

One Group, Many Voices

Group Annual Equalities Report
November 2025

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Contents

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1. > Foreword	3
2. > Introduction	4
3. > Housing applicants	6
4. > Stronger Voices	15
5. > Wheatley Foundation	22
6. > Our people	33
7. > Board members	43
8. > Suppliers	47
8. > Next steps	49

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Foreword

Jo Armstrong, Wheatley Group (“the Group”) Chair

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Equity, diversity and inclusion (EDI) continue to be a priority for us, and we consider this when designing and delivering our services. This is now our third Annual Equalities Report detailing the equality data we collected over 2024/25, what the data informed, what actions we put in place as a result and what benefits we have seen. You can view our previous reports on the [EDI page of our website](#).

We now have strong structures that help us ensure our EDI approach is embedded and sustained, including:

- ▶ **regular** collection, reporting and monitoring of equality data to inform our decision-making, for example, through Equality Impact Assessments (EIAs); and

- ▶ **establishing** our Different Together approach and six staff networks, as well as a Customer Focus network to drive EDI training, awareness-raising, support and resources.

During 2024/25, we continued to deliver our [Group EDI Action Plan](#), with a specific focus on **access and equity** for both our customers and colleagues, to support social mobility initiatives to tackle inequalities. We have a continued commitment to embrace, promote and sustain our EDI and Human Rights approach supporting our [Group EDI and Human Rights policy](#) which we updated in April 2024. Both our EDI policy and action plan will be reviewed by the end of 2025.

Our [2021-2026 strategy Your Home, Your Community, Your Future](#) sets out our desire to

increasingly tailor services to suit the needs of our customers; diversify our engagement through our Stronger Voices programme; and consider how our workforce can more closely reflect our communities. We are now developing our next five-year strategy; through this we will reinforce our commitment to being a responsible business, and weave EDI through our ambitions as an enabler of success.

In this final year of our Group strategy, delivering services in a personalised way, driven by customer-insight priorities, continues to be a key focus for us. EDI therefore continues to go to the heart of the common [values](#) shared by all members of the Group. You can read more about our EDI approach, including what EDI means for us, on [our website](#).

Introduction

We recognise the value of the diversity of our employees and communities and the benefits this can bring to the Group.

Our Group [EDI Action Plan, One Group Many Voices](#), details the practical steps we are taking to embed our Group [EDI and Human Rights Policy](#).

This report has been informed by our Customer Focus Network and externally reviewed by Business in the Community (BITC), a network of organisations committed to responsible business, which we are members of.

This report covers April 2024 – March 2025, and details what our EDI data has informed and the steps we have taken to further embed EDI. This includes data from the following groups:

- ▶ **Prospective customers** – via our housing application platforms;
- ▶ **Stronger Voices** – our customer engagement programme;
- ▶ **Employees** – via a staff survey in 2024, with nearly a 60% return rate;
- ▶ **Job applicants and employability programme referrals** – JobTrain and Foundation employability projects;
- ▶ **Board members** – upon appointment; and

- ▶ **Suppliers** – survey through contract management system.

We also have and use the following data, the results of which are detailed in our 2023 and 2024 Annual Equalities reports:

- ▶ **Customers** – anonymous survey conducted in 2022 which received responses from over 10,300 customers.

“Wheatley is committed to providing equitable, inclusive, and diverse opportunities”

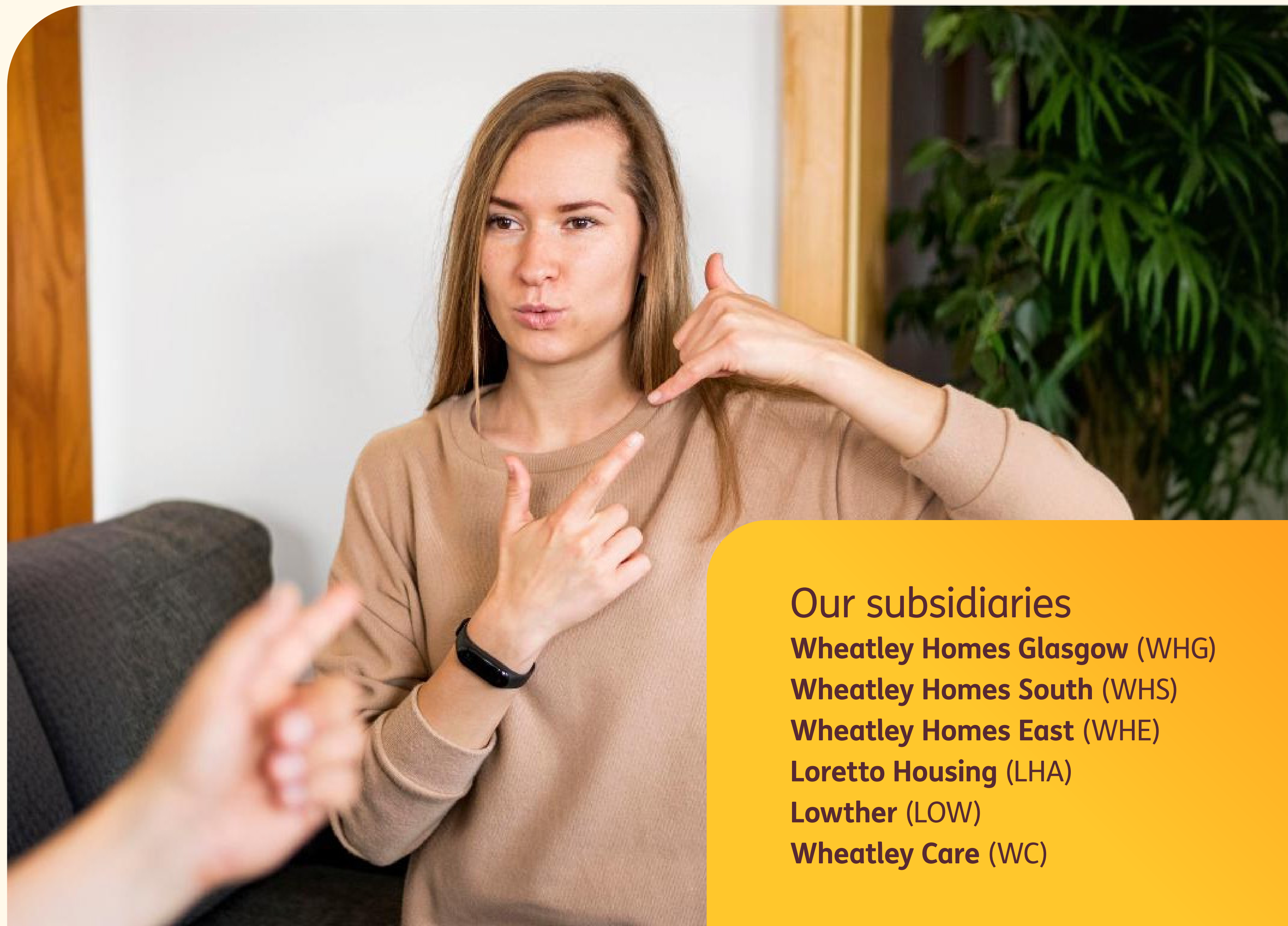
– BITC Advancing Social Mobility in Scotland Report June 2025

Introduction

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We previously committed to undertaking an anonymous survey in 2025 to refresh the EDI data from our current customers. We scoped the options for this and sought feedback from our Different Together Community of Excellence and Customer Focus Network. Our people were unanimous that the resource and cost implication of undertaking such a survey would not represent value for money for our customers. There are also limitations to how we can use anonymous data. Instead, we decided that it would be more beneficial to ensure information we hold on customers can help enhance our delivery of services in a personalised manner, responsive to specific support needs, and therefore linked to individuals.

Data within this report has been rounded to the nearest full percentage point.



Our subsidiaries

Wheatley Homes Glasgow (WHG)

Wheatley Homes South (WHS)

Wheatley Homes East (WHE)

Loretto Housing (LHA)

Lowther (LOW)

Wheatley Care (WC)

Housing applicants

– MyHousing and Edindex

Housing applicants

We continue to collect and analyse EDI data from our prospective customers through our allocation platform, MyHousing. This includes those who apply in Dumfries and Galloway via the Homes4D&G common housing register, and from late 2024, also customers applying to Lowther Homes. In Edinburgh, our prospective customers access our available homes via Edindex, the common housing register.

We use this data, for example, in Equality Impact Assessments (EIAs) including for our 2025/26 five-year development programme.

One outcome of our current EDI Action Plan is to 'evolve our data'. We have achieved this by now collecting and analysing the demographic data of our letting applicants for our mid-market and full market properties let by Lowther Homes.

The following section details the data collected through MyHousing from 1 April 2024 to 31 March 2025 and for those on the Edindex waiting list as of 31 March 2025. Where available, we have compared data to the 2022 Scottish Census results.

For Lowther Homes, only two quarters of data is available for inclusion in this report. However, as demonstrated in the following section, this shows a slightly different profile than our Registered Social Landlord (RSL) applications. We continue to analyse this to inform Lowther's practices.

Note we have not included 'prefer not to say' or 'unknown' answers in the following data.

Key figures

- ▶ Over 24/25 our RSLs let nearly **4000** homes (excluding new build);
- ▶ **2673** lets to homeless, surpassing our annual target of **2000**;
- ▶ At year end there were over **26,000** applications on Edindex waiting lists;
- ▶ **16,000** applications made through MyHousing for RSLs and over **2000** for Lowther between October 2024 – March 2025.

Housing applicants

Disability

From last year's Annual Equalities Report, applications from people with a disability have decreased slightly from 26% to 25% – this is in line with the 2022 Scottish Census. The types of disabilities declared largely follow the same trend from 2023/24, and throughout our RSLs, with mental health being the highest. This year, we saw a slight decrease in the percentage of respondents declaring the top three disabilities, while neurodiversity increased from 15% to 18%. To support customers living in neurodiverse households – aligning to proposals on the [Learning Disability and Neurodiversity Bill](#) – we have introduced a neuroinclusive customer service toolkit and enhanced our training for staff, following engagement with our internal Customer Focus Network and Disability and Neurodiversity Network, as well as external experts, [Lexxic](#).

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Are you a disabled person?	Yes
MyHousing RSL	25%
Lowther	13%
Edindex	23%

The remaining % were 'prefer not to say' or 'no'

We understand that some individuals may not consider themselves to be 'disabled', even though they may meet the legal definition. We appreciate that not all applicants may have disclosed a disability during the application process, and that the actual figure may therefore be higher.

Most common disabilities of those who answered 'yes'	MyHousing RSLs	Edindex	Lowther
Mental health condition	61%	100%	56%
Long term illness, disease or condition	43%		41%
Physical disability	39%	54%	25%
Neurodiversity	18%		29%
Learning difficulty	10%	26%	8%
Deafness or hearing loss	6%	14%	6%
Autoimmune disease	5%		8%
Blindness or partial sight loss	4%	7%	3%

Table Sources - MyHousing 2024/25 (Group level) and Edindex'. Blank where no data. '% of those who answered 'yes' to being disabled. MyHousing RSLs includes WHG, WHE, WHS and LHA.



Housing applicants

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Our EDI action plan included an action to 'enhance EDI information in our digital welcome packs through [ALISS.org](https://www.aliss.org) (a local information system for Scotland), signposting to local community groups and places for support, including disability support.' Our MyHousing digital welcome packs have been launched, and we promote ALISS as well as raising awareness with staff and on our social media.



Housing applicants

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Ethnicity	MyHousing RSLs	2022 Scottish Census	MyHousing WHG	MyHousing WHE	Edindex WHE	MyHousing WHS	MyHousing LHA	Lowther
White Scottish, British	72%	87%	71%	77%	66%	88%	80%	59%
African Scottish, African or British African	8%	1%	8%	4%	6%	2%	6%	16%
Polish or any other white background	6%	6%	6%	8%	12%	4%	5%	8%
Arab Scottish, Arab or British Arab	2%	<1%	2%	1%	-	<1%	<1%	1%
Asian - Pakistani, Scottish Pakistani or British Pakistani, Indian and any other Asian background	6%	4%	6%	3%	5%	1%	5%	9%

Table Source - MyHousing 2024/25, Edindex and 2022 Scottish Census. Not including 'other'. MyHousing RSLs includes WHG, WHE, WHS and LHA.

Ethnicity

We continue to see greater ethnic diversity in our applications compared to our 2022 customer survey, from which at Group-level 74% of respondents were people from a white Scottish or British ethnicity. Again, our applicants represent a wide range of nationalities with around 70 nationalities declared; as with last year, after British, Nigerian, Polish and Ukrainian continue to have the highest representation.

On Edindex, applicants declared they spoke over 35 different languages with Arabic being the most declared language after English, representing 2%.

Housing applicants

Looking at our language data across the Group, at the end of March 2025 Arabic was the most requested language for interpretation followed by Farsi, Kurdish, Vietnamese and Tigrinya.

At Group RSL level, the ethnicity data is largely in line with the housing applicant data reported in last year's report although we have seen a slight reduction in those individuals from a white Scottish and British ethnicity (75% last year), and slight increase from applicants from Asian ethnic groups (4% last year). At RSL level, we see largely similar results to last year, although notably WHE has seen a reduction in applicants from Polish or other white ethnic groups (14% last year), both WHS and LHA saw a reduction in applicants from white Scottish and British ethnicity (91% and 85% last year respectively), and LHA saw

an increase in applicants from Asian ethnic groups (2% last year).

Stock within Scotland's largest cities, Edinburgh and Glasgow, continue to have the most ethnically diverse applicants and see a proportionately high number of applicants from the African ethnic group. From the 2022 Census we know that 71% of Edinburgh's population was white Scottish/British, 11% Polish or other white background, 9% from an Asian ethnic group and only 2% African ethnicity. Our data sees slight variation from the Scottish 2022 Census where for Glasgow around 73% of the population were White Scottish/British; 11% Indian, Pakistani or other Asian ethnic group; 6% Polish or other white ethnic group; and 4% African ethnicity.

In 2024/25, 19% of MyHousing RSL applicants were non-UK nationals; out of this 57% were refugees (72% last year), 35% migrant workers (19% last year) and 7% asylum seekers (9% last year).



Throughout the year we housed 450 New Scots (compared to 285 New Scot customers in the previous year). We continue to support our New Scots customers and enhance our approach including by introducing a six-monthly review of [New Scots welcome pack](#). We have sent this to all New Scots customers, and it is available and translatable on our websites.

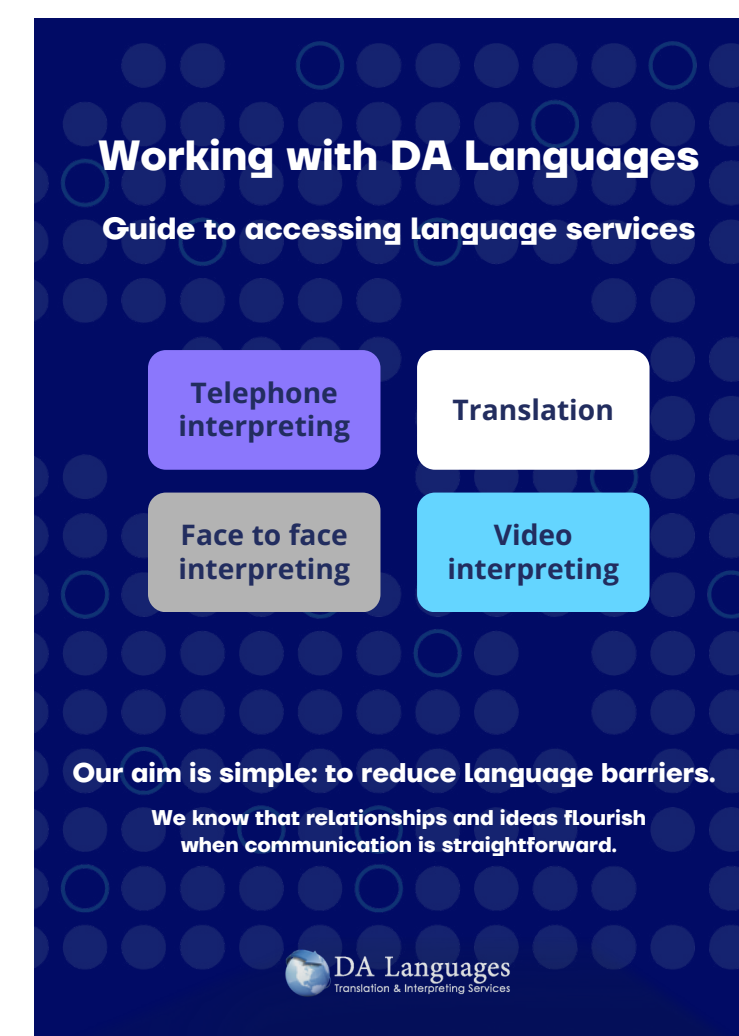
Housing applicants

Support for asylum seekers is one part of a broader focus on inclusive practice. We are working with Local Level Community (LLC) meetings with different landlords to share best practice to support refugees and asylum seekers, of which we are seeing an increase. We have undertaken partnership working with Glasgow City Council's new asylum team to support those settling into our communities.

Last year, as part of our aim to provide EDI friendly communications, we reported that we had made improvements for customers whose first language is not English to access our services.

[Click here for accessibility and translation support](#)

To improve our communications, we refreshed our translation/interpretation services in September 2024. We launched new staff guidance and training videos to support accessing this service, with tips on how to ensure an efficient experience for both staff and customers. Since the new service was launched until the end of March 2025, we have fulfilled over 5600 telephone interpretation requests.



