Broadacres

Board Meeting Summary – April 2026

Chief Executive's Report

The Board discussed the CEO's update, which covered:

- An update on delivery against the 2025/26 Corporate Plan
- The impact of the ongoing Middle East conflict on operations
- Consideration of the new Future Homes Standard in relation to our development plans

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Customer Voice

The Board discussed how customer views can be better reflected in decision-making and welcomed a representative from the Customer Scrutiny Panel to the meeting.

The Board also considered performance in complaints handling and anti-social behaviour management and discussed opportunities to improve customer communications.

Risk and Assurance

The Board reviewed strategic risks, business continuity arrangements, insurance renewals, and cyber resilience, agreeing further actions to strengthen assurance and staff compliance with cyber training.

Year-End Reporting

The Board reviewed year-end reports relating to:

- Health and Safety performance, including damp and mould, fire safety, and Awaab's Law compliance, noting strong overall performance and continued improvement work.
- Operational Performance, including preparations for the upcoming Minimum Energy Efficiency Standard, and noted a strengthening of responsive repairs performance over the last 12 months.
- Financial performance, setting out the year-end financial position and liquidity outlook.

Investment in Homes

The Board approved several proposed affordable housing developments, subject to final funding and legal arrangements, supporting the delivery of new homes across North Yorkshire.

Financial Strength

The Board approved the organisation's long-term financial plans and treasury strategy, ensuring that Broadacres remains financially resilient while continuing to invest in homes and services.

Performance Monitoring

The Board approved a revised performance framework to help ensure continued oversight of key customer, operational and financial measures.

Transformation Programme

The Board approved plans to deliver improvements across the organisation via the Transformation Programme, which will form the Corporate Plan for 2026/27, including:

- Digital services
- Efficiency initiatives, and
- Customer service enhancements, such as the new Repairs Policy

The Board also noted that there are forthcoming regulatory requirements that the organisation is preparing for:

- Heat Network Regulations
- Social Tenant Access to Information Requirements, and
- Competence and Conduct standards

and they will be seeking assurance at future meetings that Broadacres is prepared for their implementation.