

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 17 November 2023 at 10.30am**

Present: Maureen Dowden (Chair), Andrew Clark, Cathy McGrath, Robert Keir, Professor Paddy Gray (via Teams) and Councillor Kenny McLean, Carol Ballingall, Councillor Frank McAveety

In Attendance: Steven Henderson (Group Chief Executive), Pauline Turnock (Group Director of Finance), Hazel Young (Group Director of Housing and Property Management), Frank McCafferty (Group Director of Repairs and Assets), Aisling Mylrea (Director of WH Glasgow), Mary Ann Amiwero (observer) and (in part) James Ward, Managing Director of Lowther Homes

1. Apologies for Absence

There were no apologies for absence and the Chair confirmed the meeting was quorate.

2. Declarations of Interest

No new declarations were made.

3. Minute of the previous meeting held on 15 September 2023, matters arising, draft AGM minute and action list

The minutes of the previous meeting were approved.

4. Customer insight update (presentation)

The Board received a presentation with an update on the tenant satisfaction survey, recent Customer Service Excellence assessment and insight drawn from other sources such as complaints, customer voices and My Voice.

The Board discussed in detail the satisfaction results, the underlying drivers for the results, geographic variations in satisfaction levels for repairs and our planned response, and how we ensure we continue to link our insight together. The Board reflected on the progress we have made from the 2022 pulse survey.

It was explained that we will be undertaking a more detailed analysis to understand the drivers of the lower repairs satisfaction in the South and what actions we can take in response.

The Board discussed the importance of our neighbourhood teams being aligned with repairs teams, including geographically, in driving customer satisfaction.

The Board reflected on the impact of our renewed approach to engagement and focus on increasing and diversifying our Customer Voice on satisfaction with opportunities to participate, which had increased by nearly 20%.

Decided: The Board noted the update

5. 2024/25 rent setting and service charges

The Board were provided with an update on the key issues impacting our rent setting proposals, in particular inflationary pressures, borrowing costs, very high repairs demand, capacity for capital investment and future compliance requirements. This was further set out within the context of analysis of affordability for tenants and comparability with other landlords.

The Board discussed at length how we balance the challenges for both the organisation and tenants, including ensuring we can continue to deliver services, invest in our homes, and meet our legal obligations whilst being cognisant of affordability for tenants.

The Board considered affordability within the context of increases over the two years in particular having been substantially below inflation. The Board also highlighted the need to be clear with tenants as part of the consultation on the factors that have informed the proposed options.

Decided: The Board

- 1) Approved a rent and service charges increase range of 6.9%-7.9% for initial consultation with focus groups, with additional options of +0.5% and +1% to be discussed as part of this, on the basis of funding additional investment in tenants' homes;**
- 2) Noted that, following the Group Board meeting in December, the Wheatley Homes Glasgow Board will be updated on the final options for the all-tenant consultation (i.e. where in the 6.9%-7.9% range) on 20 December 2023; and**
- 3) Noted that the final decision on the rent and service charge increase will be made by this Board in February, following feedback from the tenant consultation process.**

6. [redacted]

7. Performance report

The Board were provided an update on performance delivery against targets and strategic projects for 2023/24 as of the end of quarter two. It also provides sector comparisons for Annual Return on the Charter indicators following the publication of 2022/23 sector wide data by the Scottish Housing Regulator.

The Board welcomed our results which compared favourably to the confirmed Scottish average for several key Charter indicators such as days to let, arrears and tenancy sustainment.

The Board discussed our planning for the next phase of the managed migration of Universal Credit and the potential impact on arrears. It was explained that we

are making prudent assumptions as we do anticipate this will have an adverse impact.

Decided: The Board noted the contents of the report.

8. Governance update

The Board received a report on the Board appraisal process, the 2023-2026 succession plan, appointment of the Vice-Chair, and the annual self-assessment against our core legal and regulatory requirements.

The Board noted that the key themes, areas for refinement/actions from the appraisal process have informed the update to the Board 3-year Succession Plan.

The Board noted that the 3-year Board succession plan priorities were filling the independent vacancy and tenant Board members.

The Board noted that following completion of the annual self-assessment there are no areas of material non-compliance.

Decided: The Board

- 1) Approve the appointment of Cathy McGrath as vice-chair; and**
- 2) Note the outcome of our Board appraisal process and approve our updated succession plan; and**
- 3) Noted the Group response to the SHR consultation.**

9. Finance report

The Board received and reviewed a report on our financial performance for the year to date and an update on the forecast and proposed amendments to the WFL1 borrowing arrangements.

Decided: The Board

- 1) Noted the Finance Report for the period ended 30 September 2023 and Q2 forecast;**
- 2) Approved the amendments to the borrowing arrangements through the approval of the formal legal minute appended to the report.**
- 3) Approved a delegation of authority to any WFL1 director to make non-material changes and to agree the final form of the lender documentation on behalf of Wheatley Homes Glasgow.**

10. Group Social Media Policy

The Board were provided with an update on the revised Group Social Media Policy. The Board considered the policy and noted in particular that this also applied to Board members.

Decided: The Board noted the report.

11. Risk register

The Board were provided with a report providing an overview of our current risk position.

The Board reviewed the areas outwith the risk appetite as well as the risks highlighted for Board consideration. The Board agreed that the covid risk should remain on the risk register at this time.

Decided: The Board approved the updates set out in the report, subject to RISK002 remaining.

12. [redacted]

13. AOCB

No other items of business were raised.

Signed:.....(Chair)