

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 22 March 2024 at 1.15pm**

Present: Maureen Dowden (Chair), Andrew Clark, Allan Clow, Cathy McGrath, Robert Keir, Professor Paddy Gray and Councillor Kenny McLean.

In Attendance: Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solution), Pauline Turnock (Group Director of Finance), Hazel Young (Group Director of Housing and Property Management), Frank McCafferty (Group Director of Repairs and Assets), Aisling Mylrea (Director of WH Glasgow) and Laura Pluck (Group Director of Communities – item 4 only)

The Chair provided the Board with feedback from the recent Group Board meeting, including an update on the regeneration project at Wyndford.

1. Apologies for Absence

Apologies were received from Councillor Frank McAveety. The Chair confirmed the meeting was quorate.

2. Declarations of Interest

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

3. Minute of the previous meeting held on 9 February 2024, matters arising, and action list

The minutes of the meeting held on 9 February 2024 were approved.

4. Neighbourhood management: Neighbourhood 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 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 challenges of individuals having different perceptions of what constitutes ASB, the circumstances under which we may wish to engage in mediation and our continued focus on prevention.

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

Decided: The Board

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

5. Group and 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 updated Customer Engagement Framework.

6. Home Safety building compliance update

The Board were provided with a summary of home safety building compliance work streams during 2023/24, including a detailed update on work underway to accelerate the remainder of the water management work to complete as planned by the end of the financial year.

The Board sought assurance that there were no areas of concern with subcontractor performance. It was confirmed there are no underlying issues and that the one delay was a one-off issue we expected to be resolved imminently.

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.

Decided: The Board noted the content of this report and the ongoing approach to managing and delivering our compliance-related works.

7. a) 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 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.

The Board discussed at length the potential implications of any overspend on repairs, in particular for what is available for our investment programme. It was noted that this would be explored in more detail at our workshop.

Decided: The Board approved the 2024/25 budget.

b) Finance Report

The Board were provided with a summary of financial performance for the year to date. The Board noted that performance and the key variances were consistent with what had previously been reported and discussed.

Decided: The Board noted the finance report for the period ended 29 February 2024.

8. Strategy Workshop: structure and 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.

Decided: The Board considered and approved our proposed approach and workshop structure.

9. [redacted]

10. [redacted]

11. Equality, Diversity and Inclusion and Human Rights Action Plan

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.

Decided: The Board noted this update and the refreshed Action Plan at Appendix 1 of the paper.

12. 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

- 1) Noted the Group Procurement Strategy (2024 – 2026);**
- 2) Noted the Group Procurement Policy 2024;**
- 3) Noted the Group Sustainability Procurement Statement 2024; and**
- 4) Noted the Group Community Benefits Statement 2024**

13. AOCB

No other items of competent business were raised.

Signed:.....(Chair)