



**MINUTE OF BOARD OF DIRECTORS MEETING
HELD ON 25 MAY 2022 AT 10.30AM AT
BRASSWELL OFFICE PARK, ANNAN ROAD,
DUMFRIES**

Members present: Maureen Dowden (Chair), John Henderson, Michael Greaves Mackintosh, Caryl Hamilton, John McCraw, Heather Macnaughton and Hugh Martin.

In attendance: Steven Henderson (Group Director of Finance and Digital Services), Pauline Turnock (Director of Finance and Legal), Alan Glasgow (Managing Director, DGHP), Eilidh Mowat (Governance Business Partner) and In Part Lynne Mitchell (Wheatley Foundation Manager, Item 5 only), Lindsay Lauder (Director of Development and Regeneration, Item 7 only), John Crooks (Director of Group Health and Safety and Compliance, Item 11 only) Emma Thomson (Head of Care, East, Item 12 only) and Liz Smith (Service Development Lead – DGHP, Item 12 only).

The Chair welcomed our new tenant board member, Hugh Martin to the Board.

1. Apologies for absence

Fiona Burden.

2. Declarations of interest

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

3. a) Minutes of meeting on 30 March 2022 and matters arising

Decided: The Board approved the minutes of the meeting on 30 March 2022.

b) Action list

Decided: The Board noted the points in the action tracker and the items scheduled to be brought back.

4. Managing Director update

The Managing Director updated the Board on the RSL forum, which he is now leading and the membership of the Homes4 D&G Board which he had sought to influence. The Board asked that the Managing Director link in with the Scottish Borders forum.

The Board were updated on the engagement locally with Dumfries and Galloway Council and the plans for future engagement with newly elected councillors. The Board noted the focus on building relationships locally to ensure that we maximise opportunities to influence strategically to ensure our voice is heard. [redacted] The Board agreed that it is pleasing that we are leading on strengthening and maximising our relationships with partners.

Decided: The Board noted the Managing Director update.

5. Wheatley Foundation – making a difference in our communities

The Board received an update presentation on the work of the Wheatley Foundation – Annual highlights 2021-22.

The Board were reminded of the Wheatley Foundation priorities and 5-year targets noting that the Foundations aims to maximise access to employment, training and learning opportunities for customers of all ages; and to support customers by tackling social exclusion and alleviating the impacts of poverty.

The Board considered the strategic targets of the Foundation and noted that these targets had been exceeded by some margin. The Board also received detail on the Wheatley Works programme and the Foundation programmes which benefit children. The Board noted the impressive figures in respect of DGHP customers assisted by the Foundation: 1200 people from DGHP homes supported; 247 children registered with Dolly Parton Imagination Library; 694 households supported by Eatwell; and 74 training, job or apprenticeships secured.

The Board expressed their congratulations on the success of the Foundation programmes in DGHP. Many customers have been assisted and it has been one of the highlights of joining the Group, with clear benefits for our customers.

The Board discussed how we can continue to monitor the Foundation outcomes and journey on a detailed basis; noting that we are building our data which will help us to track SIMD data (Social Index of Multiple Deprivation) and are to specify a partner who can support us to monitor detailed outcomes.

The Board emphasised that we must understand the needs of our Dumfries and Galloway residents and the work we are doing to understand that. The Board emphasised that the engagement plan is so important in assisting us to be immersed in and understand our communities.

Decided: The Board noted the presentation.

6. Allocations Policy review

The Board received an update on the progress of the allocation policy and overall review of Homes 4 D&G.

The Board noted the intense volume of work which had been carried out, including an external review of the current position, process and policies by Northstar.

The Board noted that the draft policy has to be shared with the partner organisations and approved by the Homes 4 D&G Board. The Board discussed choice based lettings and asked that a detailed paper be brought back setting out the advantages of choice based letting, a demonstration of how it works in practice and how we will work with our partners to implement it.

The Board noted that a project team has been put together to lead and deliver the project, which will be the focus for the team.

Decided: The Board

- 1) Noted the findings and recommendations from the North Star review;**
- 2) Noted the update on the DGHP and Homes4D&G review;**
- 3) Agreed to:**
 - Fully consult with customers and stakeholders on The Group Housing Information Advice and Letting Policy and Framework; and DGHP Allocation Policy; and**
 - To progress with the proposed digital solution for Homes 4D&G**
- 4) Noted that the draft Homes4D&G policy will be presented to Homes 4D&G Common Housing Register Partner Board for approval and agree to delegate authority to the Chair to approve any changes;**
- 5) Approved the lock-ups and garages policy.**

7. [redacted]

8. a) 2021/22 year end performance and Annual Return on the Charter

The Board were presented with the end of year performance figures for 2021/22. The Board noted a number of areas of strong performance in despite very challenging circumstances and strong performance relative to the wider sector.

