

**WHEATLEY HOMES SOUTH LIMITED
MINUTE OF BOARD MEETING
held on Wednesday 24 May 2023
Brasswell Office (Dumfries)**

Members Present: Maureen Dowden, John Henderson, John McCraw, Fiona Burden (MS Teams), Karen Hunter, Michael Greaves-Mackintosh and Jo Boaden

In Attendance: Pauline Turnock (Group Director of Finance), Alan Glasgow (Managing Director), Louise Morrison, (Finance Manager), Stephen Wright (Director of Governance), Lorna McCubbin (Head of Asset Investment and Compliance - items 6 and 7), Jennifer Anderson (Group Protection Lead), John Crooks (Director of Group Health and Safety), Helen Berry (Head of Assurance)

1. Apologies for Absence

Apologies for absence were received from Hugh Martin.

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 29 March 2023, matters arising and action list

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

4. Chair and Managing Director updates

The Board were updated on the Strategic Agreement between Wheatley Homes South and Dumfries and Galloway Council.

5. Supporting our customers and communities

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. This included an outline of the impact of the support and Foundation programmes on our customers and an overview of our priorities for 2023-24.

The Board considered the report and the work of the Foundation in Wheatley Homes South (WHS) including 1800 Here for You fund requests. Over £1.7m secured for customers through financial, benefits and fuel advice. Wheatley Works has assisted with 128 jobs and training opportunities, in particular it was noted that partnerships have helped maximise opportunities for our customers. It was also noted the community benefits of new build programme.

The Board discussed the importance of customer engagement and the research commissioned from Rocket Science. The Board discussed the feedback and how this had been considered and was informed about how we are working to increase this.

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

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

The Board received a report detailing our year-end performance including the draft Annual Return on Charter results for 2022/23 prior to submission to the Scottish Housing Regulator. The Board noted that the report also included our non-Charter strategic results and performance measures along with Delivery Plan strategic projects.

The Board scrutinised the report, in particular, the performance in relation to repairs and medical adaptations. The discussion also focussed on our contact centre performance and the balance we needed to strike between the time to answer a call and the quality of the call.

The Board discussed the increase in anti-social behaviour and how we are seeking to address this, in particular in relation to noise nuisance. The Board also discussed our repairs performance and whether the target of 5.5 days to complete non-emergency repairs was too restrictive; it was noted, for example, that extending the response time may improve other performance such as satisfaction if this allowed us to complete a higher number of repairs right first time and at the convenience of the customer.

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

The Board received an overview of the strategic projects contained within the Delivery Plan 2023/24 for Wheatley Homes South, and the proposed specific key performance and targets 2023/24 for Board consideration and approval.

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 and performance

The Board received a report detailing the performance in dealing with and responding to complaints over the last year. It highlighted actions taken from these complaints to improve our service to customers.

The Board noted and discussed the analysis of the top six complaint categories and acknowledged the work undertaken to impact continuous improvement through a lessons-learned approach.

Decided: The Board noted the report

8. Group Suicide Prevention Framework

The Board received an overview of the Group Suicide Prevention Framework. The Board noted that implementation of the framework will be supported by an action plan which will set out the activity to be taken to achieve the stated vision across each of the five priority areas as set out in the framework. The Board discussed the importance of supporting staff who are involved in this important area of work and was assured about the arrangements we have in place.

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

9. Fire Prevention and Mitigation

The Board received an update on the implementation and performance of the Fire Prevention and Mitigation Framework (FPMF) in 2022/23, including: current rate of Home Fire Safety Visits; current rate of Accidental Dwelling Fires; progress with Fire Risk Assessment programmes; and an update on Fire Safety Legislation and best practice.

The Board also received the revised Group Fire Prevention and Mitigation Framework following its annual review and as approved by Wheatley Housing Group on 26 April 2023.

The Board was pleased with the continuing focus on fire safety. The Board sought and received assurances that the outcome of fire risk assessments are followed up and completed and tracked at monthly meetings.

The Board congratulated officers of winning Team of the Year at the recent Fire Safety Awards.

Decided: The Board

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

10. Finance Report

The Board were provided with an overview of the financial results for the year to 31 March 2023 and asked to approve 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.**

11. Governance update

The Board received an update on the following governance-related matters: Disposals and Acquisition Policy, and Annual Board Member appraisal process. The Board also noted the plans in place to recruit an additional Board member.

Decided: The Board:

- 1) **Agreed with the changes to the disposals and acquisitions policy framework and that these should be reflected in our own policy (subject to Group Board approval).**
- 2) **Noted the process to commence the annual Board Member appraisal process.**

12. 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.

The Board discussed data integrity and how the Assurance Team ensures that the information we hold on our properties is accurate and robust. It was explained that the Assurance Team has a number of methods to achieve this, including reviewing source data, comparing and reconciling this with other information held on other systems, including our housing management and asset management systems.

Decided: The Board noted the contents of the report

13. AOCB

It was agreed that an update on the town centre office premises would be provided at the next meeting .

Signed:.....(Chair)