BOARD AGENDA – 20 MAY 2025

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1	**Attendance & Apologies**	Noting	Chair	
2	**Declaration of Interest**	Noting	Chair	2
3	**Minutes**	Approval		
3.1	Minute of Meeting 25 March 2025	Approval	Chair	3
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4	**Date of Next Meeting** 24 June 2025	Approval	Chair	
5	**Health & Safety**	Noting	Director of Operations	

ITEM	AGENDA ITEM	ACTION	PRESENTED BY	
6	**Items For Decision**			
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6.2	Five Year Financial Plans	Approval	Director of F&CS	72

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7	**Policies & Strategies**			
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8	**Noting Reports**			
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Board Meeting Attendance 2024/25

Board Members	Notes	28-Aug-24	19-Nov-24	11-Feb-25	25-Mar-25	22-May-25	22-Jun-25	02-Sep-25
Gordon Macleod								
Helen Mackenzie								
Iain M Macleod								
Gary Lamont	1							
Fiona Macleod								
Alison MacCorquodale								
Calum Mackay								
Norman Macdonald								
Duncan Macinnes	2							
Valerie Russel	3							

1 Appointed as Tenant Member 28 August 2024
2 Appointed as Council Appointed Member 21 October 2024
3 Appointed as Community Member 19 November 2024

Member present at meeting

Member not present at meeting

Cancellation of travel due to weather

Unable to attend remote meeting due to technical difficulties

Member not required to be present at meeting

Leave Special Leave Granted

hebridean housing partnership

ITEM NO 3.1

HEBRIDEAN HOUSING PARTNERSHIP

Board Minutes of Meeting held via Microsoft Teams on Tuesday, 25 March 2025 at 5.30pm

PRELIMINARY ITEM	
ATTENDANCE & APOLOGIES	
1	**Attendance & Apologies** **Attendees via MS Teams**: Gordon Macleod (Chair); Alison Maccorquodale; Calum Mackay; Duncan Macinnes; Fiona Macleod; Helen Mackenzie; Norman Macdonald; Valerie Russell; Gary Lamont; Iain M Macleod **Staff & Consultants in Attendance**: Dena Macleod (Chief Executive); Donald Macleod (Director of Finance & Corporate Services); John Maciver (Director of Operations); Angus E MacNeil (Assets & Contracts Manager); Garry Campbell (Debt Management Officer); Iona France (Governance Officer); Joel Martin (Corporate Services Officer); Michael Libby (Corporate Services Officer – Minute Taker); Mina Maclean (Housing Officer) **In attendance for Public Items Only**: Angus Smith (Corporate Resources Manager); Donalda Mackinnon (Area Manager); James Morrison (Finance Manager); Katrina Rowlands (Service Development Manager); Katie Walker (Area Manager); Sawan Morrison (Development Manager); Peter O'Donnell (Investment Manager) The Chair paid tribute to Calum Macdonald, acknowledging his significant contributions to CIB Services and HHP. Calum was involved with HHP from the early days of the shadow board in 2004 and served as an auditor until March 2011, returning again in March 2020 until ill health forced his retirement in November 2024. The Chair described Calum as a "gentle giant" with a tremendous capacity to do good for the people he served and, on behalf of HHP Board and staff, expressed sincere condolences to Calum's wife, Margaret, and his family.
PRELIMINARY PROCEDURAL MATTERS	
1.1	**Appointment of Board Member** The Chief Executive introduced Colin Gilmour as a potential new Board member. Colin previously held a senior post within NHS Western Isles and was involved in community planning and the Drug and Alcohol Forum. **The Board approved Colin Gilmour's appointment to fill the vacant Community Member post until the 2025 AGM.**
2	**Declaration of Interest** **There were no Declarations of Interest.**

3.1	**<u>Minute of Board Meeting 11 February 2025</u>** **The minute of the Board meeting of 11 February 2025 was submitted and approved as a true and accurate record subject to a change in item 6.1 as requested by Helen Mackenzie.** **Ms Mackenzie requested for a sentence to be changed from 'Helen Mackenzie suggested we look at the option of using Priority Search Services. She also asked that we consider including some "leading indicators" along with our current indicators which are all "lagging" to 'Helen Mackenzie suggested we look at the option of using priority search approach to rate importance in the future rather than a traditional ranking method'.**
3.2	**<u>Action Sheet</u>** The Chief Executive advised there were no updates to report on the Action Sheet. **The Action Sheet was noted.**
4	**<u>Date of Next Meeting</u>** **The date of the next meetings will be Tuesday 20 May 2025.**
5	**<u>Health & Safety</u>** **Nothing to report.**

ITEMS FOR DECISION	
6.1	**<u>Business Plan</u>** The Chief Executive presented the Business Plan 2024/25 to 2028/29, highlighting the inclusion of tenant feedback. The feedback from tenants showed strong support for affordability and investment in homes, with 96% prioritising affordability and investment. Overall, there were 69 responses received, with 67 of these responses provided by tenants, which equates to around 2% of our tenants. There was some interest in reintroducing the Right to Buy and a focus on investment rather than development, as 57 respondents stated they would be interested in the reintroduction of Right to Buy whilst 50 respondents stated investment should be given priority over new build. Helen Mackenzie highlighted the importance of clarity and ease of understanding when publishing the business plan, and communication with tenant groups would enable us to generate feedback on this. Ms Mackenzie also suggested considering shared ownership models as an alternative to Right to Buy, noting that while Right to Buy is not possible due to Scottish Government regulations, shared ownership model could be a viable option. The Chief Executive agreed that changes could be made to highlight the alternative to Right to Buy and advised that the Tenant Engagement Officer would be consulted on clarity and understanding of aspects of the Business Plan. Calum Mackay emphasised the importance of promoting investment in older stock and the benefits of site visits for board members and officers. Helen Mackenzie proposed engaging tenants in defining a "good as new" standard for older properties, aiming to bring the standard up to a level more comparable with new build homes. **The Board:** **a) approved the 2025 update to the Business Plan 2024/25 to 2028/29 subject to inclusion of Shared Equity as an alternative to Right to Buy; and** **b) noted the outcome of the consultation and our response to the issues raised.**
6.2	**<u>Budgets 2025/26</u>** The Director of Finance & Corporate Services presented the budgets, noting that they had been scrutinised by the Development Finance Committee. The budgets were prepared using the cash planning limits approved by the board in February 2025. There is a variation in the income budget as the aids & adaptations grant has not been confirmed. The increase in supervision and management costs is being funded from savings. s, Repairs and estate works exceeded the cash planning limits but were funded from planned maintenance. Investment increased by £40,000 for the website rebuild. Development costs were reduced due to higher spend in the current year and reprofiling of projects. **The Board:** **a) approved the 2025/26 budgets; and** **b) noted the cash planning limits and 30 year cash flow statement.**

6.3	**<u>Investment Programme</u>** The Assets & Contacts Manager provided an update on the current year's Investment Programme noting that most adaptations were complete and that a small number of jobs would carry over to the next financial year with completion expected in early 2025/26. Due to technical challenges with the installation of Air Source heating at Doig Crescent, an alternative option, Quantum High Heat Retention was determined to be the most suitable. Helen Mackenzie queried if the installation of the Quantum heating system would result in cost savings and improved heating quality for tenants. The Investment Manager explained that the Quantum heating system offered a 25% improvement on previous storage heating costs and offered tenants more control over their heating. **The Board:** **a) approved the installation of Quantum storage heating in the Doig Crescent flats rather than air source heating as is the current policy position;** **b) noted the progress on the 2024/25 Investment Programme;** **c) noted the update on the 2025/26 Investment Programme; and** **d) noted the update on Aids and Adaptations and the waiting list**
6.4	**<u>Tenant Furnishings & Fittings at Tenancy Termination</u>** Area Manager, Donalda Mackinnon presented a revised approach to tenant furnishings and fittings at tenancy termination. The current policy requires outgoing tenants to remove all furnishings and floor coverings. The proposed revision would allow outgoing tenants to leave items in the property where agreed, and this would be implemented for a six-month trial period. The revised approach includes waivers for both outgoing and incoming tenants to sign, ensuring that all parties agree to the terms of leaving and accepting the furnishings and fittings. Calum Mackay raised a concern about how to test the floor structure under laminate flooring to ensure safety. The Investment Manager advised that the policy includes provisions for lifting laminate flooring if necessary to inspect for issues like leaks. Helen Mackenzie proposed that if the trial goes well, the board should delegate the authority to continue the policy without needing to bring it back for approval. **The Board:** **a) approved the revised approach for tenancy changes where the outgoing tenant wishes to leave furnishings and fittings in the property, for a six-month trial period, backdated to March 1 2025;** **b) approved that if successful, the policy will remain in place for a further six months, with six-monthly updates made available to board members; and** **c) noted that the policy will be reviewed as part of the Business Plan 2026 review to decide on permanent implementation.**
6.5	**<u>Board Training</u>** The Governance Officer presented the board training plan for 2025/26, which was prepared following regulatory and statutory requirements and responses to the board skills audit. Calum Mackay inquired about the relevance of discipline and grievance training for board members. The Chief Executive clarified that this was to prepare Board members for any disciplinary actions involving the Chief Executive or Directors. **The Board approved the Board Training Plan 2025/26.**

POLICIES & STRATEGIES	
7.1	**<u>Allocations Policy</u>** Area Manager, Donalda Mackinnon, presented the updated allocations policy, which was last approved in 2022. Ms Mackinnon noted that there had been no legislative changes since then. The Operations Management Working Group had reviewed the amended policy with alterations made as a result. Helen Mackenzie acknowledged the thorough review process and thanked the officers for their helpful feedback and preparation of the policy. **The Board:** **a) approved the Allocations Policy at Appendix 1 for consultation with tenants; and** **b) agreed if there are no material comments arising from the consultation that the Allocations Policy be approved, otherwise a revised Policy will be presented to the next meeting of the Board.**

