

**WHEATLEY HOMES SOUTH LIMITED  
MINUTE OF BOARD MEETING  
held on Wednesday 13 March 2024  
Stranraer Office**

**Members Present:** Jo Boaden (Chair), John Henderson, Hugh Martin, Garry Legg, Karen Hunter

**In Attendance:** Pauline Turnock (Group Director of Finance), Alan Glasgow (Managing Director), Eilidh Mowat (Governance Business Partner), Lindsey Dryden (Financial Controller), Euan Smith (HR Business Partner)

**In Part:** Lorna McCubbin (Head of Asset Investment and Compliance - Items 6), Stephen Wright (Director of Governance)

**1. Apologies for Absence**

Apologies for absence were received from Fiona Burden, John McCraw and Michael Greaves Mackintosh

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 7 February 2024 and matters arising**

**Decided: The Board approved the minutes of the meeting of 7 February 2024.**

**b) Action list**

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

**4. Chair and Managing Director updates**

The Chair gave an update on business items recently considered by the Group Board.

The Managing Director gave an update on forthcoming engagement with elected members.

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

## **5. 2024/25 budget**

The Board were presented with an overview of our 2024/25 budget and it was explained it reflected our agreed business plan.

The Board discussed and noted the position with respect to the Gift Aid payment from Wheatley Developments Scotland.

The Board discussed the assumptions for repairs costs and reiterated that this was an area which required to be monitored closely. It was confirmed that this will be an area of strong oversight, both from a demand and efficiency perspective.

**Decided: The Board approved the 2024/25 budget**

## **6. Home Safe building compliance update**

The Board received an update on the home safety building compliance work streams during 2023/24, including an update on the work to align EICR programmes.

The Board discussed our ongoing asbestos survey programme and noted that we have clear processes and procedures for safely handling asbestos were it to be detected. The Board noted that there is one point of contact within WHS for all asbestos related enquiries and works.

The Board discussed the TMV programme and sought assurance that our young and elderly tenants would benefit from the programme. The Board noted the holistic approach to this programme.

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

## **7. Neighbourhood management and Anti-social behaviour Policies**

The Board received a summary of the updated Antisocial Behaviour (“ASB”) Policy, the proposed Neighbourhood Management Policy and how it was intended the two policies would create greater clarity for tenants.

The Board were updated on the use of tools such as noise level monitoring which can provide an objective assessment for decisions we make.

The Board discussed the importance of how we communicate each policy with our tenants, particularly the distinction between the two. It was confirmed that we will ensure relevant staff are clear on these areas to allow them to communicate effectively with customers.

The Board discussed the timescales within the policy and how those may work in practice, noting that a toolkit and training for staff will be rolled out to ensure staff are clear on timescales and how the policy will operate in practice.

**Decided: The Board;**

- 1) **Approved the Wheatley Homes South ASB Policy; and**
- 2) **Approved the Wheatley Homes South Neighbourhood Management Policy**

**8. EDI action plan/EDI update**

The Board were provided with an update on our Group Equity, Diversity and Inclusion (EDI) Action Plan, *One Group Many Voices 2024/25*.

The Board noted our continued strong commitment to EDI and the focus on areas which will be of practical benefit to customers and staff.

The Board sought assurance on how staff have engaged with the plan and approach, noting that it has been well received..

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

**9. [redacted]**

**10. Group engagement framework**

The Board were presented with an overview of our first review of the *Stronger Voices, Stronger Communities* Customer Engagement Framework.

The Board discussed the findings from the review which showed that our approach to customer engagement has significantly widened and positively impacted customer satisfaction.

The Board discussed the minor changes proposed to reflect our experience to date and agreed that they could support further improved customer satisfaction.

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

**11. Strategy workshop: planned approach**

The Board discussed the proposed outline and approach for the May strategy workshop. It was agreed that the planned focus on asset strategy reflected the Board's feedback and discussions over recent meetings.

The Board noted that the refresh of the annual strategy provides an opportunity to reflect on the progress of our strategy to date and to consider key issues.

The Board commented that it would provide an excellent opportunity to consider the challenges but also the many opportunities within Dumfries and Galloway.

**Decided: The Board approved the approach and workshop structure**

**12. Finance report**

The Board received a report with an overview of the management accounts for the period to 29 February 2024.

**Decided: The Board noted the Finance Report for the period ended 29 February 2024.**

**13. Group procurement- annual strategy and policy updates**

The board were provided with a summary of the annual updates to the Group Procurement Strategy, Group Procurement Policy, Group Sustainable Procurement Policy and Group Community Benefits Statement.

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

**14. AOCB**

No other items of business were raised.

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