



**WHEATLEY HOMES SOUTH LIMITED  
MINUTE OF BOARD MEETING  
held on Wednesday 21 May 2025  
Brasswell Dumfries**

- Members Present:** Jo Boaden (Chair), John Henderson, Michael Greaves Mackintosh, Karen Hunter
- In Attendance:** Pauline Turnock (Group Director of Finance), Alex Lamb (Wheatley Homes South Managing Director) Eilidh Mowat (Governance Business Partner), Louise Morrison (Finance Manager), Donald Carruthers (tenant – observer)
- In Part:** Lynne Mitchell, Managing Director of Wheatley Foundation (Item 7)  
Neil Addie, Director of Health and Safety (Item 8)  
Jennifer Anderson, Director of Neighbourhoods (Item 9)  
Emma Thomson, Head of Care (Item 11)

**1. Apologies for Absence**

Apologies for absence were received from Gary Legg, Martin Dorby and Joan Pollard.

The Chair confirmed the meeting was quorate.

**2. Declarations of Interest**

The Board noted the standing declaration of interest. No further declarations were made. In respect of Item 7, Karen Hunter declared that she had no involvement with Dumfries and Galloway College programmes as part of her role as Director of Finance.

**3. a) Minute of 26 March 2025 and matters arising**

**Decided: The Board approved the minutes of the meeting of 26 March 2025.**

**b) Action list**

The Board discussed the ongoing actions and queried whether the Radon gas pilot had progressed. The Board asked for additional information to be circulated in addition to that within the compliance update.

The Board asked whether the customer panel included disabled persons. The Board requested that the development update in September include information on how accessible properties are designed and different from standard properties.

**Decided: The Board noted the action list.**

#### **4. Chair and Managing Director updates**

The Chair gave an update on the key issues considered by the Group Board including RTS and the Delivery Plan.

The Managing Director gave an update on the nomination for Housing Team of the Year for Inside Housing UK. The Board indicated its appreciation for the work involved in the nomination and requested that it be passed to the staff.

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

#### **5. 2024/25 year-end performance updates and Annual Return on the Charter**

The Board were provided with an update on the year-end performance for 2024/25. The Board discussed the performance noting that overall we continue to perform very strongly against an ever evolving landscape and relative to the wider sector benchmark. The Board noted that our performance across Gross Rent arrears and days to let is exceptionally strong.

The Board noted the strong performance on aids and adaptations and the favourable comparison to other RSLs across the Group. The Board discussed our particular approach to these.

**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 Managing Director of RSLs, or in their absence another member of the Group Executive Team, to make any non-material updates to finalise the results before submission; and**
- 3) Noted the outturn year-end performance against non-Charter measures and strategic projects.**

#### **6. 2025/26 Delivery Plan and performance measures**

The Board were provided an update on the agreed 2025/26 Group Delivery Plan. This included strategic projects reported during 2025/26 and specific performance measures and corresponding targets for approval.

The Board discussed the significant progress that has been made over the 4 years of our strategy and are well placed to deliver the key elements by the end of the 5 years.

The Board further noted that we further progressed areas such as customer insight, shaping how we deliver services and drive improved customer satisfaction. There remains a strong focus on key performance measures such as day to lets to homeless households, arrears, tenancy sustainment, damp and mould, repairs timescales, building compliance and tenant safety.

The Board observed that the measures and targets for 2025/26 are based on the performance of 2024/25 and, where relevant, include a broader sector analysis.

**Decided: The Board:**

- 1) **Noted the Group 2025/26 Delivery Plan and provide feedback on the proposed strategic projects which will be reported in the quarterly performance paper strategic project dashboards; and**
- 2) **Approved the proposed measures and corresponding targets for 2025/26.**

**7. Supporting our customers and communities: Wheatley Foundation Annual report 2024/25**

The Board were provided an update on the work of Wheatley Foundation in 2024/25. The Wheatley Foundation met its target for the year and continues to deliver services to our customers and communities.