Visit [DA Languages](#), our translation and interpretation provider

We have also continued to work in partnership with Shelter to help drive their Anti Racism and Housing network. We hosted the network meetings in November 2024 and June 2025 which brought together housing professionals, academics, and third sector partners to explore how the housing system can address structural inequalities. In summer 2025, we commenced a joint study to understand ethnic minority access to housing in Scotland. The outputs of this will be published later in the year.

Religion and belief, civil partnership and marriage, maternity/paternity, sex / trans and sexual orientation

Our MyHousing RSL data for these protected characteristics follows similar patterns to the data we reported last year.

For Lowther Homes, less than 1% of applicants considered themselves trans, 11% were LGBT+, 57% female and 39% male. Civil partnership and marriage, and maternity/paternity data was similar to our RSLs.

Housing applicants

Age

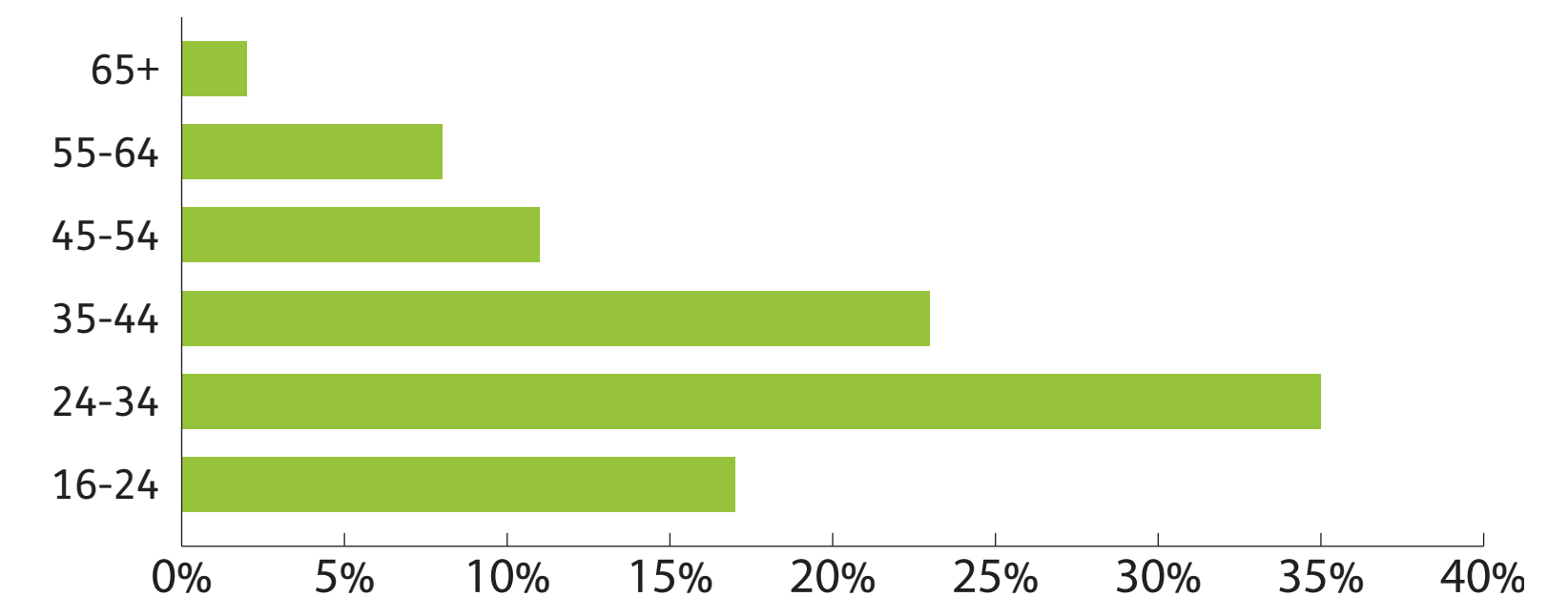
In evolving our data we have this year, for the first time, analysed the age of our housing applicants. We see representation across all age ranges, with less applicants from older age groups. This contrasts with our 2022 RSL customer data in which the number of respondents from older age groups was broadly representative of the age profile reported in the 2022 Scottish Census.

It's important that our homes are capable of being lifetime homes and can adapt to the different needs of different age groups. Recognising the need for family homes, we have launched an underoccupancy project supported by Glasgow City Council. As of the start of quarter one 2025/26, we have incentivised 10 successful moves/re-lets,

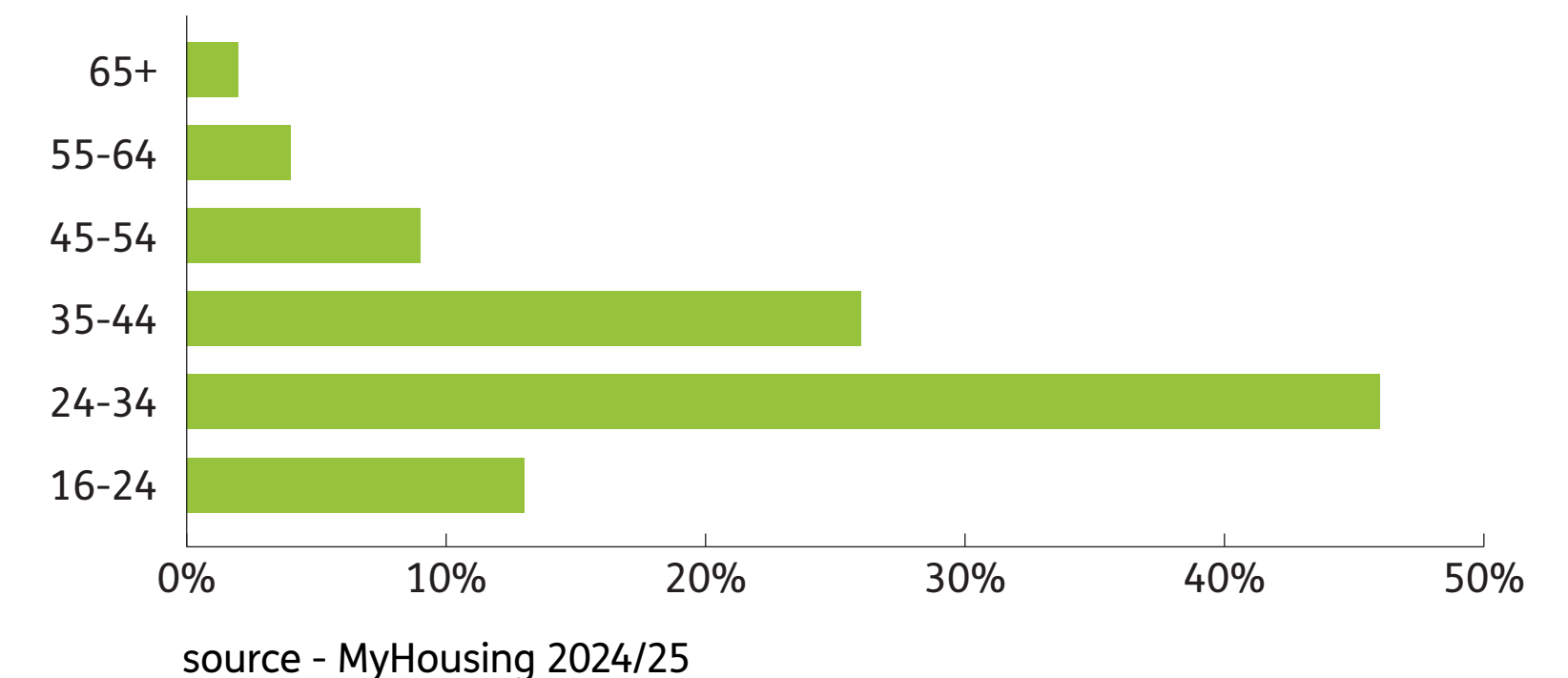
with 18 live cases in progress. This has made a number of larger homes available to homeless households and families, forming part of our response to the housing emergency.

Our customers are offered support when an offer is made to assist the transition from temporary to permanent accommodation. We have a commitment to flip 500 properties from temporary accommodation to permanent homes by March 2026 and as of July 2025, we have already delivered 430. We will also review local authority housing emergency action plans as we begin to consult and draft our new homelessness policy next year.

Age groups proportions across RSLs



Age groups proportions across Lowther



The background consists of several overlapping, semi-transparent geometric shapes in various shades of orange and yellow. These shapes create a layered, abstract effect. A large, light yellow shape is prominent on the right side, while darker orange shapes are layered on top and bottom. The overall composition is modern and minimalist.

Stronger Voices

Stronger Voices

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We use our Different Together approach to inform our engagement. At the end of 2024/25 we had over 1500 Customer Voices (customers registered in our Stronger Voices engagement programme). With over 58,000 pieces of feedback from customer insight received during the year, we continue to have a strong commitment to involving customers in shaping our services as outlined in our [Group Stronger Voices, Stronger Communities Framework](#) which was reviewed at the end of 2023.

Our Stronger Voices team has worked to involve underrepresented groups, recognising a lower number of young people are registered in our engagement programme. For example, this has included running 'Art and graffiti' sessions in the Glasgow South area aimed at those aged 16-23. In Dumfries, young people from a local Young Persons project attended a site visit to WHS new-build development, Curries Yard – their feedback on the site will be used to inform future developments. WHS have also engaged with Johnsonbridge primary whilst in WHG Easter activities included engagement with young people in Pollok.

In the last year, we have also engaged customer focus groups to inform the Group's Design Guide (for new-builds). To ensure diverse perspectives informed the development of the guide, engagement involved a wide range of customers, including New Scots, and particularly focused on parents and families who had young children.

In Glasgow, we worked with 'G15 Thriving Places' to support their 'Building Bridges' project to promote greater inclusivity in Drumchapel through use of music, food and cultural activities. The project aims to break down barriers, for example, our New Scots approach and Welcome Pack has been promoted with the community which includes our WHG customers.

Stronger Voices

Our Customer Focus Network has continued to inform our approach to delivering our services in a personalised, and tailored way. The network meets bi-monthly to identify and action areas of improvements in terms of inclusivity and accessibility for our customers and communities, for example:

- ▶ Shaping the learning staff feel would be beneficial to help support them deliver personalised services, highlighting the importance of learning from case studies and practical information to make it real for staff; and
- ▶ Informing the development of a Reasonable Adjustment Policy, including the internal process and data management.

This has also included informing our approach to EDI friendly communications, such as informing the development of the previously

mentioned neuroinclusive customer service toolkit and our relaunched translation/interpretation service. We have promoted this service with customers.



We have had good feedback about the use of the service. For example, at the end of last year, a deaf tenant in Glasgow praised his housing officer who arranged for a British Sign Language (BSL) interpreter to attend the annual tenant visit, after the tenant let us know that his sister, who usually interprets

for him, was unable to attend. As well as completing the annual visit, the housing officer was able to arrange extra support for tenant, with a flashing doorbell and smoke detector, and a referral to our Home Comforts service. The tenant wrote to us and said

“I have never seen a housing officer or anyone from another organisation in my home with an interpreter before. It was a really good experience.”

Stronger Voices

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We are also tackling language barriers by securing funding to provide ESOL classes (English for Speakers of Other Languages). As of July 2025 we have supported 44 customers to access basic/introduction level classes, with ten customers now progressing to the advanced course. Our revised New Scots action plan includes scoping further opportunities to expand this activity, which we know provides participants with greater independence.

In March 2025, we engaged over 230 customers across the Group to inform our priorities as we develop our next five-year strategy, using our EDI data for Customer Voices to help ensure diverse representation. We plan to undertake further engagement including with current and prospective customers, as well as stakeholders, to ensure a wide range of perspectives feed into our

plans. Already, it is clear that personalisation of our services and strong communication and engagement, responsive to need, will continue to be a priority for us, with EDI informing our approach.

Tackling food poverty and supporting social mobility is another priority for us. In 2024/25, our Wheatley Foundation worked with our Stronger Voices team and supported the launch of two community larders (in Drumchapel and Knightswood) and supported over 830 people to access larder provision throughout our communities. We launched the Drumchapel Larder at a community event at the end of March.

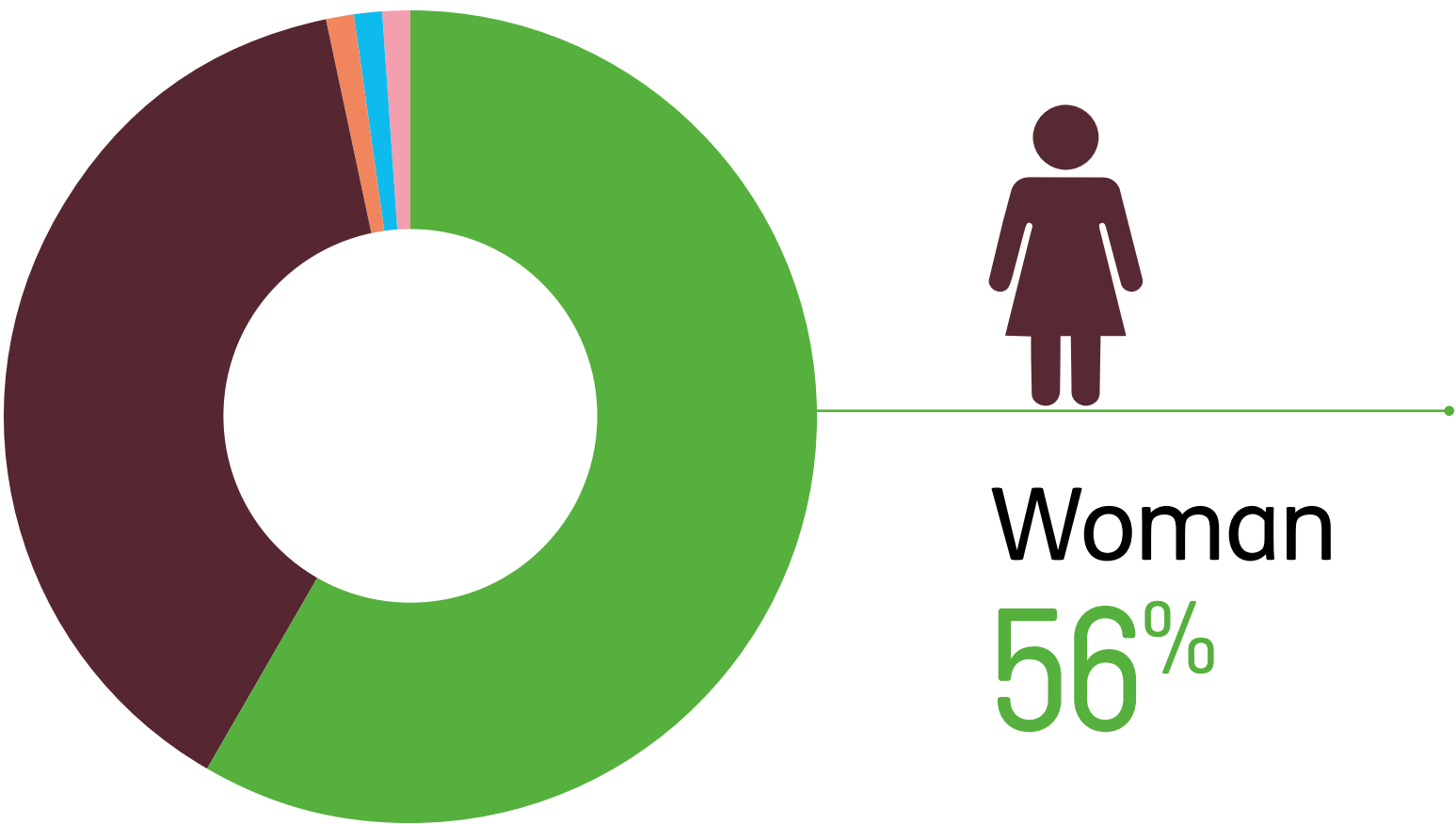
Prior to launch, as part of the [Business in the Community \(BITC\) 'Seeing is Believing' visit to Drumchapel](#), our Chief Executive welcomed

senior national business leaders from Greggs, The Big Issue, Joseph Rowntree Foundation, Mott MacDonald and Skyscanner to hear firsthand and understand the challenges faced by those living and working in the area, including low social mobility, unemployment and elevated levels of food insecurity. The visit also included conversation with our customers who we have supported through [Wheatley Works](#), and an ask of the businesses to consider how they can support our activity. We have already seen positive outcomes from this, for example, we are exploring an employability partnership with Greggs. Roisin Currie, Greggs Chief Executive said: “The work Wheatley Foundation is doing and how we can connect with that, has left us feeling inspired.”

