Minutes of Meeting

Meeting: Board Meeting
Date: Thursday, 23 May 2024
Time: 6.00pm
Venue: Board Room, Royal Scot House

Present:

Naomi Barrand	Dave Lakin	Hayley Smith
Janet Crooks	Emma Luddington	Martyn Thorne
Victoria Dingle	David Mody	Kate Wareing
Jenny Ekelund (via Teams)	Peter Sloman	

Apologies:

Peter Nkum   Lee Hayward

Also in attendance:

Matt Archer, Director of Housing and Communities
Nasreen Hussain, Director of Finance and Resources
Penny Finburg, Head of Finance and Treasury
Emma Langstaff, Head of Localities
Andy Tollet, Head of Repairs and Estate Services
Jo Worth, Complaints Manager
Marisa Elliott, Governance and Regulation Manager / Company Secretary

Observers
Vic Breach, Members' Forum
Clive Jepson, Members' Forum

Declarations of Interest

The Chief Executive declared an interest in item 66c, the minutes of the Personnel and Remuneration Committee.

Announcements

It was agreed that as the Chair of the Board was joining the meeting via Teams that the Vice-Chair of the Board would carry out chairing duties for this Board meeting.

The Vice-Chair welcomed Vic Breach and Clive Jepson from the Members' Forum as observers.

66a. Approval of Minutes The minutes of the Board meetings held on 29 February and 27 April 2024 were approved. **Resolved:** **That the minutes of the Board Meetings held on 29 February and 27 April 2024 be signed as a true and accurate record.** **66b. Audit and Risk Committee Minutes** The Chair of the Audit and Risk Committee gave an overview of the meeting held on 6 March 2024. He advised that our new external auditors, Bishop Fleming, attended the meeting and presented their initial assessment and key aspects of the audit. Bishop Fleming noted that the audit timetable was reasonably tight but were confident it could be achieved. The Chair of the Committee also mentioned the deep dive and risk area reviews being undertaken this year. **Resolved:** **That the Board notes the minutes of the Audit and Risk Committee.** **66c. Personnel and Remuneration Committee Minutes** The Chair of the Personnel and Remuneration Committee gave an overview of the meeting held on 8 May 2024. She advised that the Committee had discussed the performance of the Chief Executive and discussed her objectives for 2024/25. The Chair of the Committee advised that the Committee were pleased with the delivery of the objectives from 2023/24 and explained there were no concerns with how the Chief Executive is managing the organisation and it gave her its full support as leader of Soha. The Chair of the Committee also mentioned some key highlights from the Annual HR Review and confirmed that all the recommendations from the external governance review had been completed and the review had been closed.	

Resolved:

That the Board notes the minutes of the Personnel and Remuneration Committee.

67. Matters Arising Tracker and Wallboard Ideas

Items 49 & 55 - Update on the MD Repair Backlog
This item is included within the CEX Key Issues report at point 68. It will become part of the IHC Project Updates.

Item 77 - Evaluation Technique to Measure Impact of Stopping or Slowing Down Activities
This item will be brought as part of the Unified Mitigation Plan which has been delayed until the Board meeting on 25 July.

Item 27 – Collection of Household EDI Information
Agreed to remove from the tracker.

Item 29 - Staff Connecting Together Better
Agreed to remove from the tracker.

Item 44 - Challenge Assumptions about Cost Pressures in the Stress Testing Scenarios in the Business Plan
Agreed to remove from the tracker following this Board meeting and the item on the Group Business Plan.

Item 54 - Consider Average Inflation Rates Across the Year to Determine any Pay Award
This item is not yet due.

Wallboard Items

The Vice-Chair invited members to reflect on any additional items for inclusion on the Wallboard and to send ideas to her.

A member queried whether there any links with mobile pantries to assist residents with cost of living issues. It was noted that Locality teams are already working with local organisations to identify where there maybe gaps.

Reports

68. Chief Executive Key Issues Update

The Chief Executive provided an update to members on key external trends and internal issues.

External Update

1. Inflation and Economic Operating Environment
The Chief Executive advised that inflation has been declining since February and now stands at 3.2%. However, we continue to see above inflation increases in key cost areas including insurance costs.

2. Cost of Borrowing
The Chief Executive advised that the Bank of England base rate has remained constant at 5.25%. Long term fixed rates have been rising since January and as we look to refinance from variable onto fixed rate debt, this is an important consideration as we determine how we want to draw down any fix rates against the new agreed facility.

