

**WHEATLEY HOMES SOUTH LIMITED  
MINUTE OF BOARD MEETING  
held on Wednesday 29 May 2024  
Brasswell Office**

**Members Present:** Jo Boaden (Chair), John Henderson, Hugh Martin, Garry Legg, Karen Hunter, Martin Dorby, Michael Greaves Mackintosh, John McCraw.

**In Attendance:** Pauline Turnock (Group Director of Finance), Alan Glasgow (Group Managing Director RSLs), Alex Lamb (Wheatley Homes South Managing Director), Stephen Wright (Director of Governance), Lindsey Dryden (Financial Controller)

**In Part:** Lindsay Lauder (Director of Development and Regeneration - Items 7), Lynne Mitchell ( Director of Wheatley Foundation) - Item 8), Frank McCafferty (Group Director of Repairs and Assets) - Items 9 and 10, Emma Thomson ( Head of Care) - Item 11, Helen Berry (Head of Assurance) - Item 13

**1. Apologies for Absence**

No apologies for absence were received.

The Chair confirmed the meeting was quorate.

**2. Declarations of Interest**

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

**3. a) Minute of 13 March 2024 and matters arising**

**Decided: The Board approved the minutes of the meeting of 13 March 2024.**

**b) Action list**

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

**4. Chair and Managing Director updates**

The Chair gave an update on

The Managing Director gave an update

**Decided: The Board noted the updates**

## **5. 2023/24 Year-end performance and Annual Return on Charter**

The Board were provided with a report on year-end performance for 2023/24.

The Board noted in spite of an evolving landscape, Wheatley Homes South continues to perform strongly in a wide range of areas, including relative to wider sector benchmarking.

The Board noted that areas with a continued focus to improve include emergency and non emergency repairs timescales, satisfaction with repairs, the percentage of complaints responded to in full at stage 2, and Tenant and factored owner satisfaction.

**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. 2024/25 Delivery plan and performance measures**

The Board received a report on the 2024/24 Draft Delivery Plan.

The Board noted that Wheatley Homes South have made significant progress over the first three years of the strategy and are well placed to deliver the key elements by 2026.

The projects will ensure Wheatley Homes South is well placed as the final year of the strategy approaches. Paths have been made for areas of strategic focus such as AI and personalised services which will straddle into the next five-year strategy.

The Board noted that the progress during the first three years of the strategy and pathway to achieving key objectives by 2026 will be a focus at the Board Strategy workshop.

Wheatley Homes South measures and targets have been informed by performance in 2023/24 and where appropriate wider sector analysis. Wheatley Homes South will continue to focus on delivering operational excellence to provide a foundation for investing in and achieving high customer satisfaction levels.

**Decided: The Board;**

- 1) **Provided feedback on the proposed strategic project to be included in quarterly performance paper strategic project dashboards;**
- 2) **Approved the Wheatley Homes South specific 2024/25 strategic projects and associated milestones; and**
- 3) **Approved the proposed measures and corresponding targets for 2024/25.**

7. [redacted]

8. [redacted]

9. **Fire prevention and mitigation: year-end performance report**

The Board received an update on Fire Prevention and mitigation.

The Board noted that Group Fire Safety Team achieved completed 88 PCFRAs within Wheatley Homes South homes during the year. Accidental dwelling fires are lower than that of the same period last year (between April and March)

The Board noted FRAs in both relevant and non-relevant premises in accordance with Scottish Government guidelines and best practice maintain the Group's position of strong legal compliance for fire safety.

The Board concluded that all relevant premises continue to have in place a valid FRA where a high percentage of recommendations have been actioned and closed.

**Decided: The Board noted the contents of the report**

10. **Health and Safety: year-end performance report**

The Board received an update on health and safety performance for the year ending 31 March 2023/24.

The Board noted that the Group Health and Safety Policy is well established and implemented across all areas of business in Wheatley Group. The policy meets legal requirements under the Health and Safety at Work Act.

The Health and Safety Management system currently in place is seen as best practice approach by the Health and Safety Executive for continuous improvement. Efforts continue to be made to improve incident reporting that will drive a positive safety culture and mitigate liability claims. A digital incident platform has been proposed that will improve upon the current paper-based approach that is no longer fit for purpose.

The Board noted that work has been done to drive the Group towards recognised Health and Safety Accreditation in ISO45001 that will further demonstrate and enhance, the standard and profile of the Health and Safety management system.

**Decided: The Board noted the contents of the Report.**

**11. [redacted]**

**12. Finance report**

The Board were provided with a report on the management of accounts for the year to 31 March 2024 and an update on 2024/25 Financial performance to 30 April 2024.

The Board noted the financial performance for the year to 31 March 2024.

**Decided: The Board**

- 1) Noted the Finance Report for the year to 31 March 2024 and the 2024/25 financial performance to 30 April 2024.**
- 2) Approved the summary sheet and accompanying financial data and projections and authorised these to be submitted to the Scottish Housing Regulator and delegated authority to the Group Director of Finance to undertake any factual data updates required to the data in advance of the submission**
- 3) Approved the SHR Loan Portfolio Submission as at 31 March 2024.**

**13. Group Assurance update**

The Board received an update on Internal Audit work reported to the January and May Group Audit Committee meetings and the rolling Internal Audit Plan.

The Board noted that the Internal Audit team has completed their reviews with no significant matters to bring to the attention of the Board and that management has agreed on actions to address the improvements identified during each review.

The Board also noted that the Group Audit Committee has approved the Internal Audits team's current programme of work and will continue to oversee and approve the work programme every quarter.

**Decided: The Board noted the contents of the report.**

**14. Governance update (including acquisitions and disposals)**

The Board were provided with an update with the following Governance related matters, The Scottish Housing Regulator's revised Regulatory Framework, Engagement plan with the SHR, Appointment of a new Board member and retirement of an existing Board member and Disposals and acquisitions; Code of Conduct, Register of interests, Gifts and Hospitality, Expenses and Allowances.

The Board noted the changes to the Regulatory Framework and Statutory Guidance are consistent with what the SHR proposed in its consultation. There are robust governance arrangements, which are regularly reviewed and are subject to an annual self-assessment.

The Board concluded 1 April 2023 - 31 March 2024 5 property disposals and 8 acquisitions were recorded.

**Decided: The Board;**

- 1) Noted the update on the changes to the Regulatory Framework and Statutory Guidance;**
- 2) Noted our Engagement Plan with the SHR**
- 3) Noted the appointment of Martin Dorby and the retirement of Fiona Burden;**
- 4) Noted the disposals and acquisitions annual update and updates on our Code of Conduct, Register of Interests, Gifts and Hospitality and Expenses and Allowances.**

**15. AOCB**

No other items of business were raised.

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