Stronger Voices

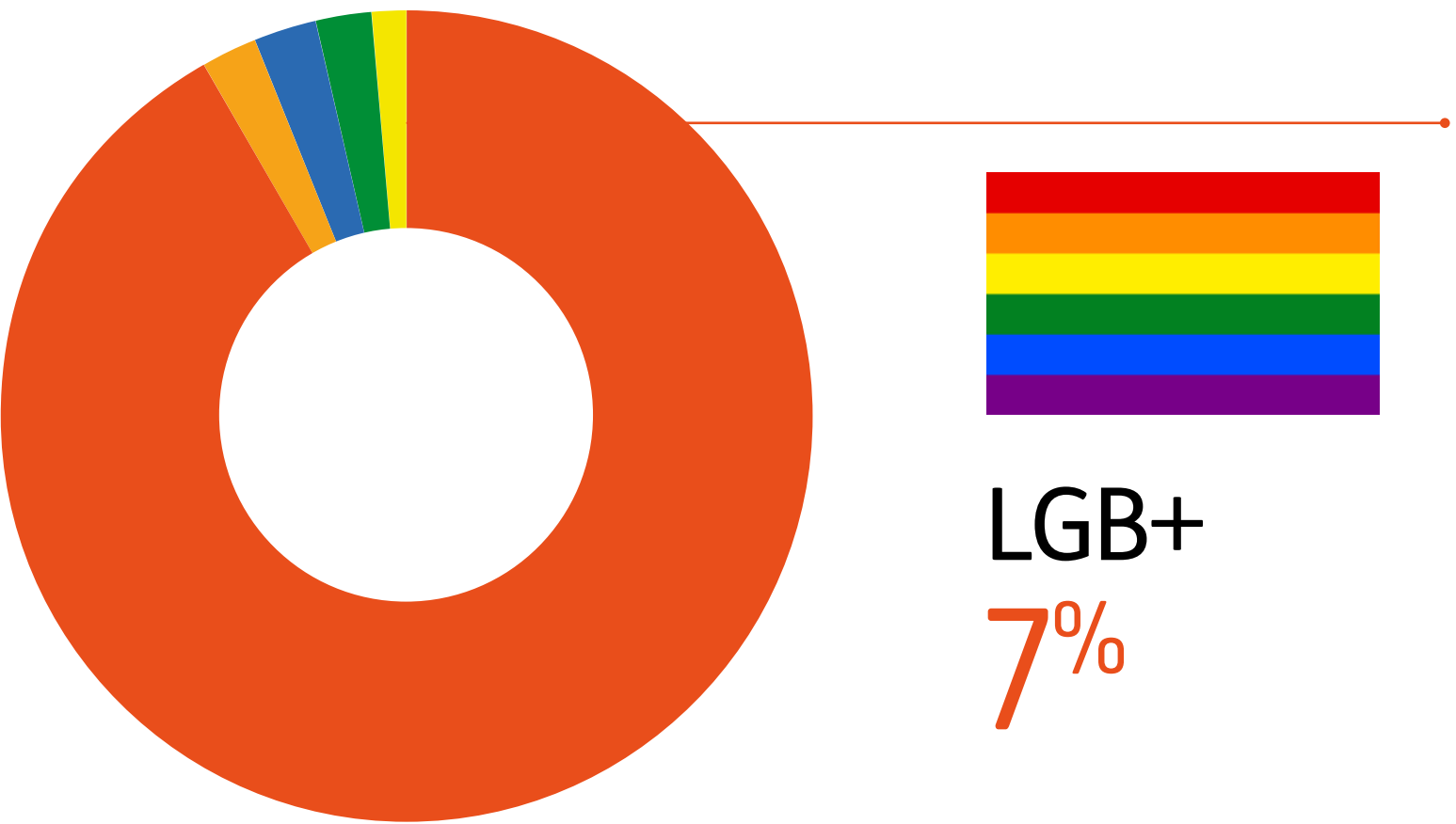
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Gender identity



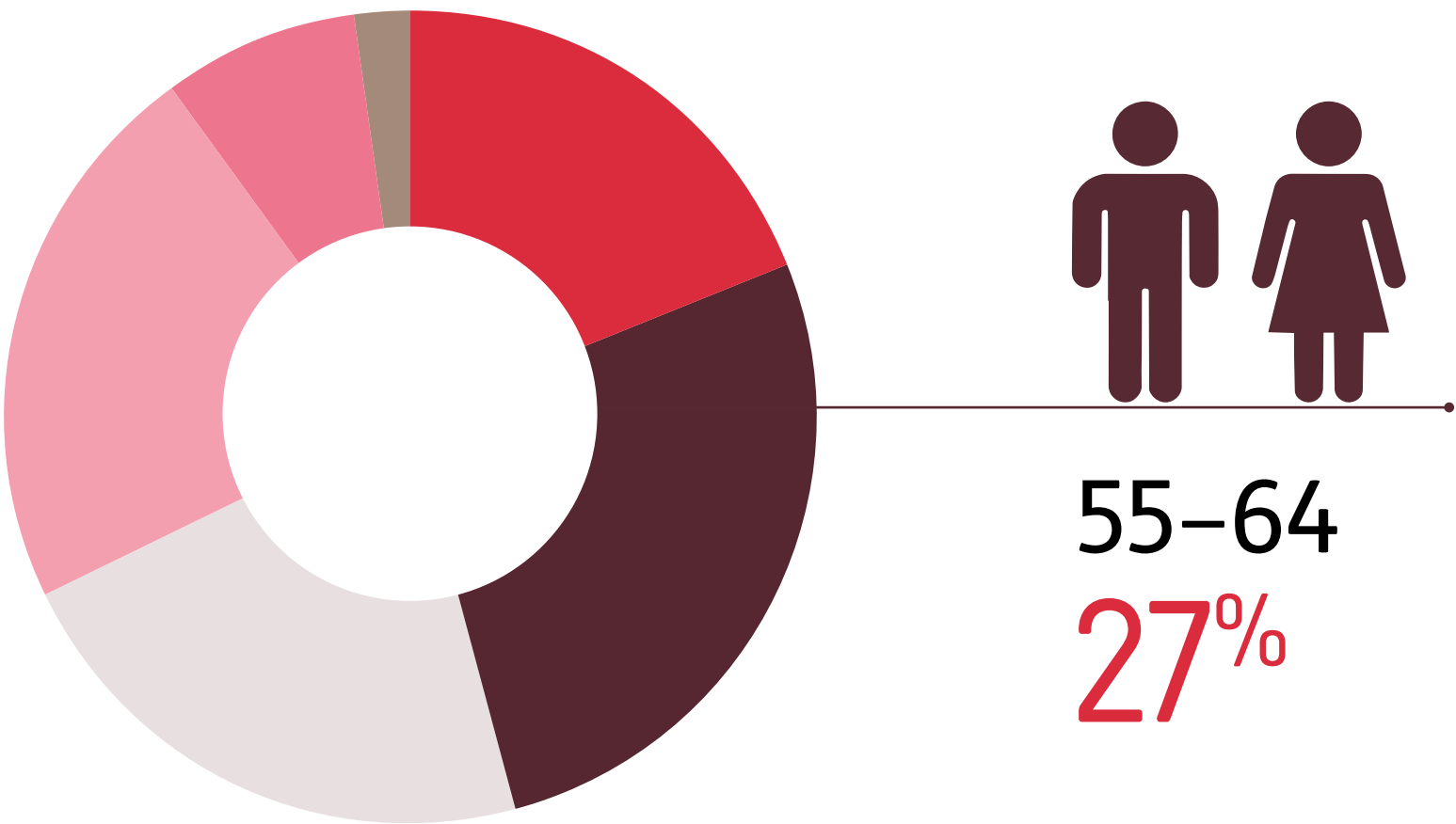
	23/24	24/25
Woman	59%	56%
Man	36%	37%
Non-binary	>1%	>1%
Trans man	>1%	>1%
Trans woman	>1%	>1%

Sexual orientation



	23/24	24/25
Straight	81%	78%
Other	2%	2%
Bisexual	1%	2%
Gay	2%	2%
Lesbian	3%	>1%

Age

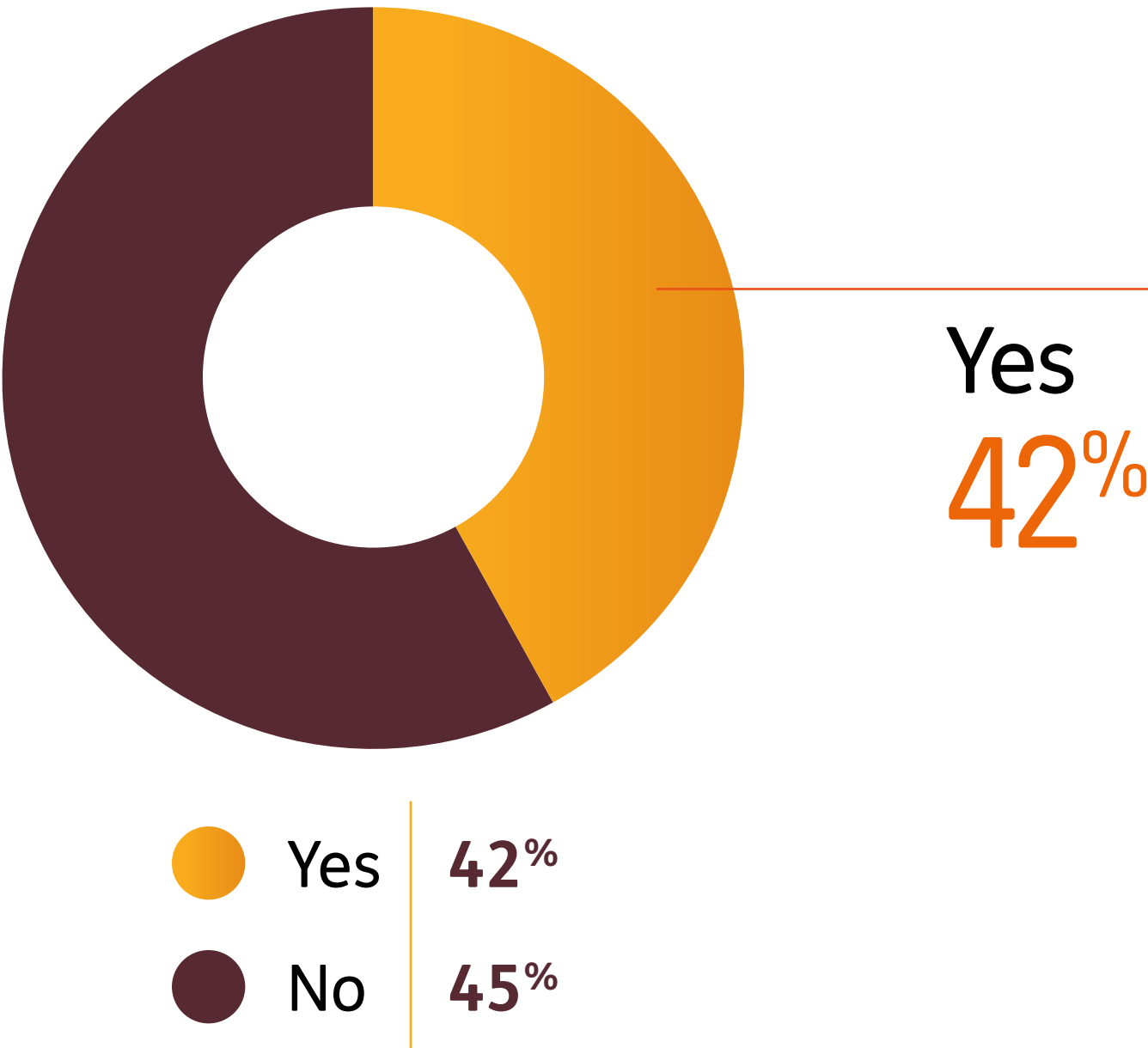


	23/24	24/25
65+	20%	19%
55-64	29%	27%
45-54	22.5%	22%
35-44	16%	22%
25-34	7%	8%
16-24	2%	2%

Stronger Voice data at end of 2024/25, remaining % were 'prefer not to say'

Stronger Voices

Are you or is any of your household a disabled person?



Stronger Voice data at end of 2024/25, remaining % were 'prefer not to say'

We appear to have a higher percentage of disabled customers involved in our engagement framework than the general Scottish population, which found around 24% of people declared a disability. However, this is broadly representative of our 2022 RSL customer equality data survey in which 45% of respondents said they were disabled.

In terms of the types of disabilities declared by Customer Voices, the percentage of responses has slightly shifted to last year as detailed below.

If 'yes', most common disabilities declared	23/24	24/25
Long term illness, disease or condition	72%	64%
Physical disability	57%	51%
Mental health condition	56%	51%
Neurodiversity	23%	20%
Learning difficulty	18%	20%
Deafness or hearing loss	22%	16%
Autoimmune disease	7%	6%
Blindness or partial sight loss	6%	5%



Stronger Voices

Ethnicity

The ethnic diversity of our Stronger Voice data largely aligns with our [2022 RSL customer EDI survey](#), and is similar to the Stronger Voice data reported last year.

Ethnicity	23/24	24/25
White Scottish, British	88%	85%
African Scottish, African or British African or black British	4%	5%
White Polish or other white ethnic group	3%	4%
Other ethnicity	5%	5%

Stronger Voice data at end of 2024/25, remaining % were ‘prefer not to say’

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Wheatley Foundation

Wheatley Foundation

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The [Wheatley Foundation](https://www.wheatley-group.com), has continued to maximise access to employment, training and learning opportunities for customers of all ages, and support customers by tackling social exclusion and alleviating the impacts of poverty – inherently we take an EDI approach in this work.

Social mobility is a theme throughout our EDI approach and the Foundation's work is central to this. We featured as a case study in BITC's social mobility report published in June 2025. Over 2024/25 we continued to monitor access to Foundation employability programmes and support services including welfare benefits and financial wellbeing. Details of the data collected over the year are on the next page.

Employability programmes

We continued to support employability programmes. This includes 'No One Left Behind' (NOLB) a Scottish Government funded programme targeted at young people, the Way Ahead (WA) programme, which provides support to those in recovery from an addiction and/or experiencing homelessness and/or with an offending background, and Progress 4 Parents (P4P), a programme based in Edinburgh and Glasgow. P4P supports parents and i.e. or primary caregivers aged 16+, and in Glasgow is targeted at those who have a disability need within their household.

In total for 2024/25 we had 56 referrals for NOLB, 138 for WA and 104 for P4P.