3. Rent Settlement
The Chief Executive advised that the government has announced that the existing sector rent regime will be extended for 2025/6. This means that we will be able to increase rents by up to CPI plus 1% for those who rent from us, and in line with our lease agreements for shared owners.

4. Local Authority Election Results
The Chief Executive advised that at the recent Oxford City Council local elections, Labour lost overall control of the authority. She advised that losses were to the Greens and to a new independent alliance who campaigned mostly on an anti-low traffic neighbourhood policy agenda. No other local elections were held in our other key local authority operating areas.

5. National Policy Announcements and Preparation for General Election
The Chief Executive advised that since writing her report, the date for the General Election has been set for 4 July. She advised that the civil service are allowed to continue to deliver the current agenda, but no decisions on future policy can be made during purdah.

6. Oxfordshire Meeting on Homelessness and Future Housing Supply
The Chief Executive advised that in April, Oxfordshire local authorities and invited housing associations met to look at how we respond to local authorities increasing need to use bed and breakfast accommodation to meet their statutory homelessness duties, and the gap between waiting list demand and supply of new homes available to rent.

7. Consumer Standards have Come into Force
The Chief Executive advised that the new Consumer Standards came into force on 1 April 2024 and she drew members' attention to the revised Regulatory Framework in her report.

She advised that we have carried out an initial assessment against the

revised standards. The analysis shows that we are fully compliant with the requirements of the standards, but she noted there are areas we could improve or where we could demonstrate compliance with better evidence. An update to the Board will be provided at a future meeting. **8. Select Committee Report into the Finances and Sustainability of the Social Housing Sector** The Chief Executive advised that this is the select committee that she gave evidence to back in the autumn. The report calls for much that the sector has called for, including parity with the private sector on access to funding for fire safety remediation work, significant grant funding for future supply and a long-term rent settlement. <u>Internal Update</u> **1. Responsive Repair Backlog – Update** The Head of Repairs and Estate Services advised that the number of live orders had reduced from their peak in January but still remain higher than target. He advised that we continue to work closely with both MD and United Living with the aim of hitting our target of 1,200 orders by early summer. **2. Frances Curtis Court - Sales Update** The Director of Housing and Communities advised that of the 38 shared ownership apartments at Frances Curtis Court, five are occupied, four sales are proceeding and another four are on hold to potential buyers who are in the process of selling their own home. Of the 25 units remaining, fourteen have now been set aside to rent out at an affordable level (ten of these have been let so far). This leaves eleven apartments that are vacant and awaiting sale. He advised that as part of the last marketing review, it was decided to reduce the prices of the one-bedroom flats as none of these had sold, to make them more attractive to buyers. It was noted that as spring/summer is often the busiest sales period for property, particularly retirement living homes, we are focusing on continuing to offer the remaining units for sale for the next three months. After this, we will assess how many additional flats should be transferred to be let with a target of having all apartments occupied by the end of this financial year. **3. Recruitment of New Board Chair** The Chief Executive advised that the Selection Panel met on 14 May and have a strong longlist of ten candidates who have come through a combination of direct applications having seen the role advertised and head hunting. We received twenty-one applications. First round interviews will now take place with all ten candidates. Following this, the successful shortlisted candidates will be invited to	

attend stakeholder panel sessions on 13 June with the final interviews taking place on the 20 June.

4. Inside Housing's Employer of the Year Award
The Chief Executive advised that we have been shortlisted for Inside Housing's Employer of the Year award and the winner will be announced in June.

5. Staff Departures and Changes
The Chief Executive confirmed that Lee Hayward and Richard Smith will both be leaving Soha in July. She also noted that we recently said goodbye to Teresa Gowers who was Service Manager for the Rental Income team.

She advised that we are seeking a direct replacement for Teresa's role. We'll also be advertising for a new Head of Asset Management who will take responsibility for planned maintenance, retrofit and health and safety compliance.

She advised that Andy Tollett will become Interim Director of Property Services for a period of at least six months following Lee's departure.

6. Regulatory Judgements and Housing Ombudsman Update
An update on the latest judgements and information on Complaint Failure Orders was provided as shown in Appendix A of the report.

The Vice-Chair then invited questions and comments from members.