7.2	**Lift Safety Management Policy** The Investment Manager presented the Lift Safety Management Policy, which was required due to the presence of lifts at Bremner Court. The policy aims to ensure the safety and welfare of tenants and users of the lifts and covers the management and maintenance requirements. The Chair raised a question about whether lift maintenance and servicing can be carried out by locally based contractors or if mainland contractors would be required. The Investment Manager confirmed that Comhairle nan Eilean Siar (CNES) provides a responsive repair service, but up to now there have been no issues with the lifts. Helen Mackenzie highlighted the importance of continuity arrangements in case of power outages. The Investment Manager explained that there is a backup diesel generator for the Housing with Extra Care facility and that confirmation will be sought on whether the lifts have emergency battery backup. Since the meeting, The Investment Manager received the following update from CNES: "The lift is attached to the essential board which is connected to the generator. If the generator failed there is an emergency lowering system that can be used. The lifts have communication to a call centre which has a battery back up in the event of power failure. The call would go to Faire who would then alert us to the issue (person trapped) and we would organise for the person to be safely taken out of the lift." **The Board approved the Lift Safety Management Policy.**
7.3	**Treasury Management Policy** The Director of Finance & Corporate Services presented the updated Treasury Management Policy, which included minor updates related to changes from 2021 and the addition of a section on environmental, social, and governance (ESG) requirements. **The Board approve the Treasury Management Policy**
7.4	**Annual Financing Strategy** The Director of Finance and Corporate Services presented the Annual Financing Strategy, which set out the strategy for the next fiscal year. The strategy includes a detailed cash flow statement for the upcoming year. Key changes from the previous strategy included a reduction in the forecasted peak debt from £21M to £19.5M, expected to be reached in 2026/27. The Strategy now shows the first capital repayment on the borrowing facility renegotiated in 2021, with an £800K repayment due in 2030/31, continuing annually until fully repaid. **The Board approved the Annual Financing Strategy**
7.5	**Repairs & Maintenance Policy (Recharges & Welfare)** Area Manager, Katie Walker, presented the d revised approach to recharging repairs where there are vulnerabilities and welfare concerns. The proposed addendum to the Repairs and Maintenance Policy was discussed in the Operations Working Group and details circumstances where it may not be appropriate to recharge a tenant. Decisions on recharges will involve seeking advice from other agencies and documenting the process. **The Board approved the Recharges & Welfare addendum to the Repairs & Maintenance Policy**
7.6	**Procurement Strategy** The Corporate Resources Manager presented the Procurement Strategy report and advised the Board two new objectives had been added to the strategy in relation to our Environmental and Social Governance (ESG) Strategy and the requirements of Fair Work First (FWF) y, whilst our procurement KPIs had been mapped to our Business Plan Strategic goals and Procurement Strategy objectives. The Corporate Resources Manager advised that we were undergoing an improvement programme through Scotland Excel who were examining our approach to procurement, both in policy and strategy terms. Helen Mackenzie enquired about our local suppliers performance indicator at Appendix 3, suggesting we add a caveat in relation to this indicator and then questioned why we do not receive all of our invoices electronically. The Director of Finance & Corporate Services advised the Board of our methodology regarding how we define local supply chains and added electronic invoicing had increased significantly within the past year, but our utilities provider for our HWEC facility did not use electronic invoicing. **The Board:** **a) approved the Procurement Strategy at Appendix 1;** **b) noted the Procurement Plan for 2025/26 at Appendix 2;** **c) noted the procurement performance for 2024 set out in Appendix 3; and** **d) noted the Contracts & Community benefit Registers at appendices 4 & 5.**

7.7	**<u>Expenses Policies</u>** The Corporate Resources Manager presented the Expenses Policies report and advised the Board that visitor levies (tourist taxes) are expected to be implemented through cities in Scotland which might impact earlybookings made within the 2025/26 financial year. The Corporate Resources manager added that whilst the tourist tax does not impact directly on the 2025/26 financial year, levies would begin to appear in advance of bookings which are made from October 2025 and should be excluded in any accommodation cost calculation. Calum Mackay queried whether the majority of meetings now take place on Microsoft Teams. The Director of Finance & Corporate Resources advised the Board that most meetings are held on Microsoft Teams but there are occasions when physical presence is required. **The Board noted the review of the Expenses Policies.**

MONITORING REPORTS	
8.1	**<u>Management Report to 28 February 2025</u>** The Finance Manager presented the Management Report to 28 February 2025 and advised the Board that financial covenants would be met for the year ended 31 March 2025, with a headroom forecast of £619K. The Finance Manager then commented there had been sizeable void repair costs which had resulted in an increase in the void repair forecast. **The Board noted the Management Report at 28 February 2025 and revised forecast out turn at 31 March 2025.**
8.2	**<u>Development Report</u>** The Development Manager presented the Development Report and provided a brief update on the progress of our projects. **The Board noted the Development Programme progress.**
MEETING GOES INTO PRIVATE SESSION	

Chairperson Mr Gordon Macleod

SIGNED ……………………………………………………

DATE ……………………………………………………

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ITEM NO 3.2

BOARD ACTION SHEET

ACTION POINT	MINUTE NUMBER	ACTION TO BE TAKEN	DEADLINE/ TIMESCALE	ACTION BY	PROGRESS
1	25 Mar 2025 (1.1)	Update Regulator Portal with new Board Member details	31 March 2025	Governance Manager	Completed
2	25 Mar 25 (6.1)	Add Business Plan Summary to website and social media and send BP to Regulator	11 April 2025	Executive Office	On Website and uploaded to regulator portal
3	25 Mar 25 (7.1)	Allocations Policy to be issued for consultation	28 March 2025	Executive Office	Consultation issued – end date 17 April 2025
4	25 Mar 25 (6.3)	Quantum heating to be installed at Doig Crescent	24 June 2025	Investment Manager	Communication with tenants being progressed
5	27 Jun 24 (6.2)	Finance overview session to be held with Board Members (and an invite to be given to Councillors).	30 June 2025	Director of Finance & Corporate Services	Training being arranged for Board members through Internal Auditor – awaiting dates.
6	28 Jun 23 (6.7)	Scott Road Development to proceed to full planning permission.	30 June 2025	Development Manager	Interim Hydrology study received and reviewed. Proceeding to planning application.

hebridean housing partnership

Making our house your home

ANNUAL RETURN ON THE CHARTER 2024/25

Board 20 May 2025

Report by Chief Executive

Purpose of Report

1.1 To present our Annual Return on the Charter (ARC) 2024/25 to the Board for consideration and approval.

Summary

2.1 The completed ARC is at Appendix 1.

2.2 Of the 36 applicable indicators, 9 are contextual. Of the remaining 27 performance indicators, 16 show an improvement since the previous year and 3 are neutral. A summary of some of the key variances is shown at Appendix 2.

2.3 8 fewer homes were let this year when compared to last year.

2.4 Six of the indicators are based on the results of the Tenant Satisfaction Survey carried out in July 2024 and will not change until the next survey which is due in 2026.

2.5 The Regulator has published a change to the indicators for 2025/26 with data collected from 1 April 2025. A summary of the amended indicators is at Appendix 3.

Competence

3.1 The compliance issues relating to this report are at section 5.1 of the report.

Recommendations

4.1 **It is recommended that the Board review and approve the Draft Annual Return on the Charter 2024/25 at Appendix 1, subject to the reconciliation of any queries raised.**

APPENDIX 1:	Draft Annual Return on the Charter 2024/25	
APPENDIX 2:	Summary of Key Variances	
APPENDIX 3:	Summary of Amended 2025/26 Indicators	
Background Papers:	Scottish Social Housing Charter	
Writer of Report:	Iona France	Tel: 0300 123 0773

5.1 Compliance Section

COMPLIANCE CHECKLIST	
Financial	There are no financial constraints to the recommendation in this report being implemented.
Legal	There is a legal and regulatory requirement to ensure that the ARC is prepared and submitted by 31 May 2025.
Regulatory	The Regulatory Standards checklist has been completed and there is nothing in the report which would result in a breach of the standards. This report provides ongoing assurance of evidence points CH1 in relation to our Annual Assurance Statement.
Risk	Completion and submission of the ARC within timescales mitigates the risk of breaching our regulatory requirements and the potential knock-on effect of increasing our risk rating and regulatory engagement. Governance is highlighted on our Risk Register with a residual risk rating of 6 considered low.
ESG	Monitoring SHQS and EESSH performance ensure our homes meet the required standards for energy efficiency.
Equalities	There are no Equalities considerations arising directly from the consideration of this report.
Communication	The completed ARC will be submitted via the Scottish Housing Regulator's portal and SHR publish Charter information for all landlords on their website. The Tenant Engagement Office will seek views from tenants on the content of the Tenant Report. Following completion of the Report, it will be available to all tenants and on our website.

Annual Return on the Charter (ARC) 2024-2025

APPENDIX 1

Landlord name: Hebridean Housing Partnership Ltd

RSL Reg. No.: 359

Report generated date: 08/05/2025 09:32:26

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.4	Comments (Approval)	

Social landlord contextual information

Staff

Staff information, staff turnover and sickness rates (Indicator C1)

C1.1	the name of Chief Executive	Ms. Dena Macleod
C1.2.1	C1.2 Staff employed by the RSL: the number of senior staff	3.00
C1.2.2	the number of office based staff	40.50
C1.2.3	the number of care / support staff	2.50
C1.2.4	the number of concierge staff	0.00
C1.2.5	the number of direct labour staff	0.00
C1.2.6	the total number of staff	46.00
C1.3.1	Staff turnover and sickness absence: the percentage of senior staff turnover in the year to the end of the reporting year	0.00%
C1.3.2	the percentage of total staff turnover in the year to the end of the reporting year	10.37%
C1.3.3	the percentage of days lost through staff sickness absence in the reporting year	3.00%

Social landlord contextual information

Lets

Number of lets during the reporting year, split between ‘general needs’ and ‘supported housing’ (Indicator C3)

C3.1	The number of ‘general needs’ lets during the reporting year	198
C3.2	The number of ‘supported housing’ lets during the reporting year	16

Indicator C3	214

The number of lets during the reporting year by source of let (Indicator C2)

C2.1	The number of lets to existing tenants	31
C2.2	The number of lets to housing list applicants	99
C2.3	The number of mutual exchanges	11
C2.4	The number of lets from other sources	0
C2.5.1	C2.5 The number of applicants who have been assessed as statutorily homeless by the local authority as: section 5 referrals	0
C2.5.2	nominations from the local authority	84
C2.5.3	other	0
C2.6	the number of other nominations from local authorities	0
C2.7	Total number of lets excluding exchanges	214

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Social landlord contextual information" section.

Overall satisfaction

All outcomes

Percentage of tenants satisfied with the overall service provided by their landlord (Indicator 1)

1.1.1	1.1 In relation to the overall tenant satisfaction survey carried out, please state: the number of tenants who were surveyed	683
1.1.2	the fieldwork dates of the survey	07/2024
1.1.3	The method(s) of administering the survey: Post	☐
1.1.4	Telephone	☒
1.1.5	Face-to-face	☒
1.1.6	Online	☐
1.2.1	1.2 In relation to the tenant satisfaction question on overall services, please state the number of tenants who responded: very satisfied	379
1.2.2	fairly satisfied	186
1.2.3	neither satisfied nor dissatisfied	63
1.2.4	fairly dissatisfied	39
1.2.5	very dissatisfied	16
1.2.6	no opinion	0
1.2.7	Total	683

Indicator 1	82.72%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Overall satisfaction" section.

Overall tenant satisfaction is down 3% from the previous survey in 2021. We found, however, that dissatisfaction has not increased. It is the number of tenants that are responding to being neither satisfied nor dissatisfied that has increased by nearly 4%.

The customer / landlord relationship

Communication

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Indicator 2)

2.1	How many tenants answered the question "How good or poor do you feel your landlord is at keeping you informed about their services and decisions?"	683
2.2.1	2.2 Of the tenants who answered, how many said that their landlord was: very good at keeping them informed	387
2.2.2	fairly good at keeping them informed	175
2.2.3	neither good nor poor at keeping them informed	75
2.2.4	fairly poor at keeping them informed	32
2.2.5	very poor at keeping them informed	14
2.2.6	Total	683

Indicator 2	82.28%

Participation

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Indicator 5)

5.1	How many tenants answered the question "How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord's decision making processes?"	683
5.2.1	5.2 Of the tenants who answered, how many said that they were: very satisfied	262
5.2.2	fairly satisfied	159
5.2.3	neither satisfied nor dissatisfied	188
5.2.4	fairly dissatisfied	34
5.2.5	very dissatisfied	40
5.2.6	Total	683

Indicator 5	61.64%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "The customer / landlord relationship" section.

Indicator 2
This question had a large drop in satisfaction with an almost 7% drop, however dissatisfaction was also down by almost 1%. Those answering that we were neither good or poor at keeping them informed about our services and decisions had an increase of almost 8%.

Indicator 5
This indicator has had both a significant drop in satisfaction with nearly 23% fewer satisfied and a nearly 5% increase in dissatisfaction. We think tenants may be confusing the opportunity to participate with them actually participating. We have offered several different ways to participate and have a dedicated Tenant Engagement Officer in place. Engagement remains low.

Housing quality and maintenance

Quality of housing

Scottish Housing Quality Standard (SHQS) – Stock condition survey information (Indicator C8)

C8.1	The date your organisation's stock was last surveyed or assessed for compliance with the SHQS	10/2023
C8.2	What percentage of stock did your organisation fully assess for compliance in the last five years?	20.00
C8.3	The date of your next scheduled stock condition survey or assessment	10/2028
C8.4	What percentage of your organisation's stock will be fully assessed in the next survey for SHQS compliance	20.00
C8.5	Comments on method of assessing SHQS compliance.	

Assets of age, construction, type and in differing areas were developed into cells for a 20% sample.
A contingency list within the cells was also prepared in readiness for cloning across the remainder of the stock.
The results of the sample and cloning will then be cross referenced to known improvements carried out in recent years in order to provide an accurate model of works required across SHQS criteria.

Scottish Housing Quality Standard (SHQS) – Stock summary (Indicator C9)

		End of the reporting year	End of the next reporting year
C9.1	Total self-contained stock	2,416	2,481
C9.2	Self-contained stock exempt from SHQS	129	129
C9.3	Self-contained stock in abeyance from SHQS	59	59
C9.4.1	Self-contained stock failing SHQS for one criterion	0	0
C9.4.2	Self-contained stock failing SHQS for two or more criteria	9	0
C9.4.3	Total self-contained stock failing SHQS	9	0
C9.5	Stock meeting the SHQS	2,219	2,293

C9.6	Total self-contained stock meeting the SHQS by local authority

	End of the reporting year	End of the next reporting year
Aberdeen City	0	0
Aberdeenshire	0	0
Angus	0	0
Argyll & Bute	0	0
City of Edinburgh	0	0
Clackmannanshire	0	0
Dumfries & Galloway	0	0
Dundee City	0	0
East Ayrshire	0	0
East Dunbartonshire	0	0
East Lothian	0	0
East Renfrewshire	0	0
Eilean Siar	2,219	2,293
Falkirk	0	0
Fife	0	0
Glasgow City	0	0
Highland	0	0
Inverclyde	0	0
Midlothian	0	0
Moray	0	0
North Ayrshire	0	0

North Lanarkshire	0	0
Orkney Islands	0	0
Perth & Kinross	0	0
Renfrewshire	0	0
Scottish Borders	0	0
Shetland Islands	0	0
South Ayrshire	0	0
South Lanarkshire	0	0
Stirling	0	0
West Dunbartonshire	0	0
West Lothian	0	0
Totals	2,219	2,293

Percentage of stock meeting the Scottish Housing Quality Standard (SHQS) (Indicator 6)

6.1.1	The total number of properties within scope of the SHQS: at the end of the reporting year	2,416
6.1.2	projected to the end of the next reporting year	2,481
6.2.1	The number of properties meeting the SHQS: at the end of the reporting year	2,219
6.2.2	projected to the end of the next reporting year	2,293

Indicator 6 - Percentage of stock meeting the SHQS at the end of the reporting year	91.85%
Indicator 6 - Percentage of stock meeting the SHQS projected to the end of the next reporting year	92.42%

Percentage of tenants satisfied with the quality of their home (Indicator 7)

7.1	How many tenants answered the question "Overall, how satisfied or dissatisfied are you with the quality of your home?"	683
7.2.1	7.2 Of the tenants who answered, how many said that they were: very satisfied	373
7.2.2	fairly satisfied	175
7.2.3	neither satisfied nor dissatisfied	79
7.2.4	fairly dissatisfied	31
7.2.5	very dissatisfied	25
7.3	Total	683

Indicator 7	80.23%

Repairs, maintenance & improvements

Average length of time taken to complete emergency repairs (Indicator 8)

8.1	The number of emergency repairs completed in the reporting year	916
8.2	The total number of hours taken to complete emergency repairs	1,922

Indicator 8	2.10

Average length of time taken to complete non-emergency repairs (Indicator 9)

9.1	The total number of non-emergency repairs completed in the reporting year	4,028
9.2	The total number of working days taken to complete non-emergency repairs	9,001

Indicator 9	2.23

Percentage of reactive repairs carried out in the last year completed right first time (Indicator 10)

10.1	The number of reactive repairs completed right first time during the reporting year	3,762
10.2	The total number of reactive repairs completed during the reporting year	4,028

Indicator 10	93.40%

How many times in the reporting year did not meet your statutory duty to complete a gas safety check (Indicator 11).

11.1	The number of times you did not meet your statutory duty to complete a gas safety check.	0
11.2	if you did not meet your statutory duty to complete a gas safety check add a note in the comments field	
		N/A

Indicator 11	0

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Indicator 12)

12.1	Of the tenants who had repairs carried out in the last year, how many answered the question "Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?"	414
	12.2 Of the tenants who answered, how many said that they were:	
12.2.1	very satisfied	284
12.2.2	fairly satisfied	69
12.2.3	neither satisfied nor dissatisfied	30
12.2.4	fairly dissatisfied	17
12.2.5	very dissatisfied	14
12.2.6	Total	414

Indicator 12	85.27%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance, or compliance with tenant and resident safety requirements regarding the figures supplied in the "Housing quality and maintenance" section, including non-compliance with electrical, gas and fire safety requirements and plans to address these issues.

There were 9 DEICR fails 2024/25. These then fail on tolerable standard and health and safety standard.
1 related to a lost certificate. A new satisfactory DEICR has been completed on 8th April 2025.

4 related to new build error. The 4 houses were completed as part of a larger contract that completed in 2021/22 but the houses in question had an EIC date of Feb 2020. They are now in our 2025/26 programme.

4 where deemed unsatisfactory and had C2 observations that were deemed potentially dangerous. These were not actioned by 31 March 2025.

4 houses had a satisfactory DEICR carried out in 2024/25 but not within the 5-year date Our DEICR register has 22 remaining properties with C2 issues. Our contractor has noted them as not dangerous.
18 tenants have now refused to have their infrared systems replaced. Where tenants have refused this is noted as an exemption for social reasons.
Indicator 7
Satisfaction with their home is down to 80% from nearly 89% in 2021. Dissatisfaction has increased by more than 2% and neither satisfied nor dissatisfied has increased 8% to nearly 12%.
Tenants were also asked what aspects of their home they were most satisfied with. The highest satisfaction was 96% selecting their living room as an area they were happy with and the lowest was with storage space at 67%. The other aspects of the home that were selected least were window and door quality and heating systems.
Indicator 12
Repairs Performance Indicators show an improvement across all areas - however the repairs satisfaction figures have decreased by 5% according to the tenant satisfaction survey. Our Point of Service repairs satisfaction shows 96.88%

Neighbourhood & community

Estate management, anti-social behaviour, neighbour nuisance and tenancy disputes

Percentage of all complaints responded to in full at Stage 1 and percentage of all complaints responded to in full at Stage 2. (Indicators 3 & 4)

	1st stage	2nd stage
Complaints received in the reporting year	60	47
Complaints carried forward from previous reporting year	0	0
All complaints received and carried forward	60	47
Number of complaints responded to in full by the landlord in the reporting year	60	46
Time taken in working days to provide a full response	197	551

Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 1	100.00%
Indicators 3 & 4 - The percentage of all complaints responded to in full at Stage 2	97.87%
Indicators 3 & 4 - The average time in working days for a full response at Stage 1	3.28
Indicators 3 & 4 - The average time in working days for a full response at Stage 2	11.98

Percentage of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in (Indicator 13)

13.1	How many tenants answered the question "'Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?'"	674
13.2.1	13.2 Of the tenants who answered, how many said that they were: very satisfied	217
13.2.2	fairly satisfied	278
13.2.3	neither satisfied nor dissatisfied	98
13.2.4	fairly dissatisfied	59
13.2.5	very dissatisfied	22
13.2.6	Total	674

Indicator 13	73.44%

Percentage of tenancy offers refused during the year (Indicator 14)

14.1	The number of tenancy offers made during the reporting year	446
14.2	The number of tenancy offers that were refused	113

Indicator 14	25.34%

Percentage of anti-social behaviour cases reported in the last year which were resolved (Indicator 15)

15.1	The number of cases of anti-social behaviour reported in the last year	15
15.2	Of those at 15.1, the number of cases resolved in the last year	13

Indicator 15	86.67%

Abandoned homes (Indicator C4)

C4.1	The number of properties abandoned during the reporting year	8

Percentage of the court actions initiated which resulted in eviction and the reasons for eviction (Indicator 22)

22.1	The total number of court actions initiated during the reporting year	14
22.2.1	22.2 The number of properties recovered: because rent had not been paid	4
22.2.2	because of anti-social behaviour	0
22.2.3	for other reasons	0

Indicator 22 - Percentage of the court actions initiated which resulted in eviction because rent had not been paid	28.57%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction because of anti-social behaviour	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction for other reasons	0.00%
Indicator 22 - Percentage of the court actions initiated which resulted in eviction	28.57%

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Neighbourhood & community" section.

Neighbourhood Satisfaction is down by 11.6%. Commentary provided by the surveyors suggests that tenants are holding us responsible for tasks that are council responsibility.

Access to housing and support

Housing options and access to social housing

Percentage of lettable houses that became vacant in the last year (Indicator 17)

17.1	The total number of lettable self-contained stock	2,416
17.2	The number of empty dwellings that arose during the reporting year in self-contained lettable stock	194

Indicator 17	8.03%

Number of households currently waiting for adaptations to their home (Indicator 19)

19.1	The total number of approved applications on the list for adaptations as at the start of the reporting year, plus any new approved applications during the reporting year.	91
19.2	The number of approved applications completed between the start and end of the reporting year	84
19.3	The total number of households waiting for applications to be completed at the end of the reporting year.	7
19.4	if 19(iii) does not equal 19(i) minus 19(ii) add a note in the comments field.	
		N/A

Indicator 19	7

Total cost of adaptations completed in the year by source of funding (£) (Indicator 20)

20.1	The cost(£) that was landlord funded;	£9,121
20.2	The cost(£) that was grant funded	£151,000
20.3	The cost(£) that was funded by other sources.	£0

Indicator 20	£160,121

The average time to complete adaptations (Indicator 21)	

21.1	The total number of working days taken to complete all adaptations.	4,416
21.2	The total number of adaptations completed during the reporting year.	127

Indicator 21	34.77

Homelessness – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let (Indicator 23)

23.1	The total number of individual homeless households referrals received under section 5.	0
23.2	The total number of individual homeless households referrals received under other referral routes.	106
23.3	The total number of individual homeless households referrals received under section 5 and other referral routes.	106
23.4	The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home.	0
23.5	The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home.	94
23.6	The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home.	94
23.7	The total number of accepted offers.	84

Indicator 23 - The percentage of referrals under section 5, and other referrals for homeless households made by a local authority, that result in an offer	88.68%
Indicator 23 - The percentage of those offers that result in a let	89.36%

Average length of time to re-let properties in the last year (Indicator 30)

30.1	The total number of properties re-let in the reporting year	173
30.2	The total number of calendar days properties were empty	4,379

Indicator 30	25.31

Tenancy sustainment

Percentage of new tenancies sustained for more than a year, by source of let (Indicator 16)

16.1.1	The number of tenancies which began in the previous reporting year by: existing tenants	33
16.1.2	applicants who were assessed as statutory homeless by the local authority	77
16.1.3	applicants from your organisation's housing list	106
16.1.4	nominations from local authority	0
16.1.5	other	0
16.2.1	The number of tenants at 16.1 who remained in their tenancy for more than a year by: existing tenants	30
16.2.2	applicants who were assessed as statutory homeless by the local authority	68
16.2.3	applicants from your organisation's housing list	94
16.2.4	nominations from local authority	0
16.2.5	other	0

Indicator 16 - Percentage of new tenancies to existing tenants sustained for more than a year	90.91%
Indicator 16 - Percentage of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	88.31%
Indicator 16 - Percentage of new tenancies to applicants from the landlord's housing list sustained for more than a year	88.68%
Indicator 16 - Percentage of new tenancies through nominations from local authority sustained for more than a year	N/A
Indicator 16 - Percentage of new tenancies to others sustained for more than a year	N/A

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Access to housing and support" section.

Getting good value from rents and service charges

Rents and service charges

Rent collected as percentage of total rent due in the reporting year (Indicator 26)

26.1	The total amount of rent collected in the reporting year	£11,758,954
26.2	The total amount of rent due to be collected in the reporting year (annual rent debit)	£11,750,864

Indicator 26	100.07%

Gross rent arrears (all tenants) as at 31 March each year as a percentage of rent due for the reporting year (Indicator 27)

27.1	The total value (£) of gross rent arrears as at the end of the reporting year	£354,953
27.2	The total rent due for the reporting year	£11,750,864

Indicator 27	3.02%

Average annual management fee per factored property (Indicator 28)

28.1	The number of residential properties factored	120
28.2	The total value of management fees invoiced to factored owners in the reporting year	£1,000

Indicator 28	£8.33

Percentage of rent due lost through properties being empty during the last year (Indicator 18)

18.1	The total amount of rent due for the reporting year	
18.2	The total amount of rent lost through properties being empty during the reporting year	£58,081

Indicator 18	0.49%

Rent increase (Indicator C5)

C5.1	The percentage average weekly rent increase to be applied in the next reporting year	4.40%

The number of households for which landlords are paid housing costs directly and the total value of payments received in the reporting year (Indicator C6)

C6.1	The number of households the landlord received housing costs directly for during the reporting year	1,159
C6.2	The value of direct housing cost payments received during the reporting year	£4,758,542

Amount and percentage of former tenant rent arrears written off at the year end (Indicator C7)

C7.1	The total value of former tenant arrears at year end	£141,751
C7.2	The total value of former tenant arrears written off at year end	£32,070

Indicator C7	22.62%

Value for money

Percentage of tenants who feel that the rent for their property represents good value for money (Indicator 25)

25.1	How many tenants answered the question "Taking into account the accommodation and the services your landlord provides, do you think the rent for your property represents good or poor value for money?"	674
25.2.1	25.2 Of the tenants who answered, how many said that their rent represented: very good value for money	217
25.2.2	fairly good value for money	278
25.2.3	neither good nor poor value for money	98
25.2.4	fairly poor value for money	59
25.2.5	very poor value for money	22
25.3	Total	674

Indicator 25	73.44%

Percentage of factored owners satisfied with the factoring service they receive (Indicator 29)

29.1	How many factored owners answered the question "Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by your landlord?"	15
29.2.1	29.2 Of the factored owners who answered, how many said that they were: very satisfied	4
29.2.2	fairly satisfied	1
29.2.3	neither satisfied nor dissatisfied	5
29.2.4	fairly dissatisfied	0
29.2.5	very dissatisfied	5
29.3	Total	15

Indicator 29	33.33%

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Getting good value from rents and service charges" section.

Satisfaction with value for money is down by 5.5% but dissatisfaction is also down by nearly 2%. Many tenants are struggling at the moment with living costs high across the board.

Other customers

Gypsies / Travellers

For those who provide Gypsies/Travellers sites - Average weekly rent per pitch (Indicator 31)

31.1	The total number of pitches	0
31.2	The total amount of rent set for all pitches during the reporting year	N/A

Indicator 31	N/A

For those who provide sites – percentage of Gypsy/Travellers satisfied with the landlord's management of the site (Indicator 32)

32.1	How many Gypsies/Travellers answered the question "How satisfied or dissatisfied are you with your landlord's management of your site?"	
32.2.1	32.2 Of the Gypsies/Travellers who answered, how many said that they were: very satisfied	
32.2.2	fairly satisfied	
32.2.3	neither satisfied nor dissatisfied	
32.2.4	fairly dissatisfied	
32.2.5	very dissatisfied	
32.2.6	Total	

Indicator 32	

Annual Return on the Charter (ARC) 2024-2025

Comments for any notable improvements or deterioration in performance regarding the figures supplied in the "Other customers" section.

APPENDIX 2

hebridean housing partnership

Annual Return on the Charter

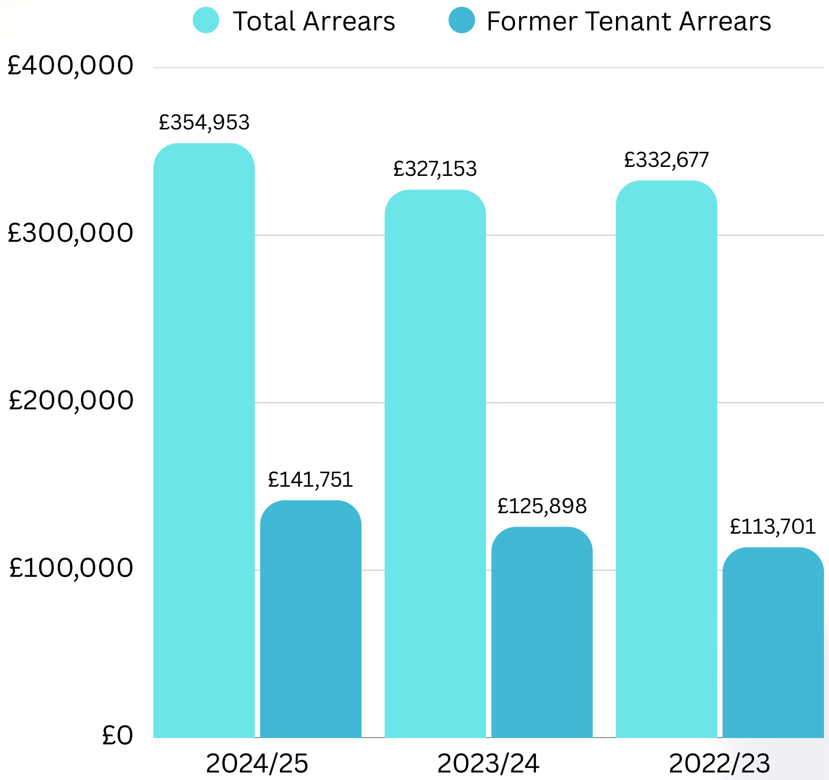
2024/2025

REPAIRS

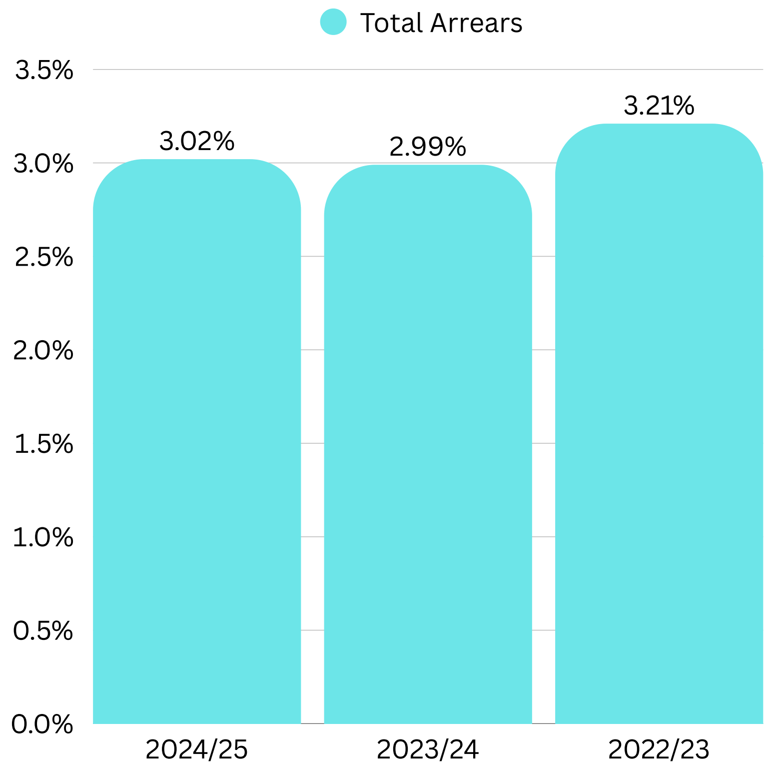
Repairs Performance Indicators show an improvement across all areas - however the repairs satisfaction figures have decreased by 5% according to the tenant satisfaction survey. Our Point of Service repairs satisfaction shows 96.88%, (the figure used in previous reporting years), which would be an increase of 5.88%

Indicator	**Variance**	2024/25	2023/24	2022/23
Emergency Repairs Completed	-24.48%	916	1,213	1,119
Average length of time to complete emergency repairs (hours)	-3.23%	2.10	2.17	2.48
Non-emergency repairs completed	-12.18%	4028	4,620	4,615
Average length of time to completes non-emergency repairs (days)	-29.12%	2.23	3.25	3.69 days
Reactive Repairs completed right first time	2.18%	93.40%	91.41%	89.84%
Repairs Satisfaction	-6.30%	85.27%	91.00%	98.92%