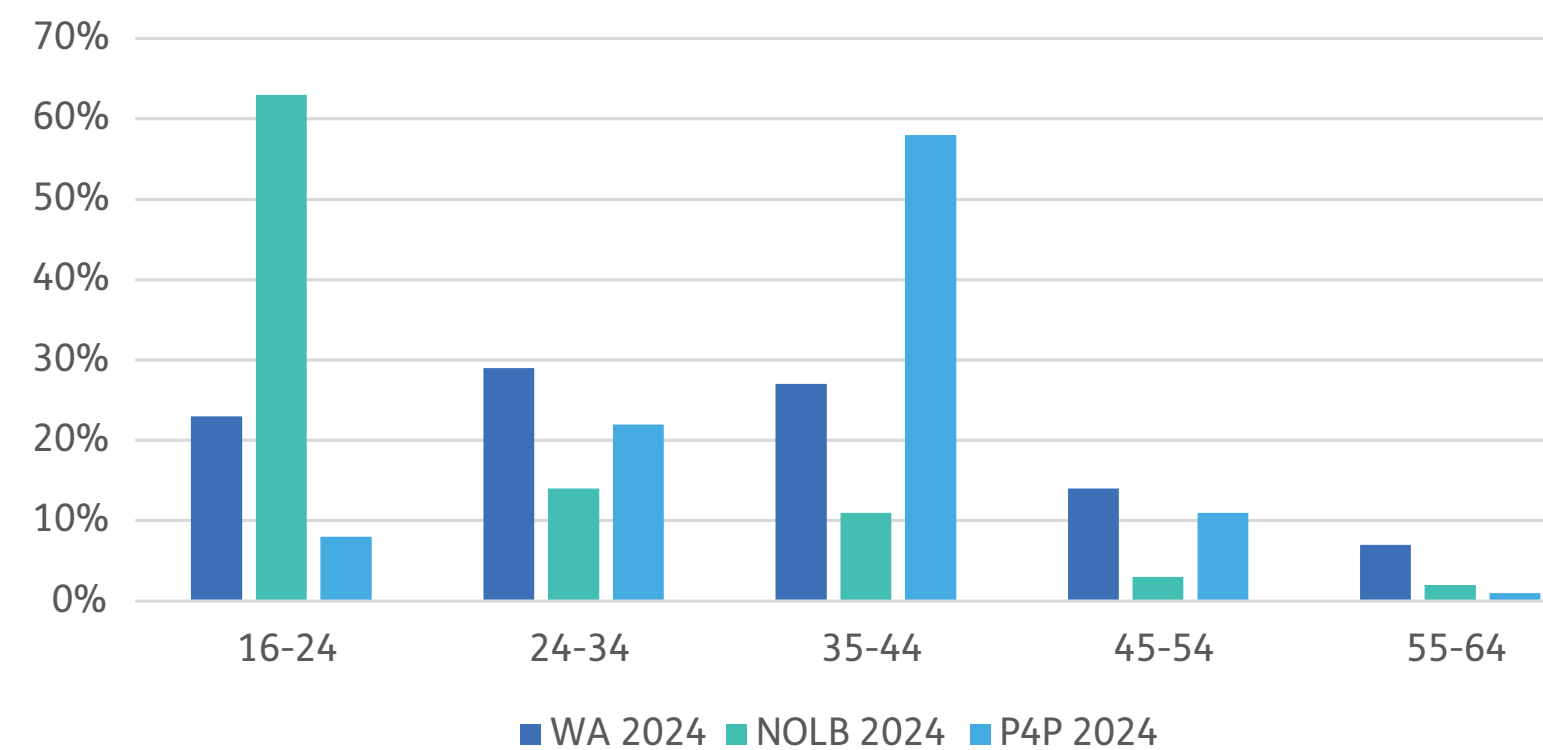
Wheatley Foundation

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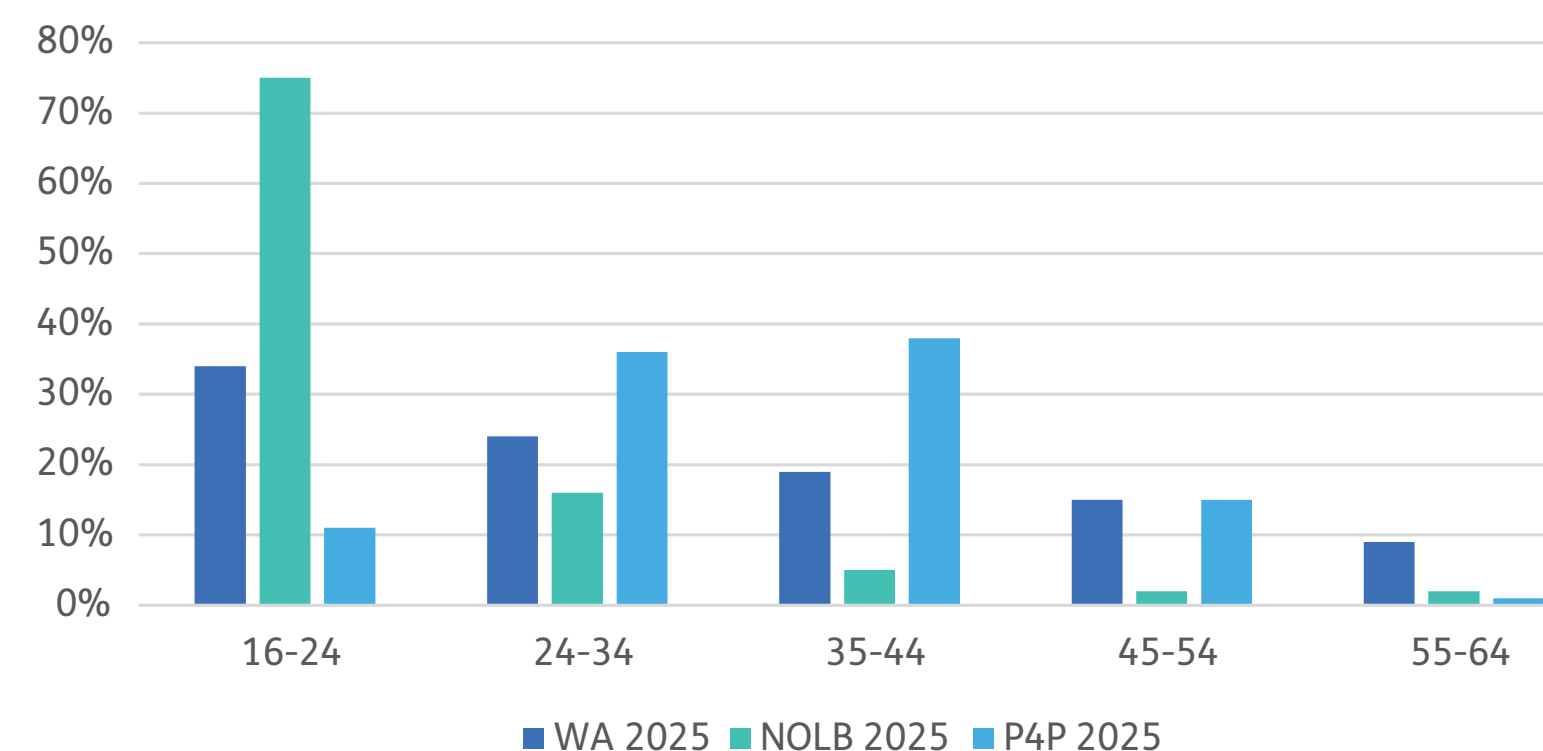
Age

Over the year, we again saw referrals from a wide range of ages. This was particularly evident for WA as the programme is now open to all ages, whereas previously, this was targeted at over 29s. We believe this increase is due to more tailored and expanded promotion, in collaboration with different partners, leading to more young people joining the WA programme. We also witnessed a growth in the 16-24 age group for NOLB, while P4P saw a more balanced distribution across the age ranges this year.

Employability referrals 23/24 – Age



Employability referrals 24/25 – Age



Source - Wheatley Foundation employability programme data



Wheatley Foundation

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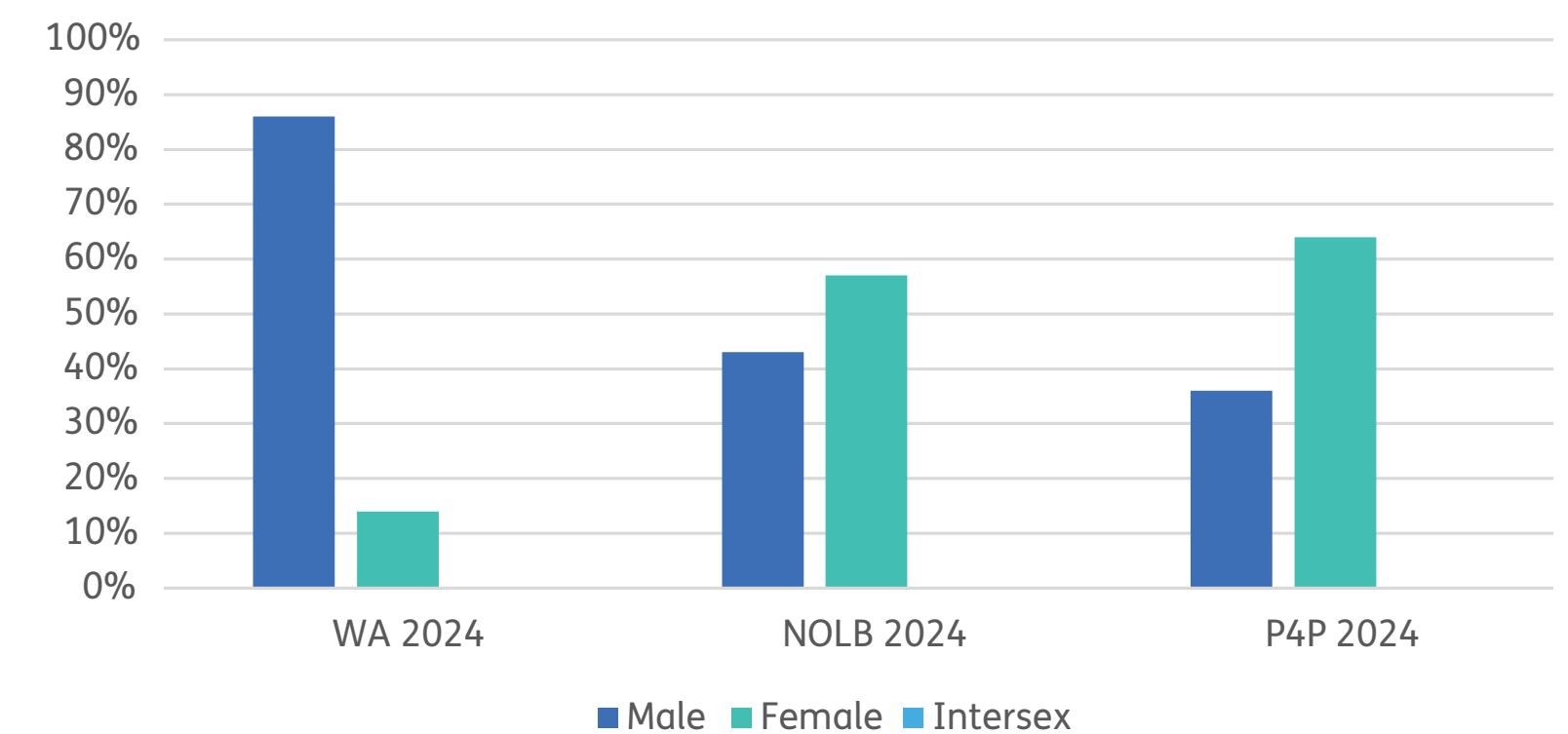
Sex

For WA we have focused on increasing referrals from women, whilst for P4P we have worked to increase referrals from men, for example, through interchanging referrals between these. We believe the imbalance here is due to the target audiences of these programmes. We also undertook a targeted promotion for P4P by proactively using our data to contact around 1600 parents with health conditions about the programme. Despite these efforts, the year end results for WA remain the same as the previous year and for P4P, less men were referred, so continuing to address this is a focus for the current year.

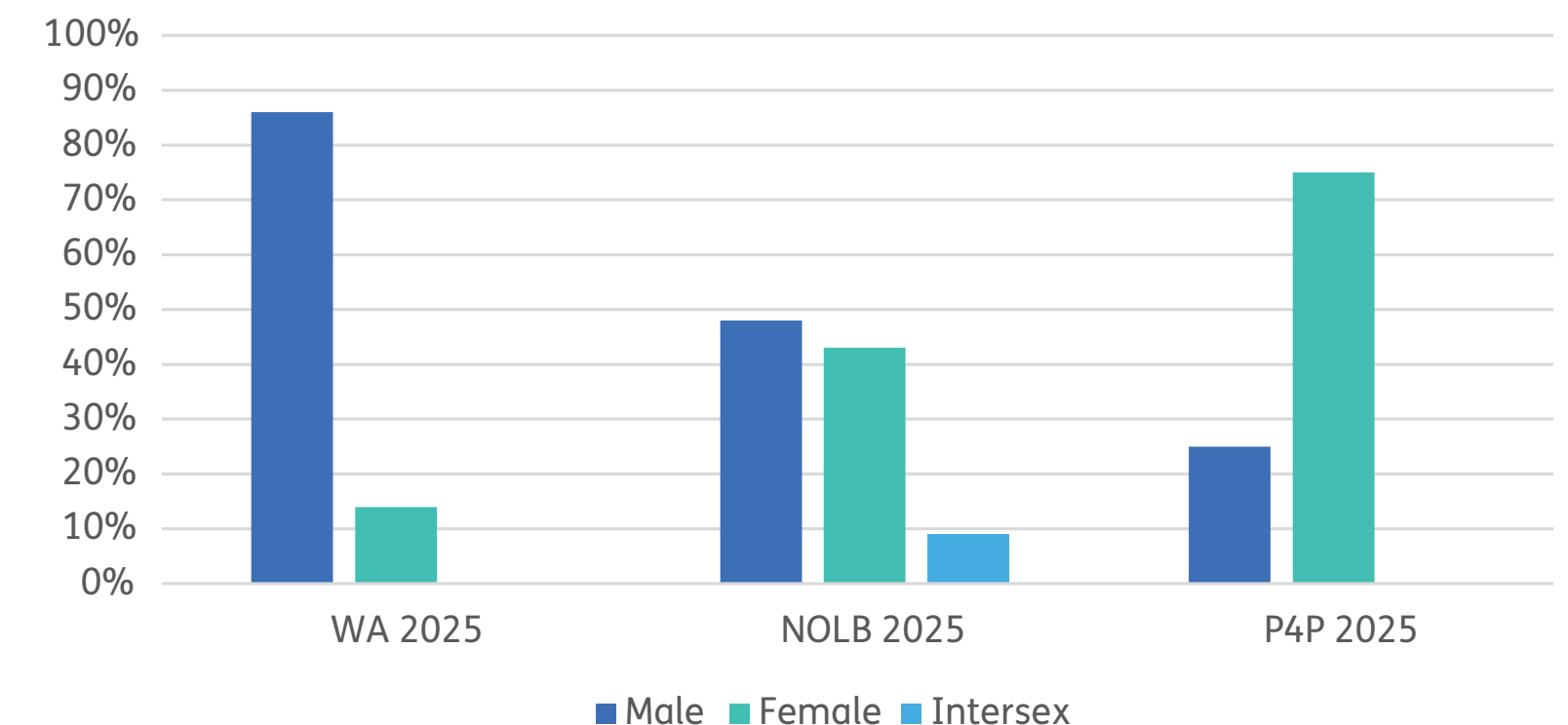
We also saw a more representative spread in sexes for NOLB, however an above average intersex response (nationally this group represents less than 2% of the population) – we believe this may be due to a misunderstanding in answering the question e.g. answering for both mixed-sex parents.



Employability referrals 23/24 – Sex



Employability referrals 24/25 – Sex



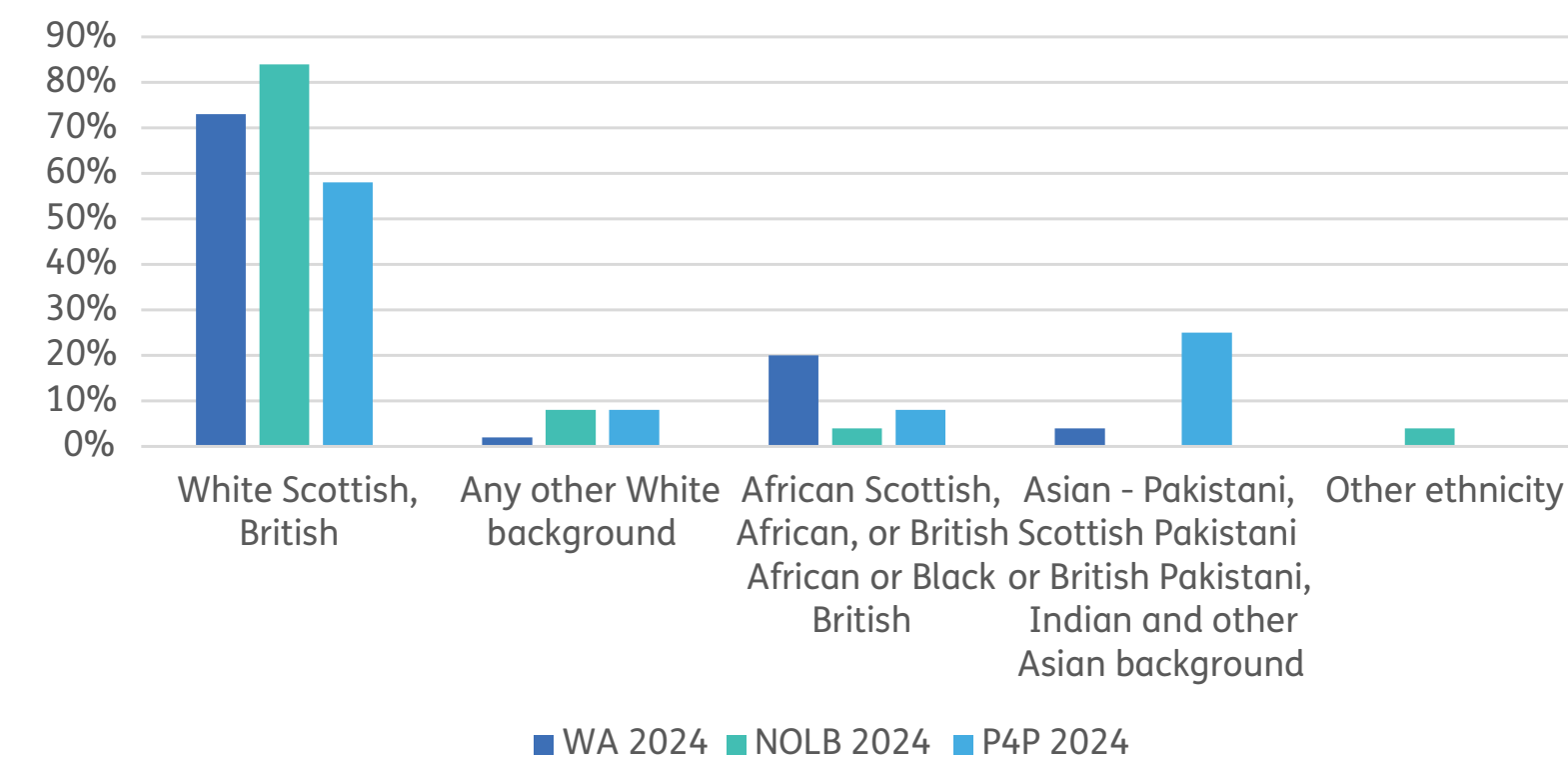
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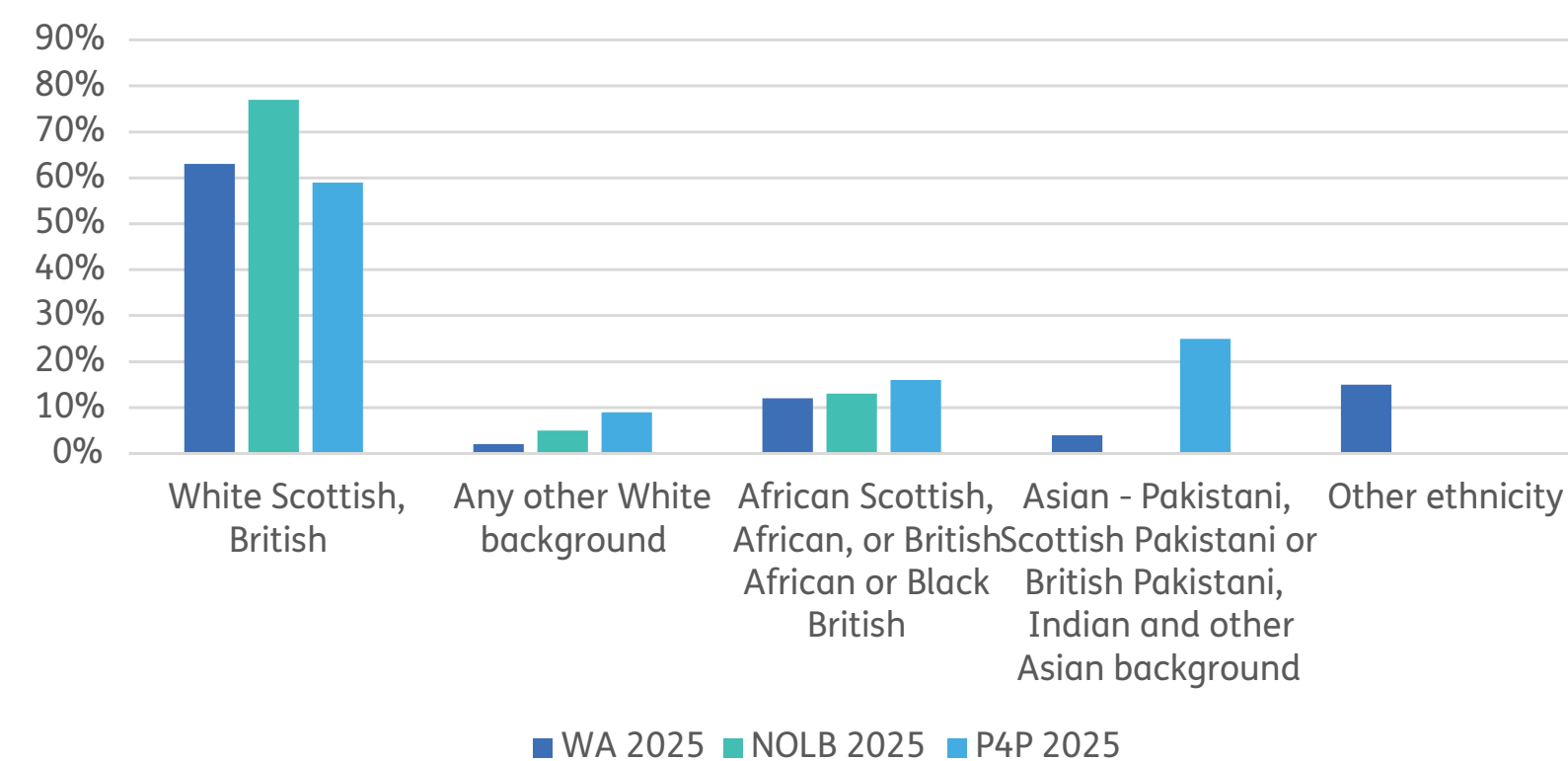
Ethnicity

In analysing the ethnic diversity of these programmes, we saw variation throughout quarters and programmes. Like last year, as primarily targeted in Scotland's biggest cities, Glasgow and Edinburgh, these projects did see a more proportional ethnic diversity than compared to the overall 2022 Scottish Census (in which 87% of the population were from a white Scottish or British ethnicity). In particular throughout the year, we saw increased ethnic diversity for programmes with a rise in referrals from those of Asian ethnicity. We also targeted promotion of WA to reach our New Scot customers. This included dedicated ESOL programmes to address language barriers, helping our New Scots customers to access this support without long waiting lists.