A member enquired how the email to staff on the set-up of an IHC had been received. The Chief Executive advised that staff are positive about the change, and many have been waiting a long time for this to happen. She also confirmed that a conversation had taken place with the Managing Director at MD. He wasn't surprised about our decision and advised that he wants to finish the contract in a strong position and is keen to continue to work with us.

A member asked about the conversion of shared ownership units at Frances Curtis Court and whether there would be a financial loss. It was noted that there would be a short-term loss but it would recover over a longer period of time.

Resolved:

The Board notes the update.

Bethany Eckley joined the meeting.

69. Corporate Plan 2025-30 Update and Next Steps

The Head of Localities presented the report to update the Board on the inputs and themes from initial consultation with residents, staff and Board about our future ambitions and areas for further consideration.

Bethany then took members through the top messages from the consultation on the things we are proud of and wouldn't want to see change alongside our vision and what Soha should be doing more of in 2030. She asked the Board whether our vision, mission and values need to change but advised that the feedback received suggested only minor tweaks and that perhaps we need to lean even more into these.

From all the data gathered, the big questions the process needs to answer are:

1. Who should we house?
2. How are we going to finance our ambitions?
3. How can we make the mutual model sing?
4. What do we do beyond housing?
5. How can we best use our assets to meet needs?
6. How can we deliver the highest quality repairs service to maintain and manage our existing stock?

It was noted that question 6 had already been decided with the proposal to move forward with an IHC service. There were also three internal themes to add including technology and business processes, communications and learning and culture. Bethany advised that the next steps are to structure workstreams comprised of staff, residents and Board members to think through the answers to these.

The Vice-Chair then invited questions and comments from members.

A member asked how we ensure that the key themes do not get added to or de-prioritised. It was noted that we will have a combination of short and long-term aims but allow ourselves the flexibility to deliver within the timeframe of the overall Corporate Plan.

A member commented on the breadth of ideas and opinions! He noted there was lots of aspiration in the comments but was concerned about what needs to change within our business to enable us to deliver the ambition. He suggested being realistic with our goals and perhaps set three great ones.

There was some discussion on the number of workstreams and clarity on the differences between them. A member agreed that the questions were the right ones but asked about the trade-offs for each. The Chief Executive advised that this will be discussed with by the Board at the October away day.

A member queried whether 'appropriate' was the best word to use in the amended vision statement. The Head of Localities agreed to consider this point further. **Resolved:**	**EL**
That the Board: **1. Considered and agrees the eight areas (five external and three internal) that we will now focus working on in greater depth for the Corporate Plan 2025-30, and** **2. Notes the proposals on vision, mission and values statements.**	
Bethany Eckley left and Alex Morgan and Gary Grigor joined the meeting. **70. New Loan Facility** The Director of Finance and Resources introduced the report which asks the Board to approve to proceed with negotiations and finalise the loan agreements of £100m. She then passed over to Alex Morgan from our treasury advisors, Savills Financial Consultants (SFC), to take members through the report. Alex noted that at the October Board meeting, the Board explored a number of medium-term financing options which provided flexibility with drawdown but the ability to manage interest rate risk at speed. Then at the January 2024 meeting, the Board were presented with the analysis from SFC of the funding offers received from eleven counterparties. The top ranked offers were from Virgin Money (10 years) and Danske Bank (15 years). Since then, negotiations have continued with the two banks and the credit approval process has progressed. Alex was pleased to confirm that both banks now have their respective £50m offering, fully credit approved, with legal documentation underway. Gary Grigor from Devonshires confirmed that the legal process is all as expected but with a couple of small differences. He advised that the facility agreements are fit for purpose, but he is hoping to optimise Soha's position. The Director of Finance and Resources advised that the terms are similar to those agreed at the meeting in January. There were no questions raised. **Resolved:**	
That the Board: **1. Approves to proceed with negotiations and to finalise the loan agreements of £50m each with Virgin Money and Danske Bank**	

2. Agrees delegation to Director of Finance & Resources and Head of Finance & Treasury with input from our retained Treasury Advisor, SFC and legal advisor from Devonshires to finalise the loan agreements (including a separate swap agreement with Virgin Money) – subject to any material divergence from the agreed terms set out in the report will require further Board approval

3. Agrees that final sign-off is delegated to three from the following:
- Two from Chief Executive or Director of Finance & Resources or Director of Housing & Communities
- One from Chair of the Board or Finance Portfolio Holder.

