Midland Heart Board

Meeting Summary Sheet

Meeting Details

Meeting Name: Midland Heart Board
Date of Meeting: Wednesday, 30 September 2026
Location / Format: 20 Bath Row, Birmingham
Facilitator (Role): Midland Heart Chair
Staff: Midland Heart Board and Executive Board members

Summary

The Midland Heart (MH) Board met on 30 September 2026 to review operational, financial, and strategic matters.

Key Discussion Points

- **Corporate Resources**
  - The organisation has achieved the Cyber Essentials Plus certification.
  - The Health and Safety Report confirmed there had been no accidents or near misses which required reporting to RIDDOR.
  - Key performance measures remain steady
  - 136 New homes have been handed over

- **Tenancy Services**
  - Tenancy Satisfaction Measures have declined this year
  - Voids and lettings performance has improved following an OnPoint review
  - The Tenant Insight Report gave a summary of tenants' involvement over the last year

- **Property Services**
  - Repairs performance is positive with an increase in customer satisfaction rates
  - The Building Safety Compliance Report showed 100% compliance in the six key building safety areas.
  - Delivery of the planned works programme was lower than anticipated, but the annual targets are expected to be achieved.

- **Finance and Growth**
  - Financial performance remains close to budget.
  - Operating income was below budget, partly because of delayed handovers at two schemes.
  - Treasury remained strong, with all key metrics achieved.
  - The Social and Affordable Homes Programme bid was successful

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- **Governance**
    - The business is ready for the upcoming STAIRs changes
    - Chair reports from two subcommittees were approved

Decisions Made

- The response to the government's More and Better Homes paper was approved
- Publication of the Sustainability Plan and the Environmental, Social and Governance report was approved
- The strategic risk register was approved
- The proposal to enter into Homes England's grant agreement for the Social and Affordable Homes Programme 2026-36 was approved
- A new scheme for 53 social rent homes at Sloane Street in the Jewellery Quarter was approved
- The Customer Annual Report which provides transparency and accountability to tenants on organisational performance, investment and service improvement activity was approved

Actions

- The Tenant Insight report would be amended to reflect ethnicity segmentation

Future Engagement

Next Meeting Date: 28th October

Contact for information or to get involved: Customerscrutiny@midlandheart.org.uk