The Board discussed the challenges around repairs performance and discussed issues around sourcing of materials. The Board noted that there had been an issue around delivery of a small number of materials. The Board were assured that this has now been resolved.

The Board discussed void performance; noting that detail is sought by the Board on the current void standard. It was agreed that this would be brought back in tandem with the allocations information which had been sought earlier in this meeting.

The Board discussed complaints and asked how we measure feedback for 'right first time'? The Board noted that will be covered within the full complaints update which is scheduled to be presented to the August Board meeting.

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 performance against non-Charter measures and strategic projects.**

8b) Delivery plan and targets 2022/23

The Board were presented with the delivery plan and targets for 2022/23. The Board reviewed the proposed performance targets. The Board agreed the targets were overall appropriate, whilst retaining flexibility of part of annual reviews.

The Board discussed the costs associated with Mysavings for tenants, noting that the scheme provides value for money.

Decided: The Board

- 1) Noted and provided feedback on the 2022/23 strategic projects and associated milestones; and**
- 2) Approved the proposed measures and corresponding targets for 2022/23.**

9. Update on engagement framework

The Board received an update on the progress on implementing our engagement framework, “Stronger Voices, Stronger Communities” and planned future engagement activity.

The Board agreed that the breadth of engagement across the region is evident from the report, ensuring that tenants from across the region have an opportunity to influence what we do. However, in future the Board asked for a breakdown of engagement across the region.

The Board discussed the training provided for Housing Officers to ensure they are equipped with the necessary skills, noting that Housing Officers have has a 12 week bespoke training programme which has been supplemented by Group training provided by the Academy. The Managing Director has regular sessions with staff and recent sessions have taken place across teams.

Decided: The Board

- 1) Noted the content of this report and the engagement plan; and**
- 2) Approved that from the beginning of the new governance year Customer Voices will be invited to attend at the start of up to one in three Board meetings.**

10. Customer First Centre interim review

The Board received an update on the establishment of the Customer First Centre (CFC) which was rolled out to DGHP on 28 March 2022.

The Board agreed that the early results are positive and noted the processes for resolving customer enquiries on a 'one and done' basis with the use of specialist advisors within the CFC.

Decided: The Board noted the progress to date on our new CFC model and agreed to receive updates on progress at subsequent meetings.

11. Fire prevention and mitigation update

The Board received a summary of the implementation and performance of our Fire Prevention and Mitigation Framework and discussed the excellent work carried out to date, including the increased number of FRAs, providing the Board with a high level of assurance.

Decided: The Board noted the contents of this report and the progress with our Fire Prevention and Mitigation Framework.

12. Care Services update

The Board received an update on the provision of care services within DGHP.

The Board noted the progress that has been made to date in aligning the DGHP service, under Wheatley Care and noted that staff terms and conditions are now aligned.

The Board noted the ongoing review of care services across floating housing support, sheltered housing and young persons project.

The Board noted that the alignment of our data to Residata is expected to be complete by the end of July 2022.

The Board agreed that the report was extremely useful to provide Board with a high level overview of this service.

Decided: The Board is asked to note the update on the management of our care services.

13. Governance update

The Board received an update on a number of Governance related matters.

Decided: The Board

- 1) Agreed the proposals to amend our Articles of Association and noted that draft amendments will be presented to Board at the August meeting;**
- 2) Noted the approach to Board member appraisals for 2022; and**
- 3) Noted the updated Board planner.**

14. Finance Report

The Board received a summary of financial performance for the year to date, year end performance for 2021-22 and the draft regulatory returns.

The Board discussed the spend on repairs, noting the work being carried out around repairs performance to align with Group.

The Board discussed the valuation movement, noting that present figure is an estimate but a full valuation will be carried out and those figures will be presented to the August Board meeting.

Decided: The Board

- 1) Noted the management accounts for the year ended March 2022 and the month to 30 April 2022 at Appendix 1;**
- 2) Approved the loan portfolio submission in Appendix 2; authorise this to be submitted to the Scottish Housing Regulator; and delegated authority to the Group Director of Finance to approve any factual data updates that are required in advance of the submission; and**
- 3) Approved the summary sheet and accompanying financial data and projections at Appendix 3; authorise these to be submitted to the Scottish Housing Regulator; and delegate authority to the Group Director of Finance to approve any factual data updates that are required in advance of the submission.**

AOCB

There was no other competent business.

SIGNED: