

**WHEATLEY HOMES EAST  
MINUTE OF BOARD MEETING  
held at 5pm on Tuesday 21 May 2024  
New Mart Road, Edinburgh**

**Members Present:** Alastair Murray (Chair), Mark Keane, Jane Menzies, Heather Macnaughton, Martin Dorby, Jack Cadell, Judith McGlashan, Ruth Kynoch, Fiona Burden

**In Attendance:** Hazel Young (Group Director of Housing and Property), Laura Henderson (Managing Director), Lyndsay Brown (Director of Financial Reporting), Lynsey Fotheringham (Head of Housing), Alex Lamb (Head of Housing)

**In Part** David Milligan (Group Health and Safety Manager), Lousie Dunlop (Managing Director of Care), Helen Berry (Head of Assurance), Ranald Brown (Director of Assurance), Stephen Wright (Director of Governance)

**1. Apologies for Absence**

Apologies for absence were received from Anne McGovern and Helen Howden. The Chair confirmed the meeting as quorate.

**2. Declarations of Interest**

The Board noted the standing declarations.

**3. a) Minute of the previous meeting held on 28 March 2024, matters arising and action list**

**Decided: The Board approved the minutes of the above meeting.**

**4. Chair and Managing Director update**

The Chair provided an update on the Group Board meeting held on 26 April 2024.

The Managing Director provided an update on the appointment of a new Head of Housing.

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

## **5. 2024/25 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 that we continue to perform strongly in a wide range of areas in spite of ever evolving landscape.

Areas which are continued to be improved include emergency and non-emergency repairs timescales, void loss rent, the percentage of complaints responded to in full at stage 2 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 any 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 were provided a report of the Strategic projects contained within the Delivery Plan 2023/24 also specific 2024/24 strategic projects and specific key performance and targets 2022/23.

The Board noted significant progress over the first three years of the strategy and that we are well-placed to deliver the key elements by 2026. The proposed strategic projects focus on the sustainment of customer satisfaction measures.

The Board welcomed the Delivery Plan and performance measures and sought and received assurance that we had the resources in places to delivery against these.

**Decided: The Board**

- 1) Provided feedback on the proposed strategic projects which will be reported in the quarterly performance paper strategic project dashboards; and**
- 2) Approved the proposed measures and corresponding targets for 2024/25.**

**7. [redacted]**

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

The Board were provided with an update on Fire Prevention and Mitigation.

The Board noted that the Group Fire Safety Team achieved their target of 600 PCFRAs in the year (50 per month). Accidental dwelling fires are lower than that of the same period last year (between April and March).

FRAs in both our relevant and non-relevant premises in accordance with Scottish Government guidelines or best practice maintain the Group's position on fire safety. All relevant premises and Livingwell premises continue to have in place a valid FRA where a high percentage of recommendations have been actioned and closed.

**Decided: The Board:**

- 1) noted the update and progress of our Fire Prevention and Mitigation Framework for April 2023 – March 2024; and**
- 2) noted the changes to our Fire Prevention and Mitigation Framework.**

**9. 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.**

**10. [redacted]**

## **11. Finance report**

The Board were provided with a report on the management of accounts for the year to 32 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 and the update on the financial results to 30 April 2024.

**Decided: The Board;**

- 1) Noted the Finance Report for the year to 31 March 2024 including the update on the financial results 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 delegate 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 loan portfolio submission and authorised this to be submitted to the Scottish Housing Regulator and delegate to the Group Director of Finance authority to approve any factual data updates required to the data in advance of the submission.**

## **12. 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 the Internal Audit team has completed their reviews with no significant matters being noted. Management have agreed actions to address the improvement actions identified during each review.

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.**

## **13. Governance update (including acquisitions and disposals update)**

The Board were provided with an update to the following Governance related matters, The Scottish Housing Regulators Framework, Engagement plan with the Scottish Housing Regulator, Changes to the Rules, Board member appointment and Annual Governance reporting.

The Board noted the changes to the Framework and Statutory Guidance and noted that they are consistent with the proposals within the Scottish Housing Regulator consultation.

The Board noted that following Wheatley Homes East name change there is now a new proposal to update the Rules to reflect this.

The Board noted that The Board consist of 10 members with a range of complementary skills and experience. The appointments of Fiona Burden and Bill Banks will further enhance the skills mix and contribute to effective Governance.

The Board noted that from 1 April 2023- 31 March 2024 there were 17 property disposals and 4 acquisitions.

**Decided: The Board;**

- 1) Noted the update on the changes to the Regulatory Framework and Statutory Guidance;**
- 2) Noted the disposals and acquisitions annual update;**
- 3) Agreed the proposed changes to our Rules**
- 4) Noted the appointment of Fiona Burden;**
- 5) Recommend the appointment of Bill Banks as a Board member to the Annual General Meeting in September**
- 6) Noted the updates on our Code of Conduct, Register of Interests, Gifts and Hospitality, Expenses and Allowances.**

**14. AOCB**

No other competent business

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

**Date:** .....