**GROUP BOARD MEETING 25 MARCH 2021**

**Social Housing White Paper**

*The Charter for Social Housing Residents, Social Housing White Paper* was published by the Government in November 2020, heralding significant changes to social housing consumer regulation, to be introduced over the next two or three years. The Board received an update on Riverside’s self-assessment against the new policies and actions proposed to take forward work that will prepare Riverside for their implementation.

**Business Plan 2021/22**

The Board scrutinised and discussed in the detail the proposed Business Plan for 2021/22 which had been subject to rigorous testing and risk mitigation. Following due consideration, the Board approved the Business Plan 2021/22.

**Policy Framework**

Following a substantial review of Riverside’s approach to developing and reviewing policies and gaining assurance that policies are effective and fit for purpose, the Board received and approved a refreshed Policy Framework and policy approval arrangements.

**Service Charge Policy**

The Board approved a revised Service Charge Policy which had been subject to a full review to more clearly articulate key principles and outcomes of setting service charges at Riverside. It was noted that the detail of how the policy objectives were achieved were contained in a comprehensive procedure document.

**CEO Update**

The Chief Executive updated the Board on a number of significant matters relating to the state of the Group and its operating environment.

The Board welcomed the news that there were positive signs of improvement in customer satisfaction after a period in which levels had remained largely flat.

The Board also noted an update on the projects delivered to modernise and improve Riverside as an organisation under the Transformation Programme and growth activity and ambitions in Riverside’s Scottish operations through Irvine Housing Association.

**Customer Story**

The Board received a presentation in which a customer shared their story of how Riverside services have made a positive contribution to their lives.

**Riverside Performance**

The Board reviewed performance data both operational and financial. Improvements in customer satisfaction metrics were welcomed and it was noted that all efforts were being made to address the backlog of fire risk assessments which had developed due to an accelerated programme and the impact of COVID-19 restrictions.

There were no material concerns raised with Riverside’s financial performance however it was noted that action was being taken to achieve key financial targets by the end of the financial year.

The Board also received an update from each of its Committees and Subsidiary Board and the Riverside Customer Voice Executive on activity in the reporting period.

**COVID-19**

The Board received an update on the actions which had been taken across the business in response to the Covid-19 pandemic. The Board welcomed the ongoing commitment to supporting staff wellbeing, as well as the ongoing efforts to maintain services and communications to customers under the ongoing restrictions, while prioritising safety. It was noted that risks relating to health and wellbeing had moved from amber to green and repairs services were anticipated to do the same in the following month when the normal repairs standard was re-established.

**Safeguarding**

An update was received on actions taken to improve Riverside’s processes and systems for safeguarding customers and others with whom Riverside staff come into contact. The Board was pleased with the significant improvements achieved both in how safeguarding concerns were processed but also in raising understanding and awareness of safeguarding matters