ARREARS



Arrears as a % of Gross Debit



The value of arrears have increased year on year by 8.5% with former tenant arrears (FTAs) increasing by 12.59%. The gross rent arrears as a % of rent due remains at 3%

LETTINGS

Lettings	General Needs Lets	Supported Housing Lets	Average time to relet properties in last year (days)	Calendar days properties were empty	Rent Loss through voids
2024/25	198	16	30.73	4379	£58,081
2023/24	206	10	33.04	6906	£85,191
2022/23	242	3	30.97	6225	£61,389

There has been an improvement in the areas impacted last year by the implementation of the new housing system:

- **Average time to relet properties has decreased by 6.99%**
- **Number of calendar days properties were empty decreased by 23.01%**
- **Void loss has decreased by 30.38%**

	Self Contained Stock	Stock Meeting SHQS
2024/25	2416	91.8%
2023/24	2376	88.3%
2023/22	2330	83.5%

The total stock meeting SHQS has increased by 4.07% to 91.85%. This indicator is impacted by Electrical Installation Condition Reports (EICRs) of which 9 must be reported as failing due to not being completed within the 5 year date for a variety of reasons such as 1 lost certificate and a new build error where the contract completed in 2021/22 but the houses in question had an EICR dated February 2020. These are now in our 2025/26 programme.
188 (100% if refusals are discounted) infrared systems have been replaced, with 18 refusals. Where tenants have refused infrared replacement, this is noted as an exemption for social reasons

Number of anti-social behaviour cases

2024/25	**15**
2023/24	14
2022/23	13

Abandoned Properties

2024/25	**8**
2023/24	7
2022/23	7

Rent Increase

2024/25	**4.4%**
2023/24	5.1%
2022/23	6%

Staff Turnover

2024/25	**10%**
2023/24	9%
2022/23	11%

hebridean housing partnership

Summary of the response to the Consultation on the ARC Indicators.

The first return based on this guidance will be from April 2025 to March 2026.

Amended Indicators

Indicator	Current	Amended
10	**Percentage of reactive repairs carried out in the last year completed right first time.** **(i)** Total number of reactive repairs completed during the reporting year. **(ii)** (ii) Of those, number of reactive repairs completed right first time during the reporting year	**Percentage of reactive repairs carried out in the reporting year completed right first time.** **(i)** Total number of reactive repairs completed during the reporting year. **(ii)** (ii) Of those, number of reactive repairs that were reported again during the reporting year
14 (was 15)	**Percentage of anti-social behaviour cases reported in the last year which were resolved.** **(i)** Number of cases of anti-social behaviour reported in the last year. **(ii)** Number of cases resolved in the last year.	**Percentage of anti-social behaviour cases which were resolved.** **(i)** Number of cases of anti-social behaviour reported in the last year. **(ii)** (ii) number of cases of anti-social behaviour carried over from previous reporting years Of those at (i and ii) **(iii)** Number of cases resolved in the last year. **(iv)** Total self-contained unit
C2	**The number of lets during the reporting year by source of let.** For ALL landlords: **(i)** the number of lets to existing tenants; **(ii)** (ii) the number of lets to housing list applicants; **(iii)** (iii) the number of mutual exchanges; **(iv)** (iv) the number of lets from other sources. **(v)** For LAs only: the number of lets to homeless applicants. (vi) For RSLs only, **(vi)** the number of applicants who have been assessed as statutorily homeless by	**The number of lets during the reporting year by source of let.** For ALL landlords: **(i)** the number of lets to existing tenants; **(ii)** (ii) the number of lets to housing list applicants; **(iii)** (iii) the number of mutual exchanges; **(iv)** (iv) the number of lets from other sources. **(v)** For LAs only: the number of lets to homeless applicants. For RSLs only, by local authority area: **(vi)** the number of applicants who have been assessed

Indicator	Current	Amended
	the local authority; broken down by: • Section 5 referrals (RSLs) • nominations from the local authority; • other **(vii)** The number of other nominations from local authorities.	as statutorily homeless by the local authority; **(vii)** total lets made **(viii)** The number of other nominations from local authorities.

New Indicators

Indicator	Detail
29	**How many times in the reporting year did you not meet the requirement to complete an electrical installation condition report (EICR) within five years of the last EICR?** **(i)** The number of times you did not meet the requirement as set out in the Scottish Government's SHQS Technical Guidance where the recommended period for inspection of rented housing is intervals of no more than five years.
30	**Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire' installed at the year end.** **(i)** Number of homes that do not have 'satisfactory equipment for detecting fire and giving warning in the event of fire or suspected fire'– as set out in the Scottish Government's SHQS Technical Guidance - installed at the year end.
31	**Average length of time taken to resolve cases of damp and/or mould by cause** **(i)** Number of resolved cases of damp and/or mould (ii) Time taken in working days to resolve all cases of damp and/or mould
32	**Percentage of cases of damp and/or mould resolved during the reporting year that were reopened by cause** **(i)** Number of resolved cases of damp and/or mould (iii) Number of resolved cases of damp and/or mould that were reopened during the reporting year
33	**Number of open cases of damp and/or mould at the year end** **(i)** Number of open cases of damp and/or mould at the year end
C9	**The number of self-contained properties void at the year end and of those, the number that have been void for more than six months.** **(i)** The number of self-contained properties void at the year end by category. **(ii)** (ii) The number of self-contained properties void for more than six months at the year end by category

Removed Indicators

Indicator	Detail
14	**Percentage of tenancy offers refused during the year.** **(i)** Number of tenancy offers made during the reporting year. **(ii)** The number of tenancy offers that were refused.
20	**Total cost of adaptations completed in the year by source of funding (£).** The cost of adaptations undertaken in the reporting year: **(i)** The cost (£) that was landlord funded. **(ii)** The cost (£) that was grant funded. **(iii)** The cost (£) that was funded by other sources. (iv) The total cost (£) of all adaptations undertaken in the reporting year.
23	**Homelessness (RSLs only) – the percentage of referrals under Section 5, and other referrals for homeless households made by the local authority, that result in an offer, and the percentage of those offers that result in a let.** **(i)** The total number of individual homeless households referrals received under section 5. **(ii)** The total number of individual homeless households referrals received under other referral routes. **(iii)** The total number of individual homeless households referrals received under section 5 and other referral routes. **(iv)** The total number of individual homeless households referrals received under section 5 that result in an offer of a permanent home. **(v)** The total number of individual homeless households referrals received under other referral routes that result in an offer of a permanent home. **(vi)** (vi) The total number of individual homeless households referrals received under section 5 and other referral routes that result in an offer of a permanent home. (vii) The total number of accepted offers.
24	**Homelessness (LAs only) – the percentage of homeless households referred to RSLs under section 5 and through other referral routes.** **(i)** The total number of individual homeless households referred to RSLs under section 5. **(ii)** The total number of individual homeless households referred to RSLs under other referral routes. **(iii)** The total number of individual homeless households referred to RSLs under section 5 and other referral routes.

Indicator	Detail
	(iv) The total number of homeless households to whom the local authority has a statutory duty to secure permanent accommodation
C3	**Number of lets during the reporting year, split between general needs and supported housing.** **(i)** The number of general needs lets during the reporting year. **(ii)** The number of supported housing lets during the reporting year.

There have been other minor changes for clarity and to update indicator references where there have been added or deleted indicators.

SHR FIVE YEAR FINANCIAL PLAN(FYFP) RETURN

Board 20 May 2025

Report by Director of Finance & Corporate Services

Purpose of Report

1.1 To present the Five Year Financial Plan (FYFP) (2025/2026-2029/2030) required by the Scottish Housing Regulator (SHR) for consideration and approval.

Summary

2.1 The SHR require RSLs to submit our FYFP on an annual basis. This is based on the 30 year plans approved by Board in March 2025 and can be found at Appendix 1. This return requires to be filed with the regulator by 31 May 2025.

2.2 There are two other returns (Audited Financial Statements & Loan Portfolio Statement) which require to be filed with the regulator by the end of June 2025. These will be presented to Board in June 2025, following the completion of the external audit process.

Competence

3.1 The competence issues relating to this report are at section 5.1 of the report.

Recommendations

4.1 It is recommended that the Board approve the FYFP at Appendix 1 for submission to the Scottish Housing Regulator.

APPENDIX 1:	Five Year Plan 2025/2026 – 2029/2030	
Background Papers:	None	
Writer of Report:	Donald Macleod	Tel: 0300 123 0773

5.1 Compliance Checklist

COMPLIANCE CHECKLIST	
Financial	The FYFP considers the resources the Partnership requires for 2025/2026-2029/2030 in line with the assumptions in the 30 Year Business Plan which was approved at the March 2025 Board meeting. The FYFP has been set in accordance with current accounting standards.
Legal	The Partnership's Rule 69 states that "The Partnership must keep proper books of account to cover its income, expenditure transactions and its assets, liabilities and reserves in line with sections 75 and 76 of the Co-operative and Community Benefit Societies Act 2014. It must also set up and maintain a suitable system for controlling its books of accounts, its cash and its receipts and invoices". The Board has ultimate responsibility for the Partnership's finances and in accordance with the Financial Regulations the Board has the responsibility to approve the five year plans.
Regulatory	The Regulatory Standards checklist has been completed and there is nothing in the report which would result in a breach of the standards.
Risk	The setting of realistic budgets with robust assumptions reduces the risk of financial loss and failure as highlighted in the Risk Register.
ESG	The FYFP includes provision for two electric cars and delivers on a number of ESG targets e.g., replacement of storage heaters with Air Source Heat Pumps.
Equalities	We are committed to promoting equality, diversity and inclusion. The are no equalities implications arising from the approval of this report.
Communication	Once approved, the FYFP will be uploaded to the Regulator portal.