Employability referrals 23/24 – Ethnicity



Employability referrals 24/25 – Ethnicity



Source - Wheatley Foundation employability programme data.
Does not include 'prefer not to say' or 'unknown'

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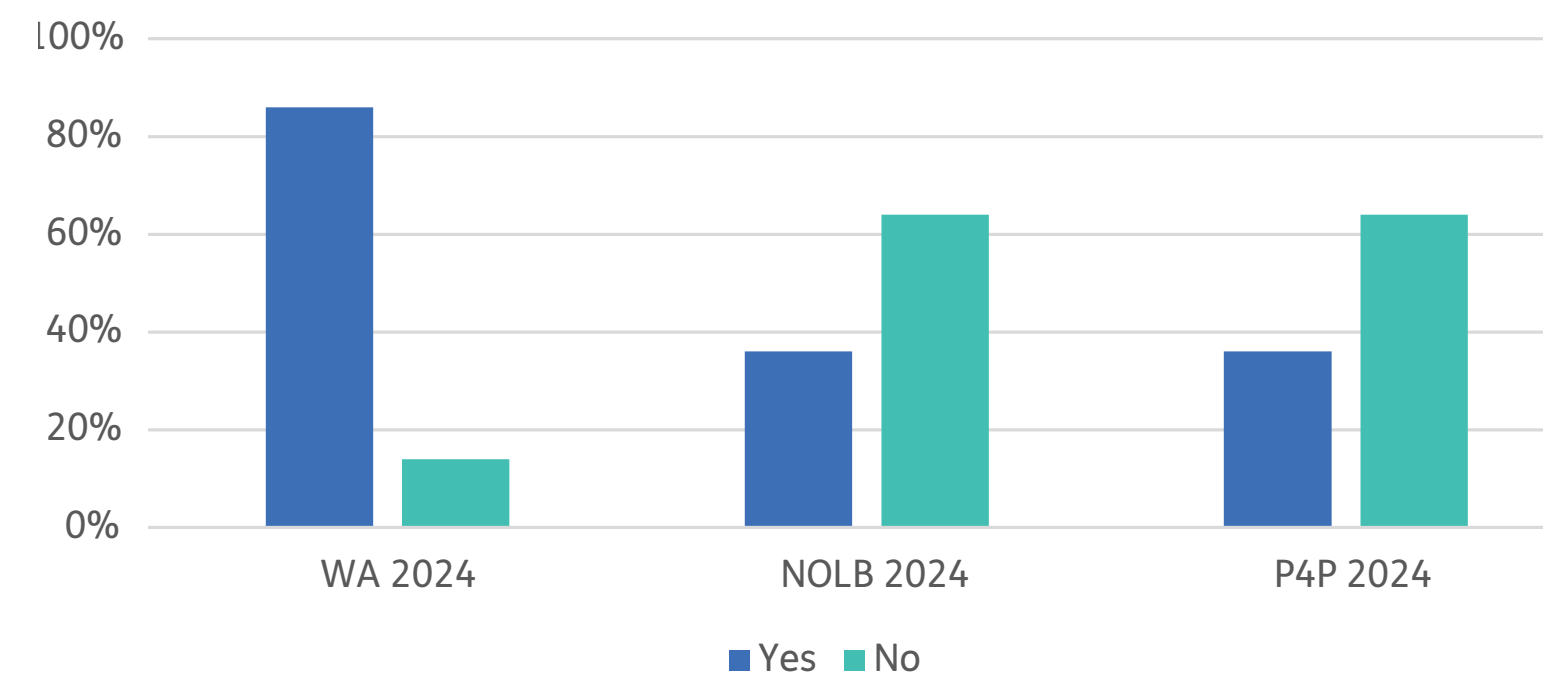
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Disability

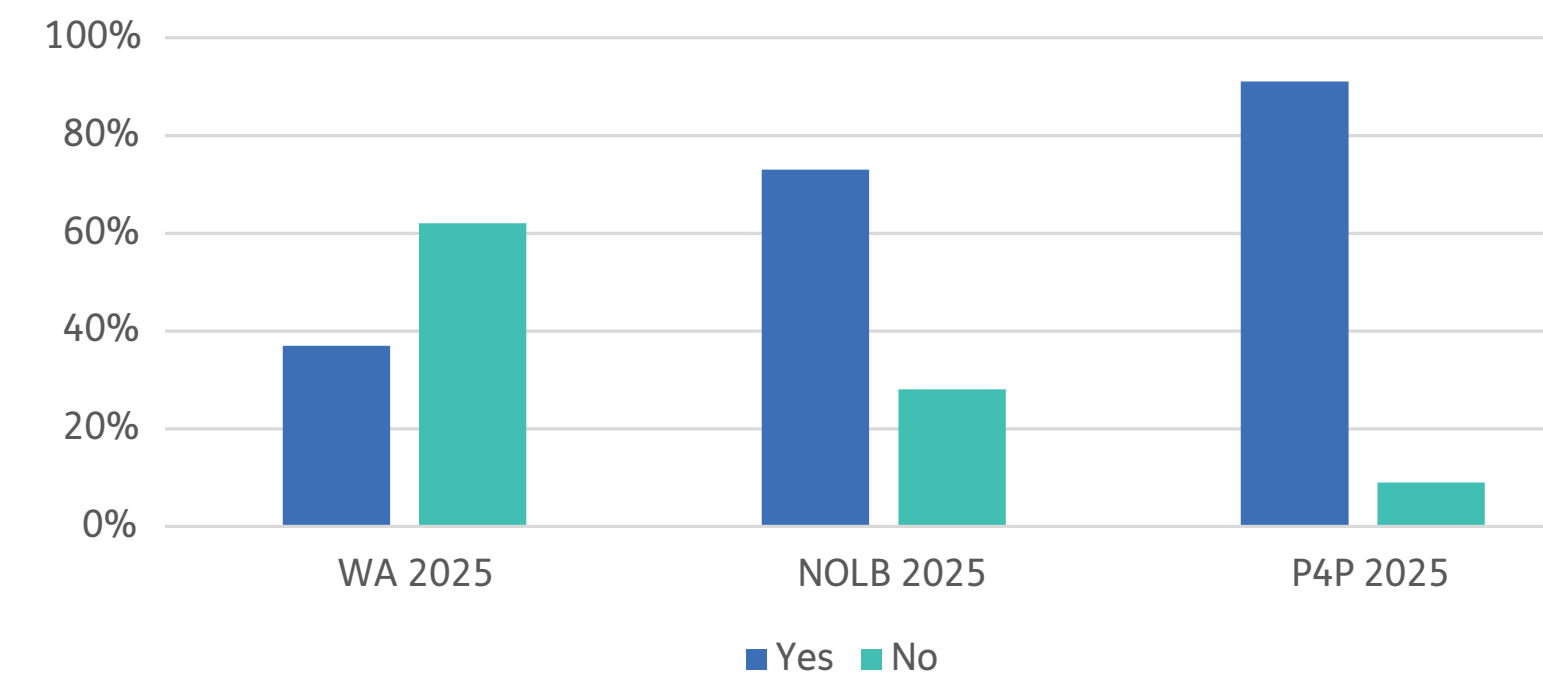
This year, for P4P and NOLB we again saw an increase in referrals from those indicating they have a disability (again we believe the impact of our targeted advertising), with mental health being particularly high and neurodiversity increasing. Although WA has seen a decrease in referrals from disabled people, this is more proportional to national averages in which about 1 in 3 people are disabled.

We have worked to ensure our process for referring to Wheatley Foundation programmes is inclusive, including to those with a disability, for example, by reviewing our processes with our staff disability and neurodiversity network and using an inclusive platform such as MS Forms.

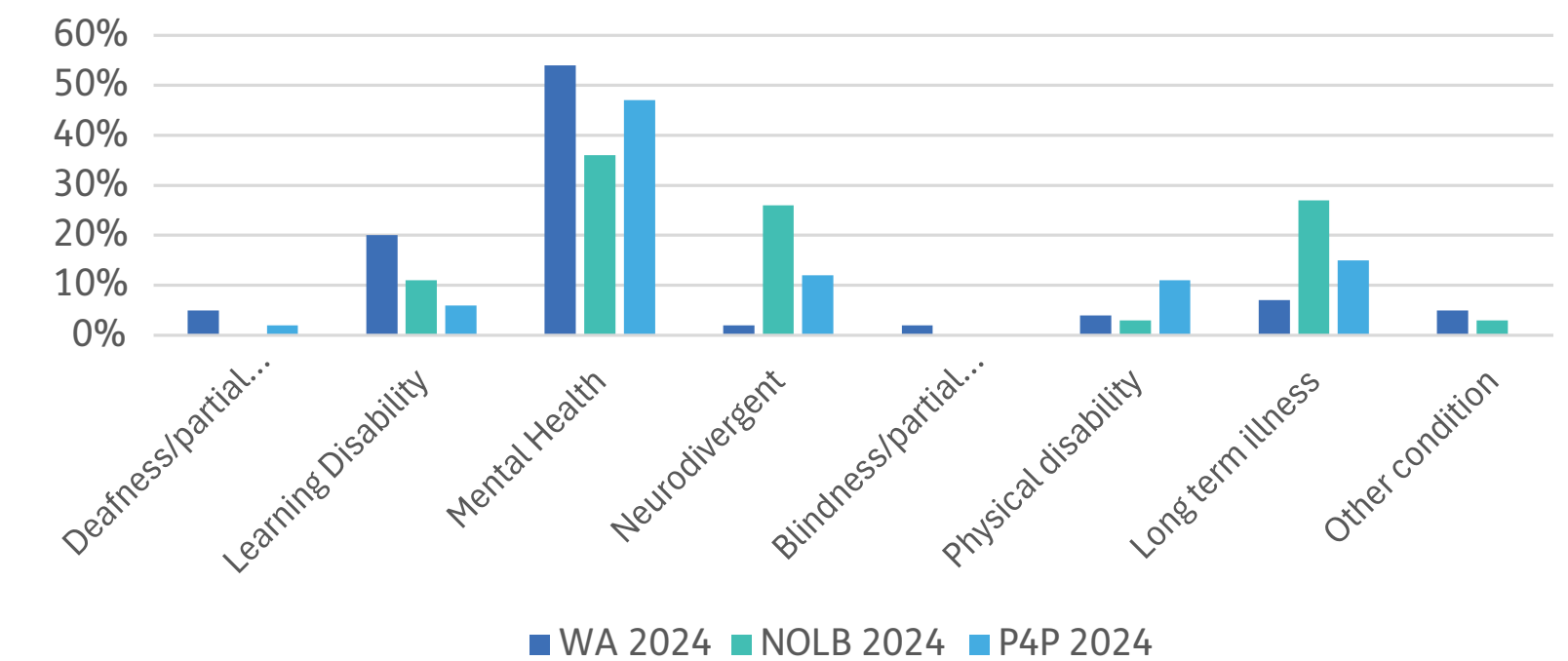
Employability referrals 23/24 - Disability



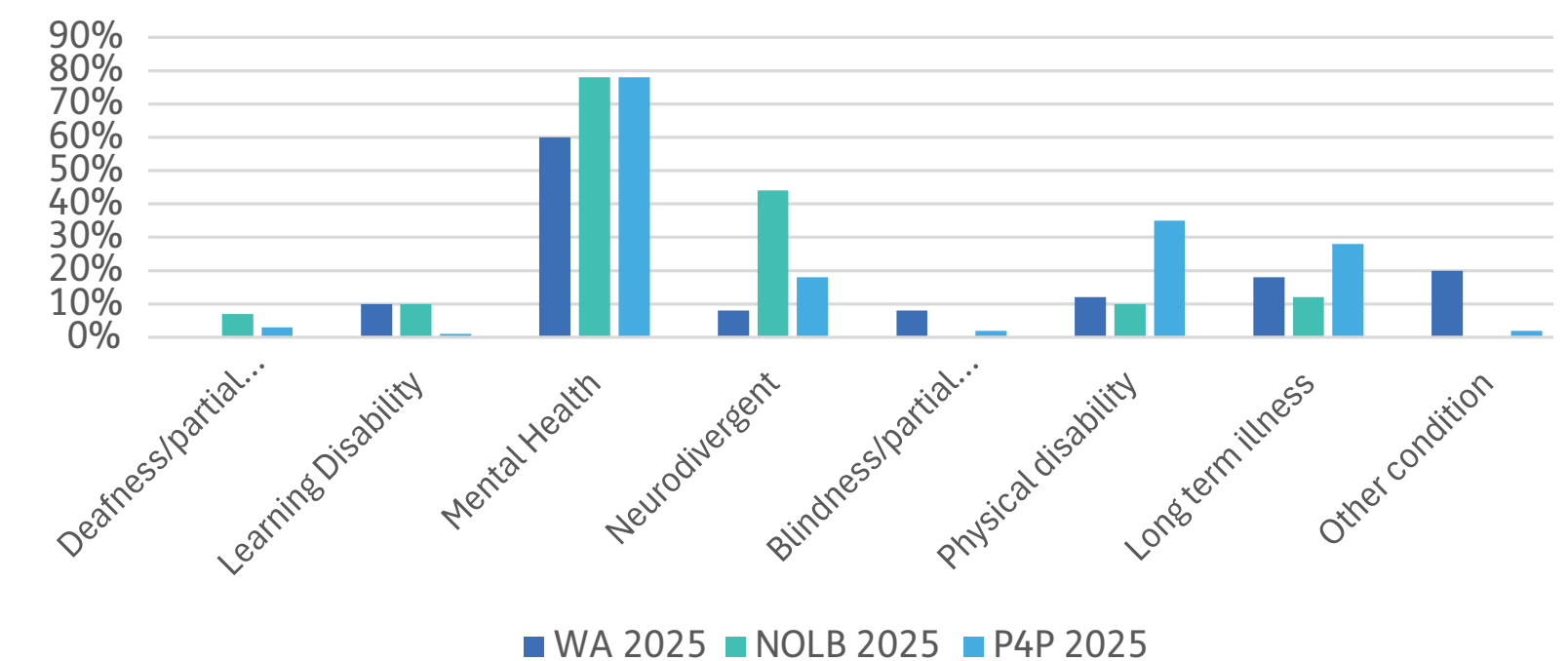
Employability referrals 24/25 - Disability



Employability referrals 23/24 - Type of disability



Employability referrals 24/25 - Type of disability



Source - Wheatley Foundation employability programme data.
Does not include 'prefer not to say' or 'unknown'

