



WHEATLEY HOUSING GROUP LIMITED

SC426094

MEETING OF THE BOARD OF DIRECTORS

Held at Westerwood Hotel, Cumbernauld, Glasgow

On Thursday 22 June 2023 at 10.30am

Directors Present: Jo Armstrong (Chair), Jo Boaden, Maureen Dowden, Bryan Duncan, Caroline Gardner, Eric Gibson, Bernadette Hewitt, Manish Joshi, Alison McLaughlin and Alastair Murray.

In Attendance: Steven Henderson (Group Chief Executive), Anthony Allison (Group Director of Governance and Business Solutions), Pauline Turnock (Group Director of Finance), Laura Pluck (Group Director of Communities), Hazel Young (Group Director of Housing and Property Management), Frank McCafferty (Group Director of Repairs and Assets) and Henrietta Podd (Chatham Financial – item 6 only)

1. Apologies for absence

Apologies for absence were received from Lindsey Cartwright.

2. Declarations of interest

The Board noted the standing declarations of interest.

3. a) Minutes of meeting held on 26 April 2023 and matters arising.

Decided: The Board approved the minute of the meeting on 26 April 2023.

b) Action List

Decided: The Board noted the action list.

4. Group CEO update

The Board was updated by the Group Chief Executive on a range of matters including: the recent changes to the affordable housing investment benchmark levels; proposals to extend the Cost of Living (Tenant Protection) (Scotland) Act 2022 to 31st March 2024 and the implications for us; the City Building Glasgow review; and the International Housing Partnership conference which we will be hosting in October.

Decided: The Board noted the update.

5. Chair updates (Audit, RAAG and WDS)

The Board received feedback from each Committee Chair on the work of the Committees/Board since the last meeting. It was confirmed no issues were identified for escalation.

6. [redacted]

7. Customer First Centre review

The Board considered the key findings and recommendations of the independent evaluation of the first full year of the Customer First Centre.

The Board discussed how we anticipate the service evolving, undertaking a further detailed review and the trajectory for the overall efficiency of the CFC to improve. It was explained that following implementation and a period of operation of the new telephony system we would then undertake a further review of the service.

Decided: The Board noted:

- 1) the findings of the independent evaluation of the first full year of the Customer First Centre; and**
- 2) the recommendations highlighted in the evaluation report and our response to these.**

8. [redacted]

9. [redacted]

10. 2022/23 Annual Charter Returns and year-end update

The Board considered the Annual Return on the Charter results and year end performance more widely.

The Board sought assurance that we exhaust all avenues in relation to access for electrical testing. It was confirmed this was the case and that we are forcing access however there are some, such as due to hoarding, that we cannot complete even through forced access.

Decided: The Board noted

- 1) the contents of the report and that the draft Charter results were submitted to the SHR following approval by RSL Boards in May; and**
- 2) that final results and confirmed sector comparisons will be published by SHR in the autumn.**

11. Governance update

The Board discussed the SHR Regulation of social housing discussion paper and agreed that the direction was which was consistent with the risk profile of the sector.

The Board discussed the updated policy and reaffirmed the importance of having clearly documented approach.

Decided: The Board

- 1) Provided feedback on and approve our response to the SHR discussion paper;**
- 2) Approved the updates to the Group Disposals and Acquisitions Policy Framework;**
- 3) Noted the update on the corporate wind-ups and delegated authority to the Chair to approve any resolutions or actions required on behalf of Wheatley Housing Group Limited as Group parent; and**
- 4) [redacted]**

12. Finance report

The Board reviewed the financial performance for the year to date and was updated on the variance in relation to repairs spend. A more detailed update on this variance was planned for the next meeting as part of a wider repairs update.

Decided: The Board

- 1) Noted the financial performance for the Group to 30 April 2023**
- 2) Approved the SHR Loan Portfolio Submission as at 31 March 2023**

13. [redacted]

14. AOCB

There was no other competent business.

Signed _____ (Chair)