Five Year Financial Projections (FYFP) 2024-2025

Scottish Housing Regulator

Landlord Name:	Hebridean Housing Partnership Ltd
RSL Reg No.:	359
Report generated date:	01/05/2025 12:07:24

Approval

A1.1	Date approved	
A1.2	Approver	
A1.3	Approver job title	
A1.9	General Comment	

Scottish Housing Regulator

STATEMENT OF COMPREHENSIVE INCOME	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
	£'000	£'000	£'000	£'000	£'000	£'000
Gross rents	12,223.3	12,980.9	13,752.8	14,589.1	15,080.9	15,667.0
Service charges	198.6	225.7	232.4	238.3	244.2	250.3
Gross rents & service charges	12,421.9	13,206.6	13,985.2	14,827.4	15,325.1	15,917.3
Rent loss from voids	65.0	265.4	280.5	294.2	303.9	315.0
Net rent & service charges	12,356.9	12,941.2	13,704.7	14,533.2	15,021.2	15,602.3
Developments for sale income	0.0	0.0	0.0	0.0	0.0	0.0
Grants released from deferred income	2,000.1	1,416.3	1,654.5	1,823.6	1,834.3	1,884.3
Grants from Scottish Ministers	0.0	0.0	0.0	0.0	0.0	0.0
Other grants	614.5	555.1	395.0	120.0	120.0	120.0
Other income	126.7	0.0	0.0	0.0	0.0	0.0
TURNOVER	15,098.2	14,912.6	15,754.2	16,476.8	16,975.5	17,606.6
Less:						
Housing depreciation	4,928.3	6,320.9	6,695.2	7,009.7	7,159.0	7,486.6
Impairment written off / (back)	(15.9)	0.0	0.0	0.0	0.0	0.0
Management costs	2,879.2	3,283.8	3,325.2	3,447.9	3,554.5	3,660.4
Service costs	92.6	225.7	232.4	238.3	244.2	250.3
Planned maintenance - direct costs	1,639.6	1,538.1	1,572.3	1,603.0	1,644.6	1,688.9
Re-active & voids maintenance - direct costs	2,161.5	2,154.7	2,231.5	2,303.5	2,362.6	2,424.9
Maintenance overhead costs	0.0	0.0	0.0	0.0	0.0	0.0
Bad debts written off / (back)	53.2	260.5	274.7	289.8	299.4	310.8
Developments for sale costs	0.0	0.0	0.0	0.0	0.0	0.0
Other activity costs	0.0	0.0	0.0	0.0	0.0	0.0
Other costs	0.0	50.3	32.0	0.0	0.0	0.0
	6,826.1	7,513.1	7,668.1	7,882.5	8,105.3	8,335.3
Operating Costs	11,738.5	13,834.0	14,363.3	14,892.2	15,264.3	15,821.9
Gain/(Loss) on disposal of PPE	(142.0)	0.0	0.0	0.0	0.0	0.0
Exceptional Items - (Income) / Expense	0.0	0.0	0.0	0.0	0.0	0.0
OPERATING SURPLUS/(DEFICIT)	3,217.7	1,078.6	1,390.9	1,584.6	1,711.2	1,784.7
Interest receivable and other income	202.4	37.3	25.8	25.1	29.2	35.8
Interest payable and similar charges	744.3	741.0	867.1	917.7	917.7	917.7
Increase / (Decrease) in Negative Goodwill	0.0	0.0	0.0	0.0	0.0	0.0
Other Gains / (Losses)	(45.0)	0.0	0.0	0.0	0.0	0.0
SURPLUS/(DEFICIT) ON ORDINARY ACTIVITIES BEFORE TAX	2,630.8	374.9	549.6	692.0	822.7	902.8
Tax on surplus on ordinary activities	0.0	0.0	0.0	0.0	0.0	0.0
SURPLUS/(DEFICIT) FOR THE YEAR AFTER TAX	2,630.8	374.9	549.6	692.0	822.7	902.8
Actuarial (loss) / gain in respect of pension schemes	0.0	0.0	0.0	0.0	0.0	0.0
Change in Fair Value of hedged financial instruments.	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	2,630.8	374.9	549.6	692.0	822.7	902.8

STATEMENT OF FINANCIAL POSITION						
	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Non-Current Assets	£'000	£'000	£'000	£'000	£'000	£'000
Intangible Assets & Goodwill	0.0	0.0	0.0	0.0	0.0	0.0
Housing properties - Gross cost or valuation	174,428.6	197,564.0	212,607.9	217,701.7	226,778.7	230,492.3
Less:						
Housing Depreciation	43,135.3	49,456.2	56,151.4	63,161.1	70,320.1	77,806.7
Negative Goodwill	0.0	0.0	0.0	0.0	0.0	0.0
NET HOUSING ASSETS	131,293.3	148,107.8	156,456.5	154,540.6	156,458.6	152,685.6
Non-Current Investments	0.0	0.0	0.0	0.0	0.0	0.0
Other Non Current Assets	9,789.7	606.5	587.9	569.3	550.7	532.0
TOTAL NON-CURRENT ASSETS	141,083.0	148,714.3	157,044.4	155,109.9	157,009.3	153,217.6
Current Assets						
Net rental receivables	55.0	572.4	595.3	589.7	637.7	660.0
Other receivables, stock & WIP	1,232.5	746.3	746.2	746.2	746.1	746.2
Investments (non-cash)	0.0	0.0	0.0	0.0	0.0	0.0
Cash at bank and in hand	9,195.4	5,821.6	4,388.4	5,837.0	5,877.9	8,665.8
TOTAL CURRENT ASSETS	10,482.9	7,140.3	5,729.9	7,172.9	7,261.7	10,072.0
Payables : Amounts falling due within One Year						
Loans due within one year	0.0	0.0	0.0	0.0	0.0	0.0
Overdrafts due within one year	0.0	0.0	0.0	0.0	0.0	0.0
Other short-term payables	2,106.9	0.0	0.0	0.0	0.0	0.0
TOTAL CURRENT LIABILITIES	2,106.9	0.0	0.0	0.0	0.0	0.0
NET CURRENT ASSETS/(LIABILITIES)	8,376.0	7,140.3	5,729.9	7,172.9	7,261.7	10,072.0
TOTAL ASSETS LESS CURRENT LIABILITIES	149,459.0	155,854.6	162,774.3	162,282.8	164,271.0	163,289.6
Payables : Amounts falling due After One Year						
Loans due after one year	22,365.3	23,365.3	24,865.3	24,865.3	24,865.3	24,865.3
Other long-term payables	0.0	0.0	0.0	0.0	0.0	0.0
Grants to be released	79,025.8	84,348.3	89,218.3	88,034.8	89,200.4	87,316.2
TOTAL LONG TERM LIABILITIES	101,391.1	107,713.6	114,083.6	112,900.1	114,065.7	112,181.5
Provisions for liabilities & charges	0.0	0.1	0.1	0.1	0.1	0.1
Pension asset / (liability)	0.0	0.0	0.0	0.0	0.0	0.0
NET ASSETS	48,067.9	48,140.9	48,690.6	49,382.6	50,205.2	51,108.0
Capital & Reserves						
Share capital	0.1	0.1	0.1	0.1	0.1	0.1
Revaluation reserve	0.0	0.0	0.0	0.0	0.0	0.0
Restricted reserves	0.0	0.0	0.0	0.0	0.0	0.0
Revenue reserves	48,067.8	48,140.8	48,690.5	49,382.5	50,205.1	51,107.9
TOTAL CAPITAL & RESERVES	48,067.9	48,140.9	48,690.6	49,382.6	50,205.2	51,108.0
Intra Group Receivables - as included above	18.9	0.0	0.0	0.0	0.0	0.0
Intra Group Payables - as included above	0.0	0.0	0.0	0.0	0.0	0.0

Scottish Housing Regulator

STATEMENT OF CASHFLOWS						
	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Net Cash from Operating Activities	£'000	£'000	£'000	£'000	£'000	£'000
Operating Surplus/(Deficit)	3,217.7	1,078.6	1,390.9	1,584.6	1,711.2	1,784.7
Depreciation & Amortisation	4,928.3	6,388.4	6,713.9	7,028.4	7,177.6	7,505.2
Impairments / (Revaluation Enhancements)	(15.9)	0.0	0.0	0.0	0.0	0.0
Increase / (Decrease) in Payables	(872.7)	0.0	0.0	0.0	0.0	0.0
(Increase) / Decrease in Receivables	712.9	(24.1)	(22.9)	5.6	(48.0)	(22.3)
(Increase) / Decrease in Stock & WIP	0.2	0.0	0.0	0.0	0.0	0.0
Gain / (Loss) on sale of non-current assets	(142.0)	0.0	0.0	0.0	0.0	0.0
Other non-cash adjustments	(2,009.4)	(1,710.0)	(1,654.4)	(1,823.6)	(1,834.3)	(1,884.3)
NET CASH FROM OPERATING ACTIVITIES	5,819.1	5,732.9	6,427.5	6,795.0	7,006.5	7,383.3
Tax (Paid) / Refunded	0.0	0.0	0.0	0.0	0.0	0.0
Return on Investment and Servicing of Finance						
Interest Received	202.4	37.3	25.8	25.1	29.2	35.8
Interest (Paid)	(580.8)	(741.0)	(867.1)	(917.7)	(917.7)	(917.7)
RETURNS ON INVESTMENT AND SERVICING OF FINANCE	(378.4)	(703.7)	(841.3)	(892.6)	(888.5)	(881.9)
Capital Expenditure & Financial Investment						
Construction or acquisition of Housing properties	(7,333.3)	(11,346.4)	(10,209.1)	(912.0)	(4,110.0)	0.0
Improvement of Housing	(4,007.5)	(4,475.2)	(4,834.8)	(4,181.8)	(4,967.0)	(3,713.5)
Construction or acquisition of other Land & Buildings	0.0	0.0	0.0	0.0	0.0	0.0
Construction or acquisition of other Non-Current Assets	0.0	0.0	0.0	0.0	0.0	0.0
Sale of Social Housing Properties	11.1	0.0	0.0	0.0	0.0	0.0
Sale of Other Land & Buildings	0.0	0.0	0.0	0.0	0.0	0.0
Sale of Other Non-Current Assets	0.0	0.0	0.0	0.0	0.0	0.0
Grants (Repaid) / Received	5,418.2	6,418.6	6,524.5	640.0	2,999.9	0.0
CAPITAL EXPENDITURE AND FINANCIAL INVESTMENT	(5,911.5)	(9,403.0)	(8,519.4)	(4,453.8)	(6,077.1)	(3,713.5)
NET CASH BEFORE FINANCING	(470.8)	(4,373.8)	(2,933.2)	1,448.6	40.9	2,787.9
Financing						
Equity drawdown	0.0	0.0	0.0	0.0	0.0	0.0
Debt drawndown	0.0	1,000.0	1,500.0	0.0	0.0	0.0
Debt repayment	0.0	0.0	0.0	0.0	0.0	0.0
Working Capital (Cash) - Drawn / (Repaid)	0.0	0.0	0.0	0.0	0.0	0.0
NET CASH FROM FINANCING	0.0	1,000.0	1,500.0	0.0	0.0	0.0
INCREASE / (DECREASE) IN NET CASH	(470.8)	(3,373.8)	(1,433.2)	1,448.6	40.9	2,787.9
Cash Balance						
Balance Brought Forward	9,666.2	9,195.4	5,821.6	4,388.4	5,837.0	5,877.9
Increase / (Decrease) in Net Cash	(470.8)	(3,373.8)	(1,433.2)	1,448.6	40.9	2,787.9
CLOSING BALANCE	9,195.4	5,821.6	4,388.4	5,837.0	5,877.9	8,665.8