Alex Morgan and Gary Grigor left the meeting.

71. Group Business Plan 2024/25

STRICTLY CONFIDENTIAL

A confidential item was discussed. The Group Business Plan for 2024/25 was approved. Further information is contained within the Confidential Minutes.

Resolved:

That the Board approves the Group Business Plan 2024/25.

72. Global Accounts 2023

The Head of Finance and Treasury presented the report which provides analysis from the Global Accounts and Soha's comparative performance.

She advised that the latest data available is for the year ending 31 March 2023 and shows that Soha's social housing unit cost is £4,153 per property. It increased by 23% from the prior year, primarily driven by responsive and planned repairs. Nevertheless, Soha's unit cost is the sixth lowest in the selected peer group. The largest association which could benefit from scales of economy, Sovereign, had a unit cost of £4,686 which is £532 higher than Soha. It would take an increase in the Soha cost base of around £4m to result in the same unit cost as Sovereign.

Our social housing operating margin has reduced by 10% from 41% to 31% driven by both the impact of inflation and the impact of rent caps. However, within the selected peer group, the operating margin varies significantly from 16% to 49%. Sector upper quartile margin at the end of 2023 was 25.5% and has reduced over a number of years. We therefore remain a comparatively financially strong housing association.

The Head of Finance and Treasury concluded that Soha has very good performance and provides good value for money. However, we need to continue to challenge ourselves to improve services, release efficiencies through looking at how we are delivering and consider whether we are investing enough in our long-term investment objectives.

Resolved:

That the Board notes the analysis from the Global Accounts and Soha's comparable results.

73. Partnerships and Mergers Annual Review

The Chief Executive presented the report and asked the Board to consider Soha's corporate structure and whether it is appropriate to meet Soha's vision, aims and objectives.

She advised that the Board must consider annually whether it is appropriate to continue with the current structure including whether we should proactively seek partnerships or to merge. She confirmed that the Business Plan is being brought to the Board alongside this report and demonstrates that Soha is a financially strong independent entity which is performing at top quartile levels in terms of operating margin. We also still have sufficient capacity to enable us to continue to develop and have been successful at raising significant new debt at competitive rates. It is the view of the Chief Executive that our current structure remains appropriate, and a formal merger is not proposed.

The Chief Executive then moved onto partnerships. She explained that our recent decision to bring the repairs provision in house will require changes to our group structures. We are currently taking legal advice on whether this is best achieved through changes to Soha Neighbourhood Services (SNS), or through setting up a new wholly owned commercial subsidiary company within the same VAT group as Soha.

The Chief Executive advised that we are continuing to explore options for the re-development of the Gateway site including a potential JV with another housing association. However the risks of this to Soha are high, so we do not currently anticipate wishing to do this.

We are also in conversation with two other HAs about whether there is potential for us to save money on insurance through some form of risk sharing. This might require us to set up a new jointly owned entity.

This will be brought to Board separately if we think it's worth progressing.

The Chief Executive confirmed we will be seeking shareholding Member consent for a change in our rules at the AGM in September to enable us to increase the debt ceiling of the association. This was discussed and agreed by the Board earlier this year as part of our consideration of the long-term financing needs of Soha.

Resolved:

That the Board:

1. **Agrees to continue with Soha's current corporate structure as the most appropriate to achieve its vision, aims and objectives; and**
2. **Asks the Executive to reactively consider opportunities offered by the stock consolidation agendas of other associations and is open to alternative partnership delivery mechanisms (including joint ventures) that may enable Soha to better achieve its objectives.**

74. Transition to In-House Contractor Model – Project Plan Update

The Head of Repairs and Estate Services presented the report to update the Board on the changes to the implementation plan for the IHC.

He advised that following feedback at the Board Away Day in April, Ark were asked to amend the original implementation plan to include:
- activities requiring resident involvement or anything which will impact residents
- activities that influence culture, interact with other Soha strategic priorities and strategies, and enhance added value and social value activities.

The Vice-Chair then invited questions and comments from members.

A member advised they were pleased to see the fuller acknowledgement of residents in the revised plan but suggested that we need to be consistent when we mention residents (not tenants or customers).

