approved the proposed measures and corresponding targets for 2023/24.

7. Complaint handling performance 2022/23

The Board received a report detailing the performance in dealing with and responding to complaints over the last year. The Board were updated on the key actions we are taking to learn from these complaints and to improve our service to customers.

The Board discussed the level of complaints, the themes and how we deal with complaints in areas where addressing the issue is reliant on external action such as the legal process for anti-social behaviour.

The Board welcomed the focus on refining how we track customer commitments and new build defects. It was explained that we are undertaking a full review of our process for handling reports of new build defects to ensure it is as customer focused as possible. It was explained that a particular focus is on tracking rectification when there are sub-contractors involved in addressing defects.

It was agreed an update on the defect process and the respective roles of different teams in complaint handling be included in the next complaints update report.

Decided: The Board noted the report

8. Regeneration update

The Board were updated on the progress with the rehousing, ongoing engagement and future programme for the regeneration at Wyndford.

The Board discussed the planned approach to demolition and it was updated on the progress to date and the planned next steps, including engagement with the contractor on their due diligence process to ensure the optimal methodology.

Decided: The Board noted the update.

9. Group Suicide Prevention Framework

The Board received an overview of the Group Suicide Prevention Framework. The Board noted that the implementation of the framework will be supported by an action plan.

Decided: The Board noted the Group Suicide Prevention Framework and its designation as a Group wide framework.

10. Fire Prevention and Mitigation Framework

The Board received an update on the implementation and performance of the Fire Prevention and Mitigation Framework (FPMF) in 2022/23 and the revised Group Fire Prevention and Mitigation Framework.

The Board welcomed the recent recognition our fire safety team received as the British Safety Council team of the year.

The Board discussed the current Scottish Government advice note in relation to external wall systems and was updated on the work ongoing following its publication.

Decided: The Board

- 1) Noted the content of the report.**
- 2) Noted the revised Group Fire Prevention and Mitigation Framework.**

11. Governance update

The Board received an update on the: Tenant Board Member Pathway Programme; Disposals and Acquisition Policy; and our membership of Scotcash and its governance arrangements.

The Board discussed the important role that the pathway programme will have in supporting our succession planning for Board members who are tenants. The Board noted that the approach allows future members to have undertaken relevant development prior to joining the Board and accelerate their contribution.

Decided: The Board:

- 1) Noted the outcome of the Tenant Board Member Pathway Programme interviews.**
- 2) Agreed with the changes to the disposals and acquisitions policy framework and that these should be reflected in our policy (subject to Group Board approval).**
- 3) Delegated authority to the Group Director of Finance to approve a special resolution and any other actions required on our behalf as a member of the company to wind up Scotcash C.I.C.**

12. Finance report

The Board received an overview of the financial results for the year to 31 March 2023 and reviewed the submission of the Five-Year Financial Projection and Loan Portfolio returns to the Scottish Housing Regulator.

Decided: The Board:

- 1) Noted the management accounts for the year ended 31 March 2023**
- 2) Approved submission of the Financial Projections and Loan Portfolio to the Scottish Housing Regulator**
- 3) Delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission.**

13. Assurance update

The Board received an update on the internal audit work reported to the February and May Group Audit Committees and the rolling Internal Audit Plan.

Decided: The Board noted the contents of the report

14. AOCB

There was no other competent business.

Signed:.....(Chair)