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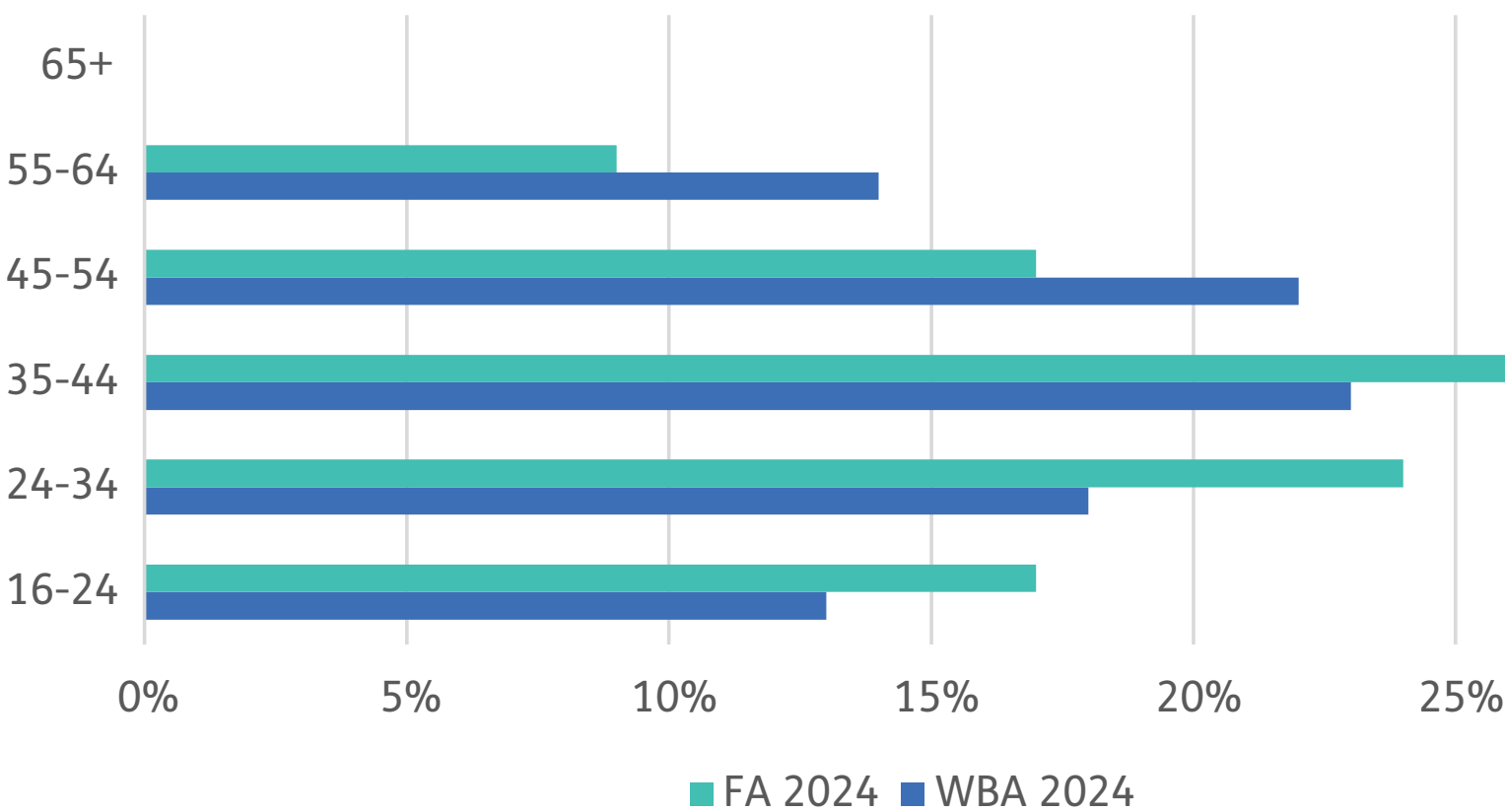
Financial wellbeing

Throughout 2024/25, we continued EDI data monitoring for those accessing our financial wellbeing programmes Fuel Advice (FA) and Welfare Benefit Advice (WBA). We provided over 7300 customers with WBA support, an increase from the previous year, and over 2100 customers supported by FA.

Age

In analysing the data, we see a good range of ages accessing these services which was similar across each quarter and largely in line with Scottish Census 2022 data. This also included a more balanced distribution for FA compared to last year. Our financial wellbeing team engaged at our Livingwell (designed for age 55+) complexes during winter to encourage those eligible to apply for pension credits so to receive winter fuel allowance payment.

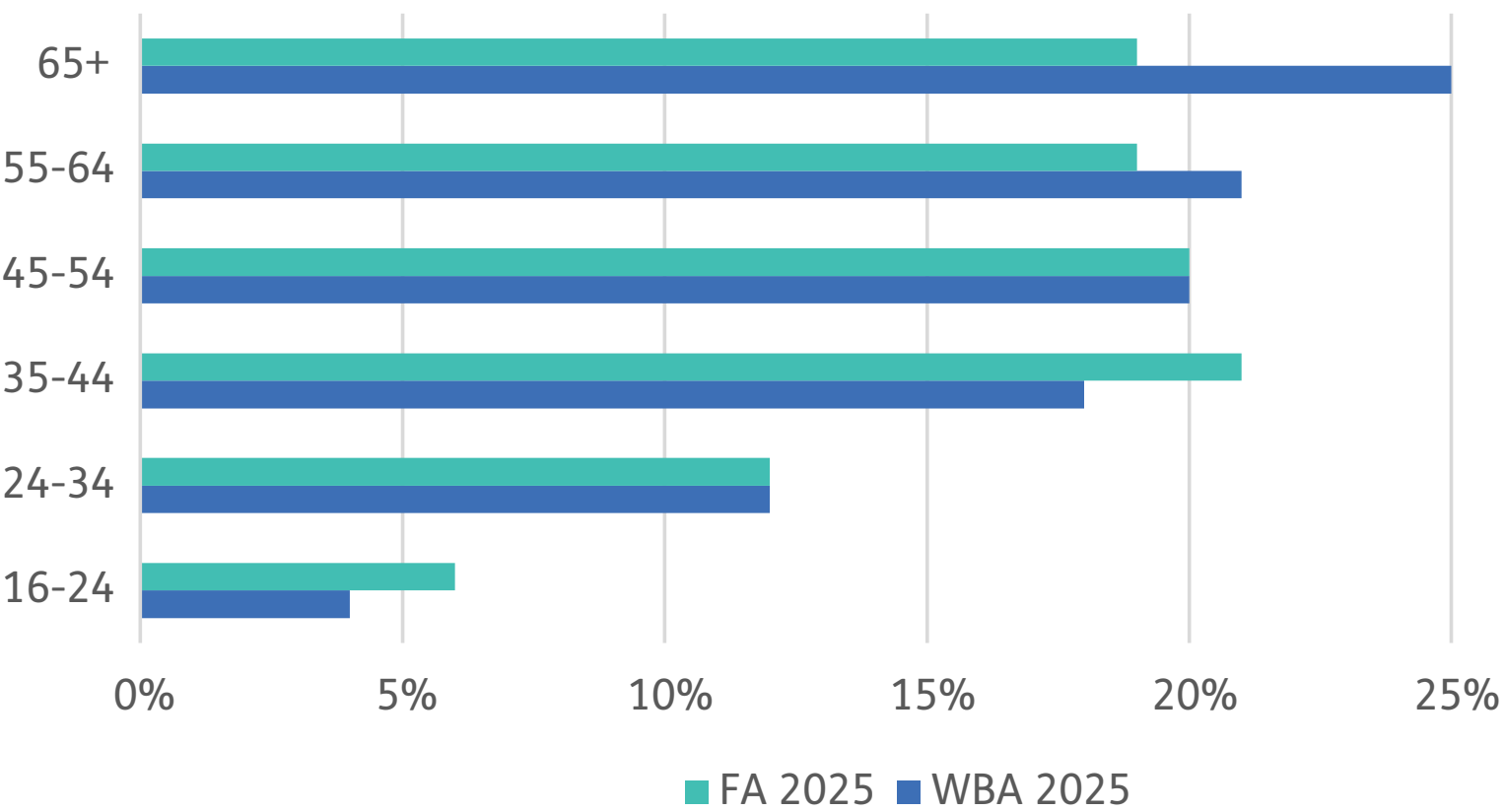
Financial wellbeing 23/24 - Age



Financial wellbeing 23/24 - Sex



Financial wellbeing 24/25 - Age



Financial wellbeing 24/25 - Sex



Source – Fuel advice and welfare benefit advice (AdvicePro)

We worked to improve sex data, and in Quarter 4 we had this fully answered and showed a fairly even split between men and women.

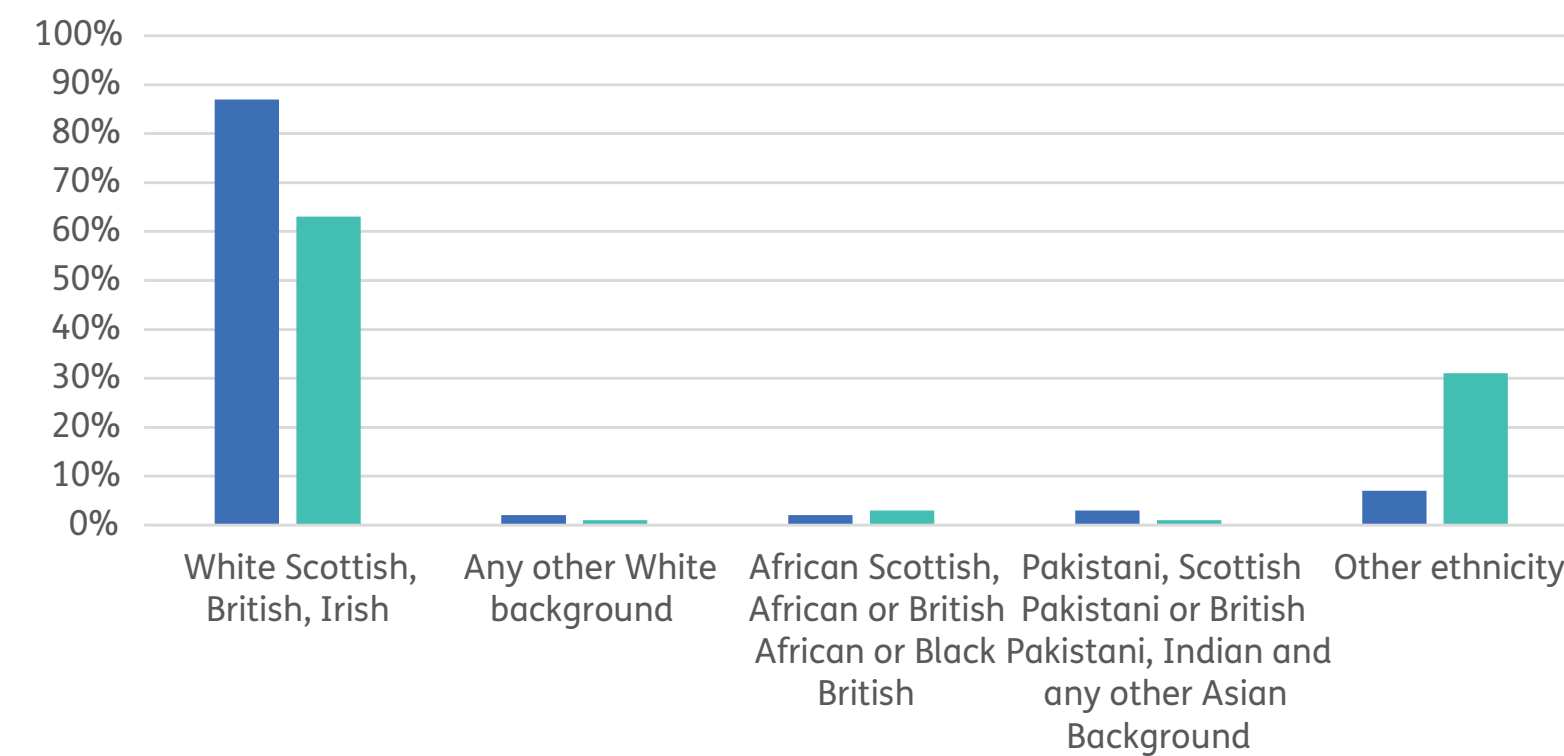
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Disability

There remains a gap in our disability data for these programmes although this did improve throughout the year. However, the data for 2024/25 shows only 7% of customers supported by these services declared they were disabled. Again when analysing the disabilities declared – similar to our data elsewhere – mental health is the most declared disability followed by long-term illness and ‘other’ disability.

Financial wellbeing 23/24 - Ethnicity



Source (not including prefer not to say) - Fuel advice and welfare benefit advice (AdvicePro)

Ethnicity

We saw largely the same patterns as last year, with a decrease in white British ethnic groups (from 93%) and an increase in ‘other’ ethnicities.

We have also worked to improve ethnicity data for these programmes and witnessed an increase in ethnic diversity throughout the quarters. Compared to the Scottish Census 2022 data, there is a small underrepresentation of referrals from Asian ethnic groups and ‘any other white background’. However, our ethnicity data is largely in line with our 2022 RSL customer data response.



Wheatley Foundation

Our bursary programme provides people living in our homes with financial support to attend university or college. Bursaries are awarded based on specific criteria, including prioritising people who are carers, care experienced, or live in areas of multiple deprivation.

Bursary – 2024/25 programme

We continued to provide bursaries to people living in our homes who need financial support to attend university or college.

Last year, we received 216 applicants from our customers (from 125 the year before) and 50 were awarded.

Through reviewing EDI data of applicants and awardees, last year we made a number of improvements to our Bursary programme process to increase equity of access. You can read about this in last year's [Annual Equalities Report](#).

The data on the following page shows the EDI information for applicants compared to awardees (with 'unknown' data removed). This showed:

- ▶ Variations in age for applicants compared to awarded although overall, awarded sees more balanced representation in age, and more balanced than last year;
- ▶ Overrepresentation of women in awarded data, in contrast to the previous year. Note our support focused particularly on those with disability and first language not English, rather than sex;
- ▶ More representation for people from Black and Asian ethnicity than last year, however a slight over representation in awarded for people from white British (by 9%) and any other white ethnic group (by 1%);

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- ▶ 14 languages other than English were declared by applicants as their main language and 14% of awardees first language was not English;
- ▶ Increase in applications from those with a neurodiversity (44% of those with a disability, compared to 20% in the previous year showing the application platform was accessible); and
- ▶ Overrepresentation for disability in awarded compared to applications as we would expect given the bursary criteria which includes prioritising people who are carers, care experienced, or live in areas of multiple deprivation.

Characteristic	Applicants	Awarded
Age	▶ 16-24 – 53% ▶ 25-34 – 26% ▶ 35-44 – 13% ▶ 45-54 – 8%	▶ 16-24 – 32% (47% last year) ▶ 25-34 – 36% (29% last year) ▶ 35-44 – 18% (20% last year) ▶ 45-54 – 14% (2% last year)
Sex*	▶ Male – 37% ▶ Female – 63%	▶ Male – 26% (48% last year) ▶ Female – 74% (52% last year)
Ethnicity	▶ White UK – 61% ▶ Black – 19% ▶ Asian – 8% ▶ White Non-UK – 5% ▶ Other – 8%	▶ White UK – 70% ▶ Black – 14% ▶ Asian – 6% ▶ White Non-UK – 6% ▶ Other – 4%
Disability	▶ 'yes' – 17% ▶ 'no' – 83%	▶ 26% (32% last year) ▶ 70% (50% last year)
Type of disability (% of those answered 'yes' to disability)	▶ Neurodiversity – 44% ▶ Mental health – 35% ▶ Long term – 32% ▶ Learning – 24% ▶ Physical – 18% ▶ Autoimmune – 14%	▶ Neurodiversity – 53% ▶ Mental health – 61% ▶ Long term – 46% ▶ Learning – 23% ▶ Physical – 23% ▶ Autoimmune – 8%

*this relates to biological sex. Source - 2024/25 Bursary programme

Partnership to tackle social mobility

Tackling social mobility is a priority for the Foundation. For example, through partnership working we have:

- ▶ Support for MCR Pathways mentoring programme. MCR Pathways – which operates in 126 schools across Scotland – supports people to achieve their goals through mentoring as well as helping young people with work experience and training. The Group has been collaborating with MCR Pathways for over a decade, with over 40 Wheatley staff acting as volunteer mentors in that time. We will now build on that relationship by: recruiting 50 new mentors from staff and contractors; exploring work experience opportunities for young people supported by a Wheatley mentor; and providing taster sessions for young people in housing, care, legal and digital.

- ▶ To encourage staff to get involved, we have promoted testimonials from mentors and mentees showing the impact of this programme and have arranged two information sessions. The sessions include details on what to expect, the time commitment involved, what support is available, the benefits for young people and staff, and much more.
- ▶ The Wheatley Foundation supported Duo Day on 21 November 2024 in partnership with the Scottish Union of Supported Employment and Enable (SUSE). Three customers visited different parts of the business; the Customer First Centre (CFC), the mailroom, and City Building (Glasgow), our joint repairs venture, to learn about what each part does and explore job opportunities.

Following the visits, the customers worked with our Foundation to explore employment and experience opportunities tailored to their specific needs and circumstance.



Techshare

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In 2024, we launched our 'Techshare' programme which sees old staff devices upcycled and made available to customers who cannot afford to buy computer equipment.

Not only does this support our sustainability ambitions but also forms part of our social mobility approach as the laptops, iPads and tablets help customers get online to study, apply for jobs and training, manage their welfare benefits or help to keep in touch with friends and family.

Professor Paddy Gray OBE, Chair of Wheatley Foundation, said:

“Techshare prevents computer devices from going to landfill and instead enriches the lives of tenants who cannot afford to buy a device and go online.”



During initial roll out, we focused on providing support to our Care customers and New Scots. We reviewed EDI data to monitor access to this programme and help us target the support. From the data, we know:

- ▶ **Age** – the 16-24 range represented over a third of those supported. We concentrated help for those in education through partnerships with Wheatley Care young person services, our Wee Bursary project and Children's Care homes;
- ▶ **Disability** – As per our targeting, over 50% of those supported had a disability, with mental health being the most declared; and
- ▶ **Ethnicity** – over 36% of customers supported were from ethnically diverse backgrounds, again representing our targeting.

By the end of March 2025, 355 refurbished devices had been passed to customers.

