

WHEATLEY HOMES GLASGOW

MINUTE OF BOARD MEETING

**Wheatley House, 25 Cochrane Street, Glasgow
on Friday 9 February 2024 at 10.30 am**

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

In Attendance: Steven Henderson (Group Chief Executive), Pauline Turnock (Group Director of Finance), Hazel Young (Group Director of Housing and Property Management), Frank McCafferty (Group Director of Repairs and Assets) and Aisling Mylrea (Director of WH Glasgow) and Rhona Paterson and Chris Quin (both Wheatley Group Scrutiny Panel – item 5 only)

1. Welcome to new Board Member

The Board welcomed Allan Clow to his first meeting.

2. Apologies for Absence

There were no apologies for absence. The Chair confirmed the meeting was quorate.

3. Declarations of Interest

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

4. Minute of the previous meeting held on 17 November 2023, matters arising, and action list

The minute of the meeting held on 17 November 2023 was approved.

5. Repairs update

The Board received feedback from members of the Group Scrutiny Panel (“the Panel”) on the approach they adopted for their thematic review of repairs communication, the key findings and the actions they recommended and agreed with us.

The Board thanked the Panel for its work and welcomed the way the Panel worked with staff across the organisation to develop plans to respond to their recommendations. It was explained that the Panel will review the progress of implementing their recommendations in June.

The Board were updated on ongoing refinements to our repairs service across a range of areas. The Board discussed our approach to quality assurance and the range of mechanisms we have for customers to provide feedback. It was confirmed that higher value repairs may be subject to post-completion surveys.

The Board discussed the importance of repairs being completed first time in terms of customer satisfaction and efficiency. It was confirmed that right first time, alongside the efficient coordination of multi-job repairs, were an area of continued focus.

It was further explained that an area of focus is the analysis of repairs assumed to require pre-repair inspections and where they could be accelerated straight to an appointment.

The Board discussed the demand levels over the year, the likelihood that demand will continue to increase in future and our ongoing approach to monitoring service delivery, especially the customer experience.

Decided: The Board

- 1) Noted the progress with repairs service enhancements.**
- 2) Noted ongoing customer engagement to inform future service enhancements.**
- 3) Noted the updated repairs budget position for 2023/24.**

6. Rent and service charges 2024/25

The Board received a summary of the feedback from our consultation on the 2024/25 rent, service and other charges increase.

The Board discussed the feedback received from the consultation at length. The Board further discussed the balance of affordability, the need to ensure we adequately provide for investment in tenants' homes and communities and our longer-term business plan assumptions.

Following a detailed conversation, the Board agreed that the proposed option be agreed, within the context of our future business plan assumptions and asset strategy being subject to a more detailed review. It was agreed that our future asset strategy and its link to business plan rent assumptions be considered in more detail at the next strategy workshop.

Decided: The Board

- 1) Considered the feedback received through the consultation process with tenants on our 2024/25 rent, service and other charges increase.**
- 2) Approved a 7.5% rent, service charges and other charges (including garages and lock-ups) for 2024/25 for all tenants effective from the first Monday in April and from 28 March 2024 for ex-Cube properties.**

7. Financial projections 2024/25

The Board were presented with an update on the financial projections for investment in assets and services to 2029, in support of our strategy, Your Home, Your Community, Your Future.

The Board reviewed the financial projections, in particular, the grant income assumptions and the capacity for investment and improvement activity in future years.

Decided: The Board

- 1) Approved the updated projections for investment in assets and services over the five-year period to 2029; and**
- 2) Agreed that the projected 2024/25 figures form the basis of next year's annual budget which will be presented to the Board for final approval in March.**

8. [redacted]

9. Five-year capital investment plan

The Board received a summary of the five-year plan for capital investment in our existing homes.

The Board considered the core investment programme which will deliver £117.2m of planned improvements over the next five years.

The Board were assured that the continuing focus of our programme is on delivering improvements that contribute the greatest value to our tenants and neighbourhoods, with 61% of our core programme geared towards known customer priority investment.

The Board noted that our future asset strategy was planned as a key area of focus for our next strategy workshop.

Decided: The Board approved the five-year capital investment plan.

10. Local lettings plan

The Board were presented with a report which sought approval for the adoption of a Local Lettings Plan.

The Board considered the Local Lettings plan, which gives priority to those who have left Wyndford as part of our regeneration plans and gives those affected an opportunity to return to the area.

The Board were assured that the Local Lettings plan aims to ensure that local people benefit from the new build homes, giving priority to Wyndford residents who have an unmet housing need. It was further affirmed that priority will also be given to homeless applications who have a local connection to the area – family/support in Wyndford or employed in the local area.

The Board strongly agreed that the plan should, and does, meet the commitments given during our initial consultation. A further update was provided on the progress of the wider regeneration, including the overall timescale and contractual and legal elements which may require flexibility in our sequencing.

Decided: The Board approved the key principles and adoption of a Local Lettings Plan for Wyndford new build.

11. North-East strategic neighbourhood plan

The Board were presented with a report which detailed the Strategic Neighbourhood Plan (“Neighbourhood Plan”) for the North-East of Glasgow, focusing on the neighbourhoods of Milton, Cranhill, Sighthill and Barmulloch/Red Road.

The Board discussed our neighbourhood planning approach and how it directly responds to customer feedback about how they feel about the place they live and to the vision for neighbourhoods that we co-designed with our customers. The Board discussed the importance of ongoing management of neighbourhood and anti-social behaviour issues.

Decided: The Board approved the North-East Strategic Neighbourhood Plan.

12. Performance report

The Board were provided with a summary of performance to the end of quarter 3.

The Board discussed our strong performance against our targets in several key areas and noted that repairs non-emergency timescales and arrears remain key areas of focus. It was noted that given the high repairs demand levels and the year to date position, our average non-emergency timescales would not fall to our target timescale by the year-end.

Decided: The Board noted the contents of the report.

13. Governance Report

The Board received an update on several governance-related matters including the appointment of a new Board member, the Group Code of Conduct; the Governing Body Member Expenses and Allowances Policy; the Board Member CPD Programme; and the Board Agenda Planner 2024.

Decided: The Board

- 1) Noted the appointment of Allan Clow as a Board member.**
- 2) Noted the updated Group Code of Conduct and policies approved by the Group Board.**
- 3) Noted the CPD 2024 programme and 3-year rolling programme.**
- 4) Noted our 2024 annual agenda planner.**

14. Finance Report

The Board were provided with a report on our financial performance for the period to 31 December 2023 and the quarter 3 forecast.

The Board discussed year-to-date expenditure on repairs, the anticipated spend for the next financial year and the strong link between our repairs service and tenant satisfaction.

Decide: The Board noted the Finance Report for the period ended 31 December 2023 and the Q3 forecast.

15. [redacted]

16. AOCB

No other items of business were raised.

Signed:.....(Chair)