ADDITIONAL INFORMATION	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5
Number of units added during year to:	£'000	£'000	£'000	£'000	£'000	£'000
New Social Rent Properties added	41	44	29	52	4	10
New MMR Properties added	0	0	0	0	0	0
New Low Costs Home Ownership Properties added	0	0	0	0	0	0
New Properties - Other Tenures added	0	0	0	0	0	0
Transfers in	0	0	0	0	0	0
Total number of new affordable housing units added during year	41	44	29	52	4	10
Units developed for sale:						
Number of units developed for sale to RSLs	0	0	0	0	0	0
Number of units developed for sale to non-RSLs	0	0	0	0	0	0
Development Assumption Indicator	No					
Number of units lost during year from:						
Sales including right to buy	1	1	0	0	0	0
Demolition	0	0	0	0	0	0
Transfers out	0	0	0	0	0	0
Other	0	0	0	0	0	0
Number of units managed at end of period (exclude factored units)	2,424	2,467	2,496	2,548	2,552	2,562
Units owned:						
Social Rent Properties	2,424	2,467	2,496	2,548	2,552	2,562
MMR Properties	0	0	0	0	0	0
Low Costs Home Ownership Properties	0	0	0	0	0	0
Properties - Other Tenures	0	0	0	0	0	0
Number of units owned at end of period	2,424	2,467	2,496	2,548	2,552	2,562
Financed by:						
Scottish Housing Grants	5,704.3	8,440.9	4,542.4	8,722.9	640.0	2,999.9
Other public subsidy	111.4	0.0	0.0	0.0	0.0	0.0
Private finance	2,493.0	2,782.2	1,855.6	3,425.0	272.0	1,110.1
Sales	0.0	0.0	0.0	0.0	0.0	0.0
Cash reserves	0.0	0.0	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0	0.0	0.0
Total cost of new units	8,308.7	11,223.1	6,398.0	12,147.9	912.0	4,110.0
Development cost per unit	202.7	255.1	220.6	233.6	228.0	411.0
Assumptions:						
General Inflation (%)	6.1	3.4	3.0	2.5	2.5	2.5
Rent increase - Margin above/below General Inflation (%)	(1.0)	1.0	1.0	1.0	1.0	1.0
Operating cost increase - Margin above/below General Inflation (%)	0.0	0.5	0.0	0.0	0.0	0.0
Direct maint cost increase-Margin above/below General Inflation (%)	0.0	0.1	0.1	0.1	0.1	0.1
Actual / Assumed average salary increase (%)	5.5	4.0	0.0	0.0	0.0	0.0
Average cost of borrowing (%)	4.1	3.3	3.7	3.7	3.7	3.7
Employers Contributions for pensions (%)	18.0	0.0	0.0	0.0	0.0	0.0
Employers Contributions for pensions (£'000)	349.8	413.4	425.8	436.4	447.4	458.5
SHAPS Pensions deficit contributions (£'000)	0.0	0.0	0.0	0.0	0.0	0.0

Min. headroom cover on tightest interest cover covenant (£'000)	1,422.1	722.1	605.9	1,457.1	988.3	2,453.6
Minimum headroom cover on tightest gearing covenant (£'000)	29,516.5	35,903.9	38,917.1	40,445.2	43,168.3	44,282.4
Minimum headroom cover on tightest asset cover covenant (£'000)	0.0	0.0	0.0	0.0	0.0	0.0
Total staff costs (including NI & pension costs) (£'000)	2,429.9	2,564.2	2,641.1	2,707.2	2,774.9	2,844.2
Full time equivalent staff	46.0	49.0	49.0	49.0	49.0	49.0
EESSH Revenue Expenditure included above (£'000)	0.0	0.0	0.0	0.0	0.0	0.0
EESSH Capital Expenditure included above (£'000)	3,063.5	2,011.7	2,061.2	1,935.6	1,885.9	1,525.6
Total capital & revenue expend on maint pre-1919 properties	0.0	0.0	0.0	0.0	0.0	0.0
Total capital & revenue expend on maint all other properties (£'000)	3,063.5	2,011.7	2,061.2	1,935.6	1,885.9	1,525.6

Estimated decarbonisation cost indicator	No	
Estimated decarbonisation cost (£'000)	-	

TRENDS & COMPARATORS

RATIOS	Year -2	Year -1	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	National
Financial capacity	Actual	Actual	Outturn	Forecast	Forecast	Forecast	Forecast	Forecast	Median
Interest cover	759.4%	1,045.2%	1,036.760%	778.704%	744.239%	743.173%	766.667%	808.445%	307.9%
Gearing	34.1%	27.9%	27.399%	36.442%	42.055%	38.532%	37.820%	31.697%	43.1%
Efficiency									
Voids	0.6%	0.9%	0.523%	2.010%	2.006%	1.984%	1.983%	1.979%	0.7%
Arrears	0.2%	0.3%	0.445%	4.423%	4.344%	4.058%	4.245%	4.230%	1.9%
Bad debts	0.4%	1.4%	0.431%	2.013%	2.004%	1.994%	1.993%	1.992%	0.5%
Staff costs / turnover	18.9%	15.9%	16.094%	17.195%	16.764%	16.430%	16.346%	16.154%	20.4%
Turnover per unit	£5,964	£6,015	£6,229	£6,045	£6,312	£6,467	£6,652	£6,872	£5,846
Responsive repairs to planned maintenance	2.9	2.9	2.6	2.8	2.9	2.5	2.8	2.2	1.6
Liquidity									
Current ratio	2.3	2.5	5.0	-	-	-	-	-	1.7
Profitability									
Gross surplus / (deficit)	17.6%	22.4%	21.312%	7.233%	8.829%	9.617%	10.080%	10.137%	15.6%
Net surplus / (deficit)	3.4%	19.1%	17.425%	2.514%	3.489%	4.200%	4.846%	5.128%	9.0%
EBITDA / revenue	15.1%	21.6%	27.305%	19.610%	20.638%	26.780%	22.993%	31.567%	24.9%
Financing									
Debt Burden	1.6	1.5	1.5	1.6	1.6	1.5	1.5	1.4	1.6
Net debt per unit	£6,080	£5,209	£5,433	£7,111	£8,204	£7,468	£7,440	£6,323	£6,680
Debt per unit	£9,429	£9,174	£9,227	£9,471	£9,962	£9,759	£9,743	£9,705	£9,524
Diversification									
Income from non-rental activities	19.9%	21.0%	18.156%	13.220%	13.009%	11.796%	11.512%	11.384%	17.6%
INDICATORS									
Turnover	13,208.4	14,664.7	15,098.2	14,912.6	15,754.2	16,476.8	16,975.5	17,606.6	
Operating costs	6,525.7	6,649.9	6,826.1	7,513.1	7,668.1	7,882.5	8,105.3	8,335.3	
Net housing assets	127,121.4	132,986.8	131,293.3	148,107.8	156,456.5	154,540.6	156,458.6	152,685.6	
Cash & current investments	8,021.6	9,666.2	9,195.4	5,821.6	4,388.4	5,837.0	5,877.9	8,665.8	
Debt	17,000.0	17,000.0	22,365.3	23,365.3	24,865.3	24,865.3	24,865.3	24,865.3	
Net assets / capital & reserves	42,674.5	45,437.0	48,067.9	48,140.9	48,690.6	49,382.6	50,205.2	51,108.0	

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Comments

Page	Field	Comment
SOCI	Gross rents	Movement is driven by additional new build units forecasted to complete within the year.
SOCF	Increase / (Decrease) in Payables	Model assumes no payables outstanding at year end.
SOCF	(Increase) / Decrease in Receivabes	Increase driven by net rental receivables
SOCF	Construction or acquisition of Housing properties	No development planned in year 5.
Additional Information	'Total cost of new units' / 'Total number of new affordable housing units added during year'	Units are as per the Board approved development plan. Reduction driven by prior year completions being high.
Additional Information	Development Assumption	Aligned to our development programme with some additionality in Local Authority SHIP to be delivered by other developers.
Additional Information	Other public subsidy	Other Public Subsidy is ACTISH monies granted to Local Authority key priority projects
Additional Information	Private finance	To be funded through Facility C revolving credit facility and available cash
Additional Information	Development cost per unit	10 Housing with Extra Care units in Barra contributing to increased cost per unit.
Additional Information	Rent increase - Margin above General Inflation (%)	As per Board approved Rent assumption in the early years of our plan
Additional Information	Minimum headroom cover on tightest asset cover covenant (£'000)	Total value of Charged properties must not exceed the following: A/1.10 Where A is the aggregate value of charged properties on an EUV-SH basis or B/1.25 Where B is on an MV-T basis. Based on the last valuation of our stock this would allow for maximum additional borrowing of £24,956.6K although the borrowing costs associated with this level of debt would not be sustainable.
Additional Information	Full time Equivalent Staff Curr Year	Increase to 49 as per Board approved established posts.

Page	Field	Comment
Additional Information	Total capital and revenue expenditure on maintenance of pre-1919 properties	The one property we have which is pre 1919 has had extensive work done over the last 7-8 years which involved the replacement of the Kitchen, Heating System and Windows and doors. It has an EPC score of 70 and there are no planned works over the next 5 years. Amended by SHR
Additional Information	Estimated decarbonisation cost	None - other than the replacement of the remaining solid fuel heating systems which are included in the EESSH numbers above.

NEONATAL CARE LEAVE POLICY

Board 20 May 2025

Report by Chief Executive

Purpose of Report

1.1 To present the Neonatal Care Leave Policy for approval and to homologate a decision taken under the Policy.

Summary

2.1 The Neonatal Care Leave Policy came into law in April 2025 and establishes a statutory entitlement to Neonatal Care Leave and pay for an employee if their child spends at least 7 consecutive days in neonatal care within 28 days of birth.

2.2 Neonatal Care Leave Policy and pay is available for children who are born on or after 6 April 2025. The child must receive neonatal care for at least 7 days before the leave begins.

2.3 The Board are asked to homologate the decision to apply Neonatal Care Leave Policy and pay to a staff member whose baby was born on 5 April 2025 and is anticipated to require more than 7 days neonatal care.

2.4 The Policy was issued to staff and Union for consultation and following the consultation period no changes were made to the Policy.

Competence

3.1 The competence issues relating to this report are at section 5.1 of the report.

Recommendations

4.1 It is recommended that the Board approve:

a) the Neonatal Care Leave Policy at Appendix 1; and
b) homologate the decision by the Chief Executive to apply the Policy to a staff member whose baby was born prematurely on 5 April 2025 and required neo-natal care.

APPENDIX 1:	Neonatal Care Leave Police
Background Papers:	None
Writer of Report:	Iona France — Tel: 0300 123 0773

5.1 Compliance Checklist

Compliance Checklist	
Financial	There are no financial implications arising from the recommendations to this report. Payments for Neonatal Care pay will be met from existing budgets. It would be less expensive to pay statutory rates but more beneficial in the long term to apply similar rates as we do for maternity.
Legal	Neonatal care leave and pay at statutory rates is a legal entitlement from 6 April 2025.
Regulatory	The Regulatory Standards checklist has been completed and there is nothing in the report which would result in a breach of the standards.
Risk	There is no specific risk relating to the considerations of this report. Having family friendly policies reduces the risk of losing key staff skills which is highlighted on our risk register with a residual rating of 3 which is considered low. Governance of the Partnership is critical to its long-term viability. Reviewing, implementing and updating policies ensures a solid foundation for good governance and mitigates the risk.
ESG	Having robust policies for staff and Board Members supports the aims of our ESG Strategy.
Equalities	We are committed to promoting equality, diversity and inclusion. This policy has been developed ensuring that all employees, including those who work part time have equal opportunities for access to neonatal care leave and pay. There are no exclusions to the categories of employee who have access to this policy. No employee will be excluded on the grounds of colour, race, ethnic or national origin, religion, social background, marital status, sexual orientation, age or disability.
Communication	The Neonatal Care Leave Policy will be available in our Staff Handbook and website following approval by Board.