Our people

Our people

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We've continued to build momentum with our Different Together approach, reinforcing our commitment to ensure respect, value, and belonging are part of the working experience for everyone. By remaining committed to building a workforce as diverse and vibrant as the communities we serve, we're proud to move forward on our EDI journey through the range of people initiatives shared in this report. Highlights from 2024/25 include:

Embedding an inclusive culture through engagement

Our inclusive approach continues to be firmly rooted in our employees' voice through our Community of Excellence and our six people networks which create meaningful spaces to inform our EDI priorities.

As highlighted in last year's report, each network benefits from the guidance of a

sponsor from our Executive and Senior Leadership teams.

Our people networks are:

- ▶ Disability and Neurodiversity;
- ▶ Age Networking;
- ▶ LGBTQ+;
- ▶ Carers;
- ▶ Race and Multicultural; and
- ▶ Menopause and Perimenopause.

Examples of our network's initiatives across the last year include, but are not limited to:

- ▶ Our **Disability and Neurodiversity Network** updated our Reasonable Adjustment Passport to make it more inclusive and reflective of the support needs related to neurodiversity. With expert input from neurodiversity specialists Lexxic, the rollout was complemented by targeted training for employees, managers, and parents/carers

of neurodivergent individuals. The network also championed a wellbeing movement challenge, with 121 colleagues taking part to highlight the positive impact of personalised physical activity on mental wellbeing;



Our people

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- ▶ Our **Race and Multicultural Network** promoted awareness of key cultural events, including a lunch and learn session on Ramadan. This was supported by tailored guidance for managers and teams to deepen understanding of its cultural significance and the workplace adjustments that may support our Muslim colleagues and customers during fasting and prayer; and
- ▶ Our **Age Network** launched regular financial wellbeing and retirement planning sessions, including personalised 1-to-1 support from a financial education specialist with 99 colleagues taking part in these sessions. A further 96 young employees engaged in our annual Young Colleague events, designed to inspire career growth and development across the Group.

We remain committed to equipping our people with meaningful EDI knowledge to help them better understand and support our customers. This year, 1548 colleagues took part in face-to-face EDI training as part of our ongoing efforts.

In partnership with our people networks, we've also rolled out specialist EDI training in key areas of diversity where additional support for both customers and colleagues is essential.



For example, 160 colleagues attended neuro-inclusive customer service sessions, gaining the skills and insights needed to engage meaningfully and inclusively with neurodivergent customers. We also delivered neurodiversity training to 153 managers helping them to better support neurodivergent team members, with sessions for colleagues too. Specialist training on other topics such as menopause for leaders have also been delivered, with 110 managers attending.

These ongoing efforts have helped us retain our Silver TIDE Mark from the Employers Network of Equality and Inclusion (enei). These accreditations demonstrate our commitment to inclusive working practices and fostering a culture where everyone feels supported, respected, and able to thrive.

Our people

Making best use of our EDI data

Results from our EDI survey in 2024 helped to deepen our understanding of our workforce profile already captured from our first EDI survey in 2022. Our results continue to influence our areas of focus with our people networks and help us check we have the right support opportunities available for our people. This year we included new questions to learn more about social mobility and how well supported staff feel by our Different Together approach.

Highlights of the key differences in our survey data from our original survey in 2022 show:

- ▶ We have increased ethnic diversity within the organisation;
- ▶ We have increased the number of employees who are comfortable to disclose disabilities; and
- ▶ We have increased the number of colleagues disclosing minority gender identity, for example, trans or non binary identities;

From our new questions, we found:

- ▶ Over 73% of employees believe our Different Together approach is committed to creating an inclusive workplace for all; and
- ▶ Around 43% of employees working with us tell us they are from a “lower socio-economic background” (as set out by UK Social Mobility Commission).



Our people – Workforce profile

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We have shared a summary of our workforce profile based on our 2024 survey respondents.



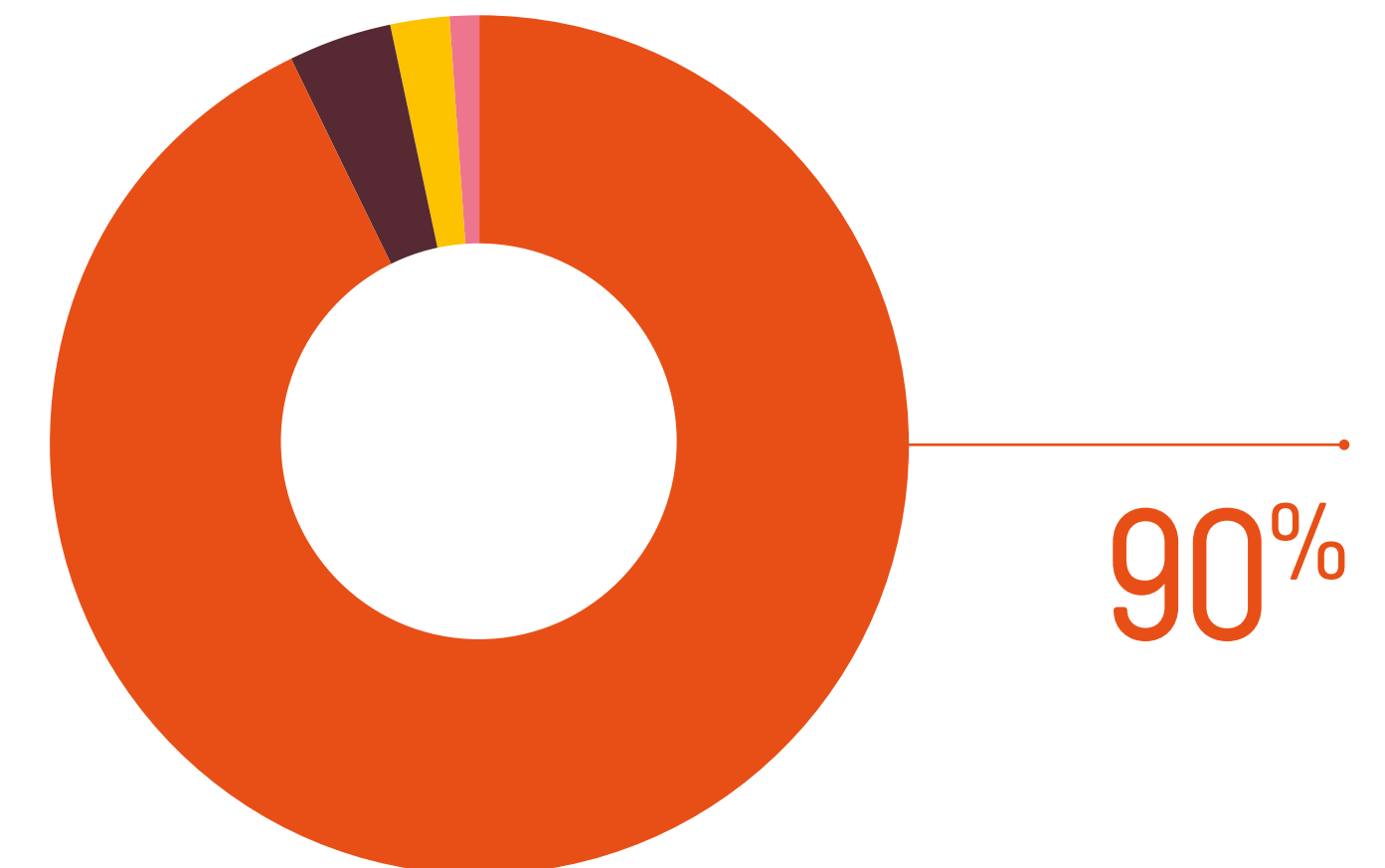
Age

Our 2024 results showed the organisation continues to hold a good representation of age diversity, with a fairly even split across our 25-64 grouping. We have also increased representation in our 16-24 age range following the re-introduction of our modern apprenticeship programmes.

Age	2024 results	2022 results
16 - 19	2%	1%
20 - 24	6%	7%
25 - 34	20%	19%
35 - 44	23%	23%
45 - 54	24%	26%
55 - 64	21%	21%
65 - 74	3%	2%
75 or over	0%	0%

Sexual orientation

We found that 90% of staff identified themselves as heterosexual/straight and 5% were gay, lesbian, bisexual or other. This is similar to our 2022 results.



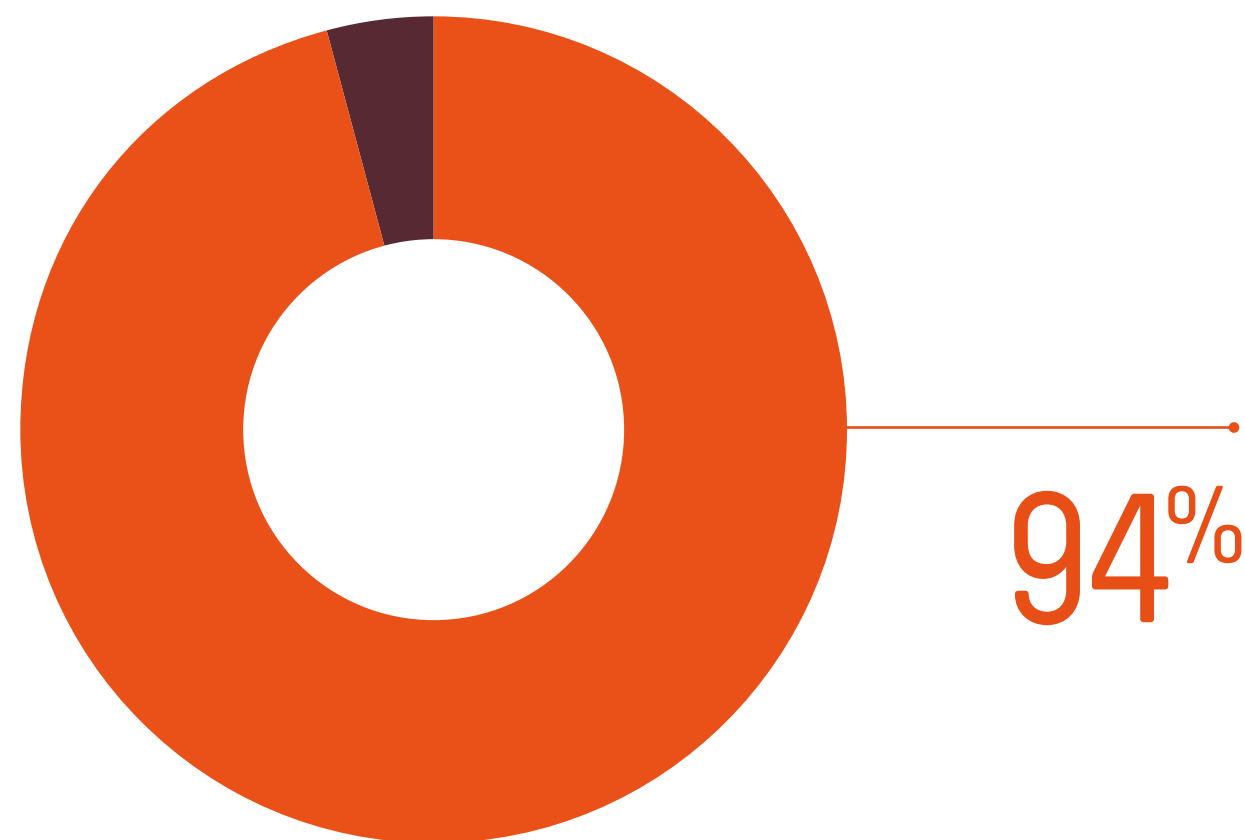
- Heterosexual / straight – 90%
- Gay/Lesbian – 3%
- Bisexual – 2%
- Other – less than 1%

Source - 2024 staff survey

Our people – Workforce profile

Ethnicity

From the survey, we found that 94% of respondents indicated they were from a white ethnic group, and 6% were from Asian, African, Caribbean/black, mixed or other ethnicities. This 6% result is nearly double our 2022 survey results and reflects our work to attract a diverse candidate pool.



- White – 94%
- Asian, African, Caribbean/black, Mixed or Other – 6%

Disability

We found that 10% of staff consider themselves to have a disability, which is an increase to our 2022 results (+3%). We also found that the number of staff who declared that they have a difference or condition that would be considered a disability under the Equalities Act 2010 also increased this year to 37% (2022 – 31%).

Numbers of staff reporting:

- ▶ Auto-immune – 21
- ▶ Deafness/partial hearing – 96
- ▶ Blindness/partial sight loss – 21
- ▶ Physical disability – 98
- ▶ Neurodivergent – 77
- ▶ Learning difference / disability – 13
- ▶ Mental health – 152
- ▶ Long-term illness / disease – 95
- ▶ Other – 15

Carers

We've seen a small rise (less than 1%) in staff disclosing they have caring responsibilities outside of work with 42% in 2024. This continues to be children under the age of 18 but also older and/or disabled relatives.

- ▶ Child (under 18) – 24%
- ▶ Disabled adult – 2%
- ▶ Disabled child – Less than 1%
- ▶ Older person – 4%
- ▶ Secondary carer – 6%
- ▶ Multiple caring responsibilities – 5%
- ▶ Not a carer – 54%

Our people – Workforce profile

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Customers

We've seen a small rise (+1%) in the number of respondents who confirmed they were a Wheatley Group customer in addition to being a member of staff in 2024 at 17%.

Social mobility

Over 43% of respondents shared they have come from a "Lower socio-economic background" using measurements from the UK Social Mobility Commission. This category includes where the main household earner was in a technical occupation, such as plumber and joiner, as well as jobs like sales assistant, cleaner and waiter. This is a new area of diversity measured for our 2024 survey.

- ▶ Professional Background – 28%
- ▶ Intermediate Background – 9%
- ▶ Lower socio-economic Background – 43%
- ▶ Other – 3%

Commitment to diversity

Our 2024 survey also asked respondents if they believed our Different Together campaign was committed to creating a workplace that is inclusive of everyone. Over 73% of respondents either strongly agreed or agreed we are building an inclusive culture.

- ▶ Strongly agree – 37%
- ▶ Agree – 36%
- ▶ Neutral – 17%
- ▶ Disagree – less than 1%
- ▶ Strongly disagree – less than 1%

Our people – Workforce profile

Group Leadership Diversity Profile

In our 2024 EDI survey, around 87% of our leadership team provided responses allowing us to review our diversity profile of leaders.

Highlights of differences from our Group Leadership team's EDI profile compared to our overall staff data are:

► Caring

Our leadership team holds more caring responsibilities (57%) compared to all staff respondents in Group.

► Disability

We have strong representation of disability within our leadership team with over a quarter of leadership team respondents disclosing a difference or condition that would meet the definition of a disability (28%).

► Ethnicity

Around 3% of leadership team respondents were of African or Asian origin, while 95% were White. As a Group we have gradually increased our ethnic diversity on average, however this has not yet filtered through similarly to our leadership roles.

► Sex

At Group level the overall position for sex is 45% women and 55% men. At 31 March 2025, representation at leadership level was:

- Executive Team level: 33% women and 66% men
- Leadership team for locality housing director and above – 62% women and 38% men
- Leadership team below locality housing director – 59% women and 40% men



Source - 2024 staff survey

Our people – diverse recruitment

Insights from our recruitment data analysis show we are continuing to increase the diversity of underrepresented groups applying for roles across the Group.

We carefully monitor data on all protected characteristics of job applicants, and we have observed differences over 2024/25 in the following areas.

Ethnicity

Our continued focus to attracting candidates from ethnic minority groups has seen us engage in events organised by the Scottish Ethnic Minority community, including attending their Talent Summit to promote opportunities to work with Wheatley. This has helped us to sustain an increase of applicants from an ethnic minority groups applying for roles across Group since 2022.

Our commitment to creating opportunities for applicants from ethnic minorities will continue in 2025/26 as we work in partnership with PATH Scotland to introduce diversity traineeships as part of our graduate recruitment.



18%

ethnic minority
applicants in
2023/24

23%

ethnic minority
applicants in
2024/25

Disability

We have refreshed our websites to include video testimonials from members of our people networks outlining our inclusive practices for colleagues with disabilities.

113

disability applicants
in 2023/24

150

disability applicants
in 2024/25

Members of our People Services team have also attended external Continuous Professional Development courses on inclusive recruitment to better understand how to support candidates who need additional help as part of applying for a role with us.

Our people – diverse recruitment

Attracting young people

Through the creation of our early career opportunities across the Group we have sustained high numbers of young people aged 16-24 applying for roles with us in 2024/25.

721

16-24 applicants
in 2023/24

731

16-24 applicants
in 2024/25

The recruitment of new housing graduates, trades and environmental apprentices helped us increase our 16-24 workforce from 7% in 2023/24 to 8% in 2024-25.

The Investors In Young People accreditation (IIYP), first awarded to Wheatley in 2015, is another way the Group is proving to be an employer of choice for young people. An assessor from Investors in People (IIP), the organisation behind the accreditation, spent three days at Wheatley in August 2024, meeting young people and senior staff. The assessor stated:

“Wheatley is committed to creating opportunities that help young people improve their lives and reach their full potential.”