A member asked if we had communicated the change in service delivery to residents. The Head of Repairs and Estate Services confirmed that only the residents involved in the relevant workstreams were aware. We are planning to update the Members' Forum in July and remaining residents by December 2024.

A member was concerned about the communication with residents as not all repair services will be delivered by the IHC. This was noted and will be incorporated into the Comms Plan.

A member asked how we will be able to stop conversations between MD operatives and residents prior to the formal communication being released. It was noted that this wouldn't be easy, but we will try to contain the details.

Resolved

That the Board discussed and notes the revised implementation plan for the IHC.

75. Performance Reports 2023/24

The report was presented by members of the Senior Leadership Team to update the Board on financial and operational performance for the year ending 31 March 2024.

Performance and Key Trends Report

The Director of Finance and Resources presented this report and noted some of the key highlights.

She advised that the year ending 31 March 2024 was another challenging year. Although inflation reduced to 3.2% in March 2024, interest rates did not reduce as expected. The Bank of England base rate continued to rise and has remained at 5.25% since July 2023.

The Director of Finance and Resources advised that during the year we faced challenges around responsive repairs and void maintenance performance which impacted on both repairs' satisfaction and budgetary overspends. Although budgetary expectations were not met, overall financial, service delivery and resident satisfaction performance for the year ending 31 March 2024 was upper quartile compared to other housing associations.

She advised that that we had an overall surplus of £7.1m including £4.3m from property sales. Budgeted surplus after interest was £3.4m, actual surplus after interest was £2.7m, an adverse variance of £653k.

With a lower operating surplus, the operating margin was reduced from 36.0% to 34.9%, but maintained within the upper quartile for the sector. At the year-end we delivered 251 new properties compared to a target of 240. As a percentage of stock our new delivery was 3.1% which places us in the upper quartile in the sector. We also spent nearly £10m on improving our existing homes in line with our planned maintenance programme.

The Director of Finance and Resources advised that rent arrears ended the year at 4.51% against a target of 4.705%. The average re-let time was 22 days against a target of 23 days. It was noted that the sector upper quartile was 43.5 days. The Director of Finance and Resources advised that our main repair KPI of average time to complete all repairs ended the year at 12.2 days against the target of 15 days. Our contractors completed 84.6% of jobs during their first visit to the property compared with against the target of 85% just narrowly missing target by 0.4%. Emergency repairs completed on time ended at 95.1% against a target of 99%. This is mainly due to our contractors struggling to attend all emergencies within our four-hour target. The Director of Finance and Resources advised that for resident satisfaction for rented homes we achieved upper quartile results for eight out of thirteen measures, and at upper median quartile for three other measures. The two below median are for repairs satisfaction which have steadily improved during the year. Satisfaction with overall service is at 81% which is an increase from 78% for 2022/23. Satisfaction with overall quality of home has also increased by 2% from last year and is at 79%. For shared ownership, overall satisfaction ended the year at 65%, which although is below our target at 82% its significantly above the sector upper quartile of 59%. With the exception of satisfaction with ASB, all shared ownership comparable measures are at the upper quartile. <u>Progress Against Corporate Plan and Strategy Action Plans – 6 Month Update</u> It was noted that 66 (79.5%) of the actions were completed by 31 March 2024. We have 17 (19%) actions that are off or trending off target. However, they are scheduled to be completed by March 2025. There are five actions we are unable to progress due to financial, IT or external factors. <u>GDPR Performance</u> During 2023/24, Soha has experienced twenty-one data breaches an increase from fifteen in 2023. The majority of these breaches are as a result of disclosure of information to the wrong recipient and we continue to remind staff of training (via both the Digital Training Portal and with appropriate members of staff) and have strengthened the process when using Clarity Mail, our external mailing house. We have received nineteen subject access requests (SARs) an increase from nine in 2022/23 and have found that in a number of cases, residents have on-going issues, or a complaint already raised with us.	