The Board discussed the work of the Wheatley Foundation for our customers and communities including offering jobs, apprenticeship and training opportunities; targeted education/skills programme and bursary awards to study at university/college. It was further noted that Home Comforts has supported the greatest number of customers since it opened.

The Board were pleased to note that there are dedicated Wheatley Foundation staff who are focused on the communities in the South and relationships with our external partners are well established. The Board noted the focus and challenges for 2025/26 including securing external funding. The Board thanked the team for the positive contribution to customers and communities.

**Decided: The Board noted the activity undertaken throughout 2024-25 to support customers and communities.**

**8. Health and Safety: year-end report**

The Board were provided an update on health and safety performance during 2024/25.

The Board noted that there have been improvements to the Health & Safety Policy to provide more detail on the Health and Safety Management Arrangements, expanded duties of the Health and Safety Team and revised reporting and monitoring arrangements. These improvements reflect best practice guidance.

The Board noted the 4 reported RIDDOR incidents.

**Decided: The Board noted the update on Health and Safety performance for 2024-25.**

## 9. Antisocial Behaviour and Neighbourhood Management update

The Board were provided with an update on year one of implementing the first Neighbourhood Management Policy and revised Antisocial Behaviour Policy.

The Board observed that the implementation of the two policies has enabled teams to allocate resources effectively, advancing our goal to reduce the incidence of repeat antisocial behaviour cases within our communities. The Board noted that ASB cases have decreased by 22.79% over this period as a result of an intensive approach with 284 individuals using our prevention and solutions strategy. This led to a 64% reduction in incidents linked to these individuals over six months.

The Board were pleased to note the positive feedback from staff and customers on the policies and implementation.

**Decided: The Board:**

- 1) Noted the activity and data in the year since the Neighbourhood Management Policy was approved; and
- 2) Approved the minor changes to the Neighbourhood Management Policy.

## 10. Radio Teleswitch switch off update

The Board were provided an update on progress of the planned switch-off of the Radio Teleswitch system.

The Board noted that there had been a small improvement on number of appointments booked since the report was issued. The teams continue to engage with the Energy Commission and energy companies. There has been an increased social media campaign and housing officers are working with customers to help them with the switchover.

The Board noted that work has started on a contingency plan for those customers that are not switched to a suitable meter before the switch off.

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

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## **12. Finance report**

The Board were provided with a report on the management accounts to 31 March 2025 and the Loan Portfolio and Five Year Financial Projections returns to the Scottish Housing Regulator. The Board carefully considered the financial performance for the year to 31 March 2024 and noted any key variances. The Board also reviewed the loan portfolio which was due to be submitted to the SHR.

**Decided: The Board:**

- 1) Noted the Finance Report for the year to 31 March 2025;**
- 2) Approved the summary sheet and accompanying financial data and projections at Appendix 2 and authorise these to be submitted to the Scottish Housing Regulator and delegate authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission; and**
- 3) Approved the SHR Portfolio Submission as at 31 March 2025.**

## **13. Governance report**

The Board were provided with an update on Board recruitment, the impact of the Economic Crime and Corporate Transparency Act and Annual Governance reporting.

The Board also received an update on proposed recruitment and appointments.

**Decided: The Board:**

- 1) Noted the contents of the report; and**
- 2) Approved the appointment of Donald Carruthers as tenant board member.**

## **14. Risk update**

The Board were provided with an update on the Risk Appetite statement and proposed changes to the Risk Register.

The Board discussed the Risk Appetite Statements and noted that there are no proposed changes for 2025/26.

The Board discussed the Risk Register and the 4 risks that are outwith risk appetite including the new risk in response to Radio Teleswitch. The Board noted that any actions identified for these 4 risks will be monitored and the risks will be reviewed quarterly. The Board reviewed the changes to five risks highlighted in the Risk Register.

**Decided: The Board:**

- 1) Approved the Risk Appetite Statements for 2025/26;**
- 2) Approved the proposed changes to the Risk Register; and**
- 3) Identified any further changes required to the Risk Register**

**15. AOCB**

No other items of business were raised.

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