Board members

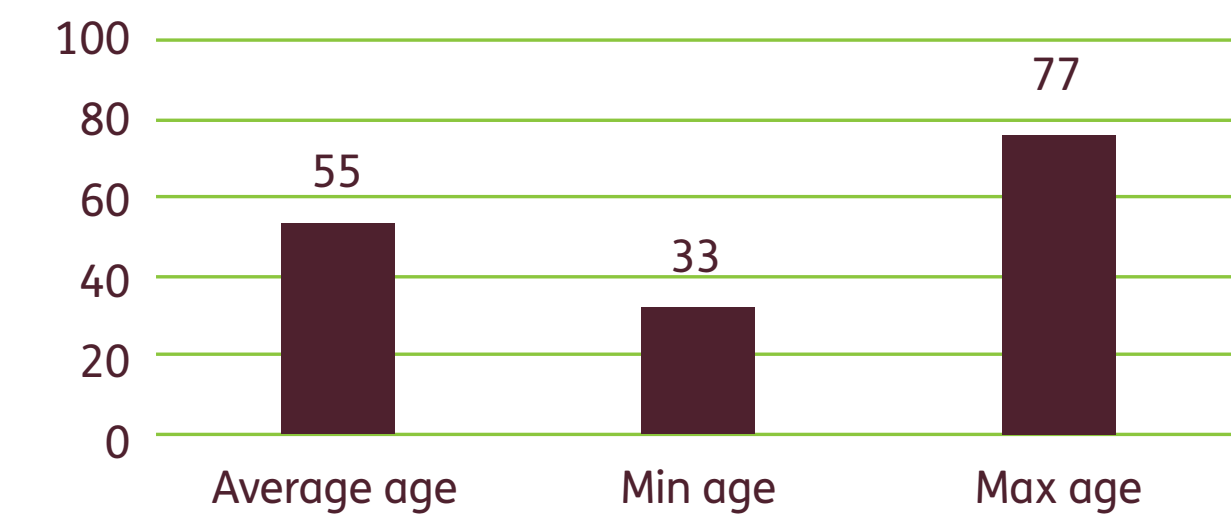
Board members

We collect equalities data from our Board members. Equalities data is one of several factors considered in our approach to inclusive and effective succession planning. At year end 31 March 2025 we had 57 Board members across our Group – we hold EDI data for 95% of them.

- **Sex*** – Over 50% of our Board members were women, which met the requirements of the [Gender Representation on Public Boards \(Scotland\) Act 2021](#).



- **Age** – The average age of our Board members was 55, with the youngest being 33 and the eldest being 77. This is in line with the 2022 Scottish Census in which the 55–59 age group was the most selected of the five-year age groups.



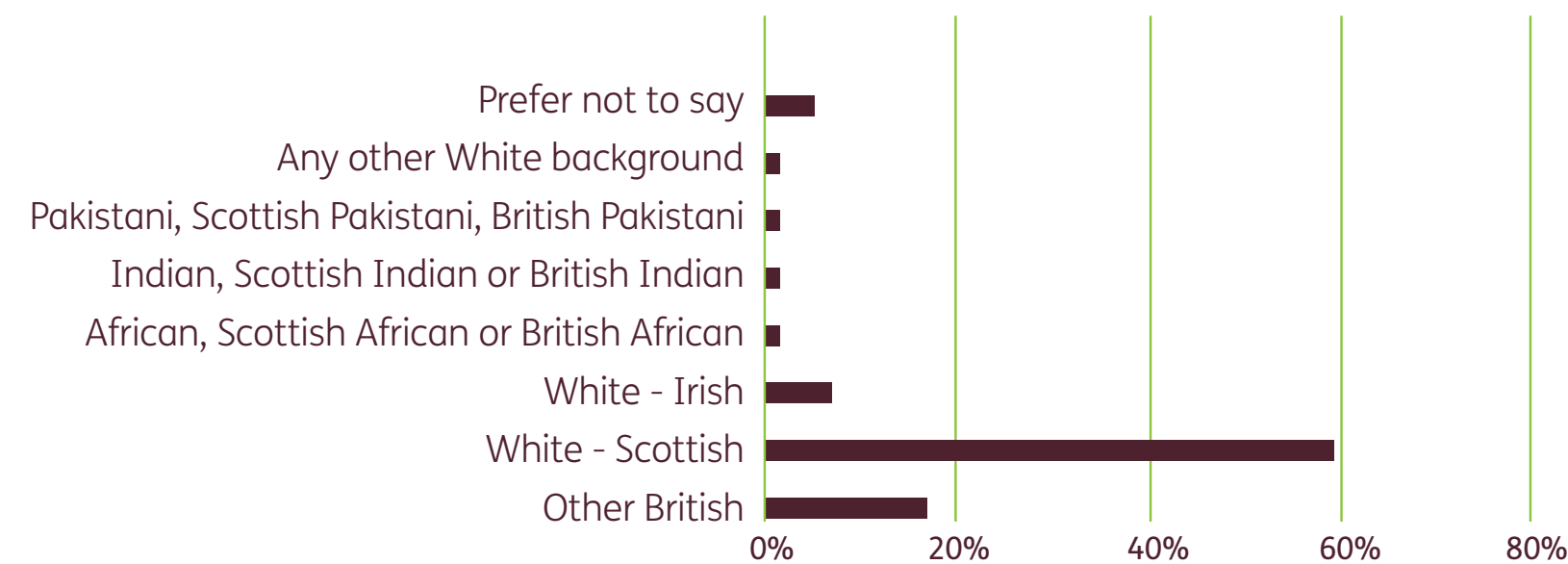
- **Disability** – 12% of our Board members indicated they had a disability. Slightly up from 11% reported last year.

* this relates to biological sex

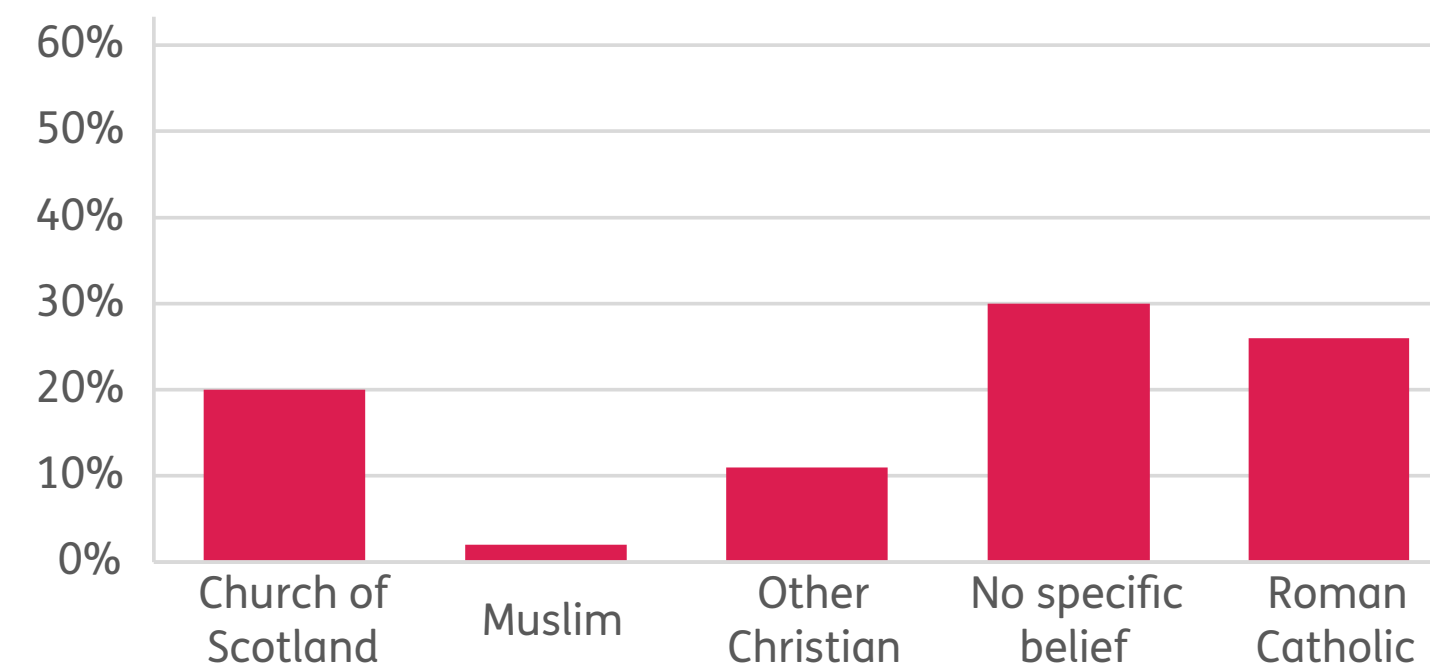
Source - Wheatley Group Board member data 2024/25. Not including 'prefer not to say'.

Board members

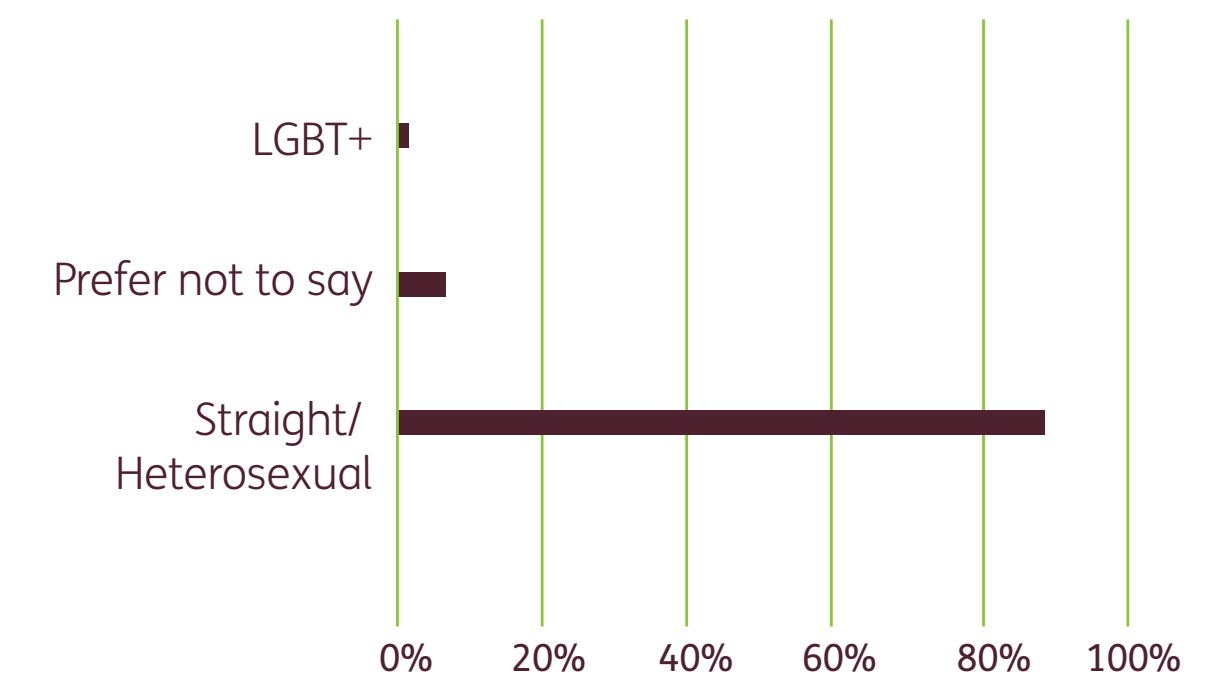
- **Ethnicity** – 6% of our Board members are from racially and ethnically underrepresented communities; comparatively the 2022 Scottish Census found that approximately 7% of the Scottish population was from an ethnically diverse background.



- **Religion and belief** – The religions declared by our Board members fall largely in line with the 2022 Scottish Census in which 22% were Roman Catholic; 20% were Church of Scotland; 5% Other Christian; and 2% Muslim. 51% of the Scottish population have no specific belief, compared to only 30% of our Board members.



- **Sexual orientation** – 89% of our Board members declared they were heterosexual and 2% LGBT+; this is slightly below the overall Scottish Census results for 2022 of 88% and 4% respectively.

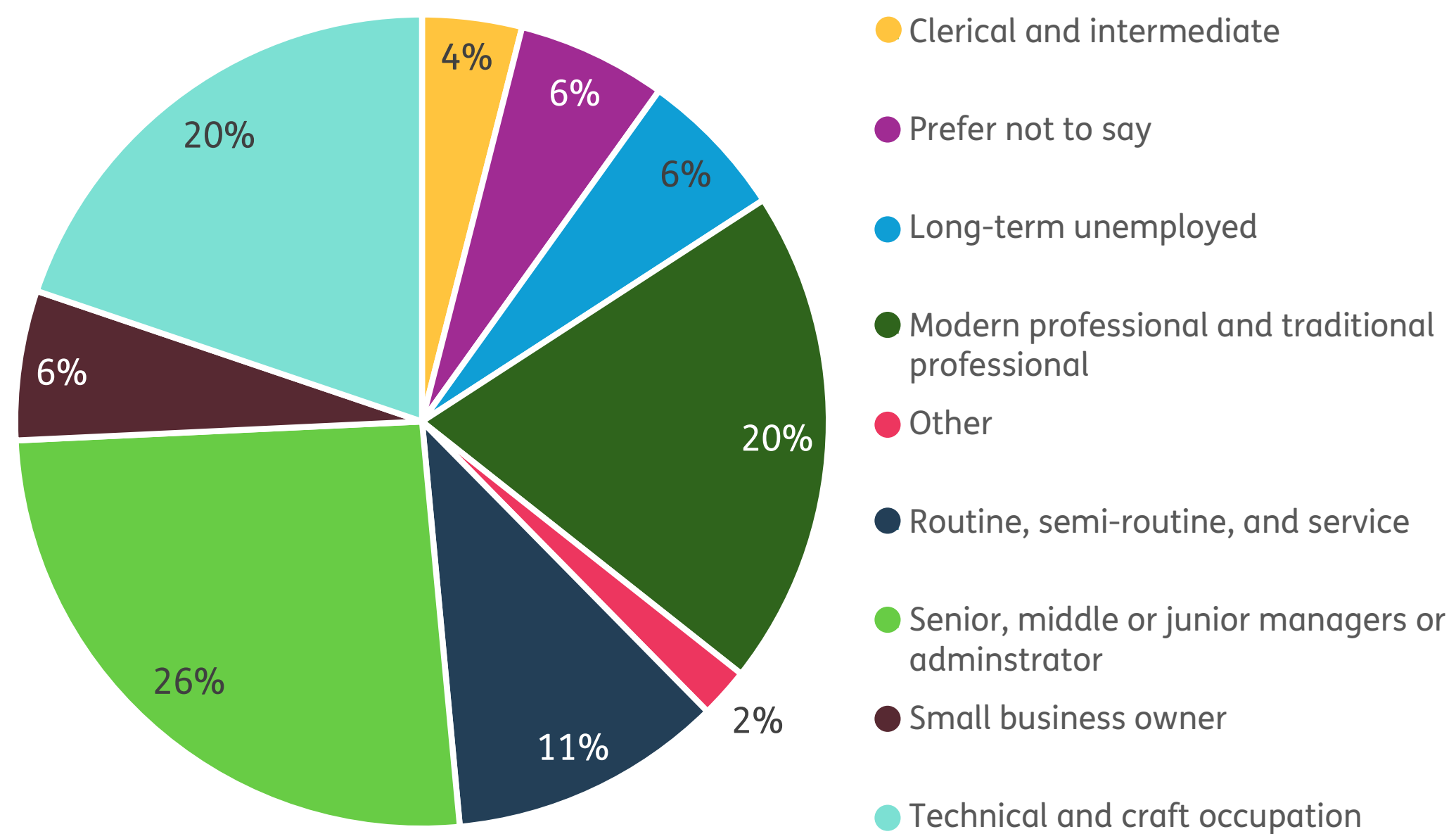


Source - Wheatley Group Board member data 2024/25.

Board members

► Board member parental occupation

– 46% of our Board members had parents with a professional or management occupation.



The background consists of several overlapping, semi-transparent geometric shapes in shades of orange and yellow. A large, light yellow shape is in the upper right, while darker orange shapes are layered underneath and to the left, creating a sense of depth and movement.

Suppliers

Suppliers

EDI informed procurement is important to us. Our focus goes beyond our legislative duties; to signal our commitment to EDI, when procuring we generally seek that our suppliers and contractors demonstrate the existence of their own EDI policy. Where our suppliers / contractors do not have an EDI policy, we encourage them to consider how EDI can inform their working practices and be considered within their own organisations.

We survey our suppliers annually regarding EDI and at the end of 2024/25 found of those who responded (nearly half of those contacted):

- ▶ 83% suppliers have reported having an EDI Policy in place;
- ▶ 8% mentioned that their EDI policy is currently under development/consideration;

- ▶ 9% do not have an EDI policy. Among these, one is a micro-sized organization with less than 10 employees, which holds a copy of Wheatley's latest policy and follows it as required; and
- ▶ Another supplier mentioned that they would look into developing a policy. One more supplier has an equal opportunities policy in place.

Our suppliers also support our ongoing commitment to community benefits, for example, through volunteering. This contribution is crucial in supporting local initiatives and enhancing our communities' well-being.



Next steps

Next steps

Equity, diversity and inclusion continues to be a strong focus for us and will be considered through our next 2026-31 Group strategy as an enabler of success.

Ensuring our services are personalised and tailored, we respond to need, and our decisions are driven by customer insight and data, is a priority for us. We also value our wider contributions to our communities, and view our role in supporting social mobility, providing equitable access to our services, as instrumental to tackle key societal barriers including homelessness, child, food and fuel poverty.

As we increasingly embed our EDI approach, we are viewing EDI in a more holistic sense linked to our commitment to be a responsible business and support thriving and sustainable neighbourhoods and workplaces.

We acknowledge there may be challenges in advancing EDI, however we reaffirm our commitment to ensuring no demographic group is overlooked and that EDI benefits all our people and communities. Progress with our EDI action plan continues to be monitored quarterly by our Wheatley Solutions Board. In 2025, we will also review our action plan and our EDI and Human Rights policy to align with our 2026-31 strategic aims.



Want more details?

➤ **Get in touch**

email: morgan.english@wheatley-group.com

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