This figure is comparable with the results seen from other housing associations. We are expecting the number of SARs to continue to rise as residents are experiencing financial pressures and are being encouraged to pursue Housing Ombudsman cases or disrepair/housing management claims via solicitors. The Vice-Chair then invited questions. A member asked if there was anything in this years' performance which raises concerns for the coming year. It was noted that we have seen a large increase in the number of repair work orders alongside an increase in the value of each job. A member asked why there had been an increase in the number of work orders raised last year. The definitive reason(s) isn't known but it was suggested that residents may be less prepared to carry out work themselves than in previous years. It was agreed that it was critical for us to identify what the reasons are, and the Head of Repairs and Estate Services agreed to investigate this further. A member commented on the relatively high number of disrepair clams received. It was noted that residents are being constantly targeted by no win no fee law firms who push these claims, including targeted social media advertising and cold calling. **Resolved:** **That the Board discussed and notes the performance report.** **76. Complaints Performance 2023/24 and Compliance with Complaints Handling Code** The Complaints Manager presented the report to ask the Board to review complaints performance for 2023/24 and compliance with the Housing Ombudsman's Complaint Handling Code. She explained that we have seen positive results from using the new Complaints Policy and process and staff across the business have been supported by the Complaints team with all aspects of complaints handling. She advised we are experiencing an increase in the number of Stage 1 complaints received and also an increase in requests from residents to escalate to the Stage 2 review process. As a result, we are considering how we manage the Stage 2 panel composition going forward and a report will be brought to a future Board meeting for approval. The Complaints Manager noted we are fully compliant with the Code	 **AT**

with the exception of one item as we are in the process of revising the Compensation Policy in line with the Ombudsman's requirements. She drew members' attention to the increase in cases being taken to the Ombudsman following the completion of Soha's internal process. Although we have been advised that cases are taking at least six months before they are being investigated by the Ombudsman. The Vice-Chair then invited questions and comments from members. A member advised they enjoyed participating in the Stage 2 reviews and saw the benefit of Board members being involved in the process. A member was pleased to see the learning from complaints but enquired how we would manage a negative decision from the Ombudsman. It was noted that we are devising a Comms Plan to assist with this.	
A member was pleased to see the analysis of trends and asked if this could be included in future quarterly Performance Reports.	**JW**
Resolved: **That the Board discussed the report and approved compliance against the Complaints Handling Code self-assessment document and noted the complaints performance from 2023/24.** **77. Health and Safety – Six Month Update** The Head of Repairs and Estate Services presented the report to update members on health and safety issues since the last report in October 2023. He advised that we are currently recruiting for a Compliance Manager who will report to the new Head of Asset Management. The Head of Repairs and Estate Services advised we have fifteen medium priority actions outstanding from the 2022/23 FRA Programme, and twelve high priority and 272 medium priority actions outstanding from the 2023/24 FRA Programme. The vast majority of outstanding actions (275 of 284) relate to outstanding repairs, as there was a delay mobilising our fire safety repair contractor. All repairs are programmed to be completed by 6 May 2024. A member was concerned about the oversight of the FRA Programme and the number of outstanding actions. They felt there was a lack of compliance in this area and asked how the outstanding issues were being identified – either by design or chance. The Head of Repairs and Estate Services was fully assured that staff were picking these issues up regularly, and that systems of oversight were robust.	

A member enquired when we would take a legal route if the asbestos removal orders remained overdue. It was noted that the three cases detailed in the report had already reached a solution. **Resolved:** **That the Board discussed and notes the update.** **78. Customer Service and Engagement Update** The Director of Housing and Communities presented the report to update the Board on progress with the three key themes around how housing providers engage with residents. It was noted that some of the information included in this report would be useful to feed into the new Corporate Plan. **Resolved:** **That the Board discussed and notes the report.** **79. Soha's Revised Code of Conduct and Associated Policies** This item was for consent with no questions raised. **Resolved:** **That the Board approves SP16 Anti-Fraud and Anti-Bribery Policy.** **80. Extension to Power of Attorney with Capsticks** This item was for consent with no questions raised. **Resolved:** **That the Board approves SP14 Right to Buy/Acquire Policy.** **81. Development Update** This item was for information and no questions were raised. **Resolved:** **That the Board notes the report.** **82. Code of Conduct – Housing of Employee and Employee's Relatives** This item was for information and no questions were raised.	**EL/MA**

Resolved:

That the Board notes the report.

83. Any Other Business

None.

84. Date of Next Meeting

The date of the next Board meeting will be **Thursday, 25 July 2024 at 6.00pm** in the Board Room at Soha's office.

Please note the drop-in session with members of SLT to discuss any reports on the agenda is between **5.00 and 6.00pm** in Meeting Room 2 this includes any IT related queries or questions.

The meeting ended at 8.30pm.

Signed:__________________________

Date: __________