NEONATAL CARE LEAVE POLICY

APPROVED BY HHP BOARD:

EFFECTIVE DATE: April 2025

hebridean housing partnership

TABLE OF CONTENTS

INTRODUCTION

1.1 This Policy sets out Neonatal Care Leave and pay entitlements if an employee's child spends at least 7 consecutive days in neonatal care within a set number of days of birth.

1.2 Employees on Neonatal Care Leave may be entitled to Neonatal Care Leave, Statutory Neonatal Care Leave or both.

1.3 Employees can receive Neonatal Care and Pay Leave in addition to other parental pay and leave entitlements. If the employee is already on maternity leave or adoption leave Neonatal Care Leave must be taken at the end of that entitlement.

AIMS

2.1 To provide neonatal leave for members of staff who meet the eligibility criteria and to inform employees of their entitlement to statutory neonatal care rights and to ensure those who qualify understand their rights.

ELIGIBILITY

3.1 Employees are eligible for Neonatal Care Leave if their baby is born on or after 6 April 2025 and requires neonatal care for seven days or more.

3.2 Eligibility for Neonatal Care Leave and pay is a day one right and can be taken in addition to other leave entitlements.

3.3 The employee must be the baby's parent (or adopter or prospective adopter) or partner of the baby's mother (or partner of adopter of prospective adopter) and have caring responsibilities for the baby.

3.4 The leave must be used to provide care for the baby and not for any other purpose.

3.5 If the employee has more than one baby in neonatal care at the same time, they can only claim Neonatal Care Leave and pay for one of them, up to a maximum of 12 weeks. If the babies are in neonatal care at separate times, the employee will be able to claim for each of them, up to a maximum of 12 weeks.

LEAVE ENTITLEMENT

4.1 An eligible employee can take up to 12 weeks of paid leave (one week's leave for every 7 full and continuous days their baby is in neonatal care) to care for babies who are admitted into neonatal care.

4.2 Neonatal care is the name given to care for newborn babies which starts in the first 28 days after birth. This may be for:

- Hospital care
- Medical care after leaving hospital – this must be under a consultant and include ongoing visits or checks arranged by the hospital where the baby was treated
- Palliative or end of life care.

4.3 The leave must be taken within 68 weeks (just under 16 month's) of the baby's birth date.

4.4 While the baby is in neonatal care, or up to a week after leaving, leave can be taken in separate blocks of at least one week at a time.

4.5 After this, leave must be taken in a single continuous block.

Maternity Leave or Adoption Leave

4.6 If the employee is already on Statutory Maternity Leave or Statutory Adoption Leave, the Neonatal Care Leave must be taken after the maternity leave or adoption leave is finished.

Shared Parental Leave or Statutory Paternity Leave

4.7 Neonatal Care Leave can be taken:

- before the start of Statutory Paternity Leave or Shared Parental Leave; or
- between blocks of Shared Parental Leave that was booked before the baby started neonatal care.

4.8 If Neonatal Care Leave and Pay are taken at least one week after the baby leaves neonatal cares, this must be taken in a single block. This can be before or after Shared Parental Leave or Statutory Parental Leave.

PAY ENTITLEMENT

5.1 Statutory Neonatal Care pay or £187.18 per week or 90% of average weekly earnings, whichever is lower, however under this policy those who are eligible for Neonatal Care Leave will be entitled to

a) The first 6 weeks -full pay

b) the second six weeks-90% of full pay.

EMPLOYMENT RIGHTS DURING AND AFTER LEAVE

6.1 During neonatal care leave, employees retain all contractual terms (other than remuneration). Upon returning from leave, employees have the right to return to their previous job or a suitable alternative role if their job becomes redundant during the leave period

NOTICE REQUIREMENTS

7.1 Employees must inform their Manager as soon as possible if they need to take neonatal care leave.

7.2 The notice period you will depend on whether you are taking leave:

- while the baby is in neonatal care, or up to a week after leaving (this is sometimes called Tier 1)
- more than a week after the baby has left neonatal care (this is sometimes called Tier 2).

We understand that it may be difficult to comply with notice periods, however, where possible we would ask that the following notice is provided:

- For tier 1 leave we require 15 days' notice for each period of absence.
- For tier 2 leave we require 28 days' notice.

7.3 As an Employer we will respond to leave requests promptly and explore other options with employees if necessary.

CANCELLING LEAVE

8.1 An employee can cancel leave which falls under the category of tier 2 leave. They should provide 15 days’ notice for one weeks leave and 28 days notices for longer periods of leave.

MONITORING AND REVIEW OF POLICY

9.1 We will review this policy every 3 years. More frequent reviews will be considered if, for example, there is a need to respond to new legislation/policy guidance.

INTERPRETATIONS & ABBREVIATIONS

The following interpretation and abbreviations are used in this policy:

WORD	INTERPRETATION
HHP or Partnership	Hebridean Housing Partnership
Board	Means the Board of the Hebridean Housing Partnership
Board Members	All Members of the Board including co-opted Members
Neonatal Care	Care given to newborn babies within 28 days of their birth

All references to the masculine gender in this policy shall read as equally applicable to the feminine gender

Making our house your home

SHR ENGAGEMENT PLAN 2025/26

Board 20 May 2025

Report by Chief Executive

Purpose of Report

1.1 The purpose of this report is to inform the Board of our Engagement Plan for 2025/26 which has been prepared by the Scottish Housing Regulator (SHR).

Summary

2.1 The Engagement Plan is at Appendix 1 and shows that we continue to be classified as an RSL of systemic importance.

2.2 All Engagement Plans are available on the SHR website and are public documents.

2.3 We must inform the Regulator of any significant changes to our Development Plans that could impact our finances or reputation, according to the notifiable events guidance.

Competence

3.1 There are no financial or legal issues affecting the recommendation in this report.

Recommendations

4.1 **It is recommended that the Board note the SHR Engagement Plan for 2025/26 at Appendix 1.**

APPENDIX 1:	Engagement Plan 2025/26
Background Papers:	None
Writer of Report:	Iona France

Scottish Housing Regulator

Hebridean Housing Partnership Ltd

Engagement plan

From 1 April 2025 to 31 March 2026

Regulatory status
Compliant
The RSL meets regulatory requirements, including the Standards of Governance and Financial Management.

Why we are engaging with Hebridean Partnership Ltd (HHP)

We are engaging with HHP about its **development plans** because it is a **systemically important** landlord.

We refer to a small number of RSLs as systemically important because of their stock size, turnover or level of debt or because of their significance within their area of operation. We need to maintain a comprehensive understanding of how their business models operate, and how they manage the risks they face and the impact these may have. So we seek some additional assurance each year through our engagement plans. Given HHP's significance in its area of operation we consider it to be systemically important.

HHP has plans to grow through a programme of new homes for social rent and will receive significant public subsidy to help achieve this.

What HHP must do

HHP must:

- send us copies of its Board and audit committee minutes as they become available;
- send us an update on its development programme by 31 October 2025. This will include its latest report to the governing body/appropriate committee about development and details of the scale and tenure mix, timescales for delivery and any material delays or changes to the programme; and
- tell us if there are any material adverse changes to its development plans which might affect its financial position or reputation, in line with our notifiable events guidance.

What we will do

We will:

- review the minutes of the Board and audit committee meetings and liaise as necessary;
- observe HHP's Board;
- meet with HHP's senior staff to discuss its business plan and any risks to the organisation;
- review the development update and engage as necessary; and

- update our published engagement plan in the light of any material change to our planned engagement with HHP.

Regulatory Returns

HHP must provide us with the following annual regulatory returns and alerts us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor’s management letter;
- loan portfolio return;
- five year financial projections; and
- Annual Return on the Charter.

It should also notify us of any material changes to its Annual Assurance Statement, and any tenant and resident safety matter which has been reported to or is being investigated by the Health and Safety Executive or reports from regulatory or statutory authorities or insurance providers, relating to safety concerns.

Our lead officer for Hebridean Housing Partnership Ltd is:

Kelda McMichael, Regulation Manager
Tel: 07500066691
Email: kelda.mcmichael@shr.gov.scot

ANNUAL ASSURANCE STATEMENT REVIEW

Board 20 May 2025

Report by Chief Executive

Purpose of Report

1.1 To inform Board members of the review of the backing evidence to support our Annual Assurance Statement (AAS) for 2025.

Summary

2.1 The Board must be satisfied the Partnership is compliant with all regulatory requirements and prepare an AAS confirming this.

2.2 The completed AAS for 2025 will be presented to the Board on 2 September 2025 prior to submission to the Regulator.

2.3 A SharePoint folder has been created to store the checklist and supporting evidence. This will enable Board Members to review the evidence and ask questions before the final statement is prepared.

2.4 The link to the Sharepoint is below and will also be available to Board Members through the Resources Section of One Advanced.

Annual Assurance Statement

2.5 Board Members are encouraged to ask questions on the evidence bank either through One Advanced or by emailing governance@hebrideanhousing.co.uk .

2.6 The backing information is a 'work in progress' and will be continually under review and updated until 13 August 2025.

Competence

3.1 The financial, legal and other constraints to the recommendations in this report are detailed in paragraph 5.1 of this report.

Recommendations

4.1 It is recommended that the Board note the review of the Annual Assurance Statement checklist and backing evidence.

Background Papers:	Scottish Housing Regulator's "Regulatory Framework" (revised April 2024)
	SFHA Social Landlord Self-Assurance Toolkit (updated June 2023)
Writer of Report:	Iona France Tel: 0300 123 0773

5.1 Compliance Section

COMPLIANCE CHECKLIST	
Financial	There are no financial constraints to the recommendation in this report being implemented.
Legal	There is a regulatory requirement to ensure that the Annual Assurance Statement is prepared and submitted by 31 October each year.
Regulatory	The statutory guidance specifies that the AAS should: • Be short and succinct • Confirm compliance or otherwise with regulatory requirements • Be completed and agreed by the governing body The guidance also specifies that the AAS should confirm that the governing body has 'appropriate assurance' that the RSL complies with: • The regulatory requirements set out at section three of the Regulatory Framework • The relevant standards and outcomes of the Charter • All relevant statutory and legal requirements • Regulatory Standards of Governance and Financial Management
Risk	The risk of not submitting the Annual Assurance Statement will lead to the Partnership being in breach of regulatory requirements and have a negative effect on its risk rating and regulatory engagement. Governance is highlighted on our Risk Register with a residual risk rating of 6 considered low.
ESG	Our AAS evidence bank includes supporting documentation to demonstrate our ESG responsibilities.
Equalities	We are committed to promoting equality, diversity and inclusion. Our AAS evidence bank includes supporting documentation to demonstrate this.
Communication	Once approved the AAS will be submitted to the Regulator for publication and will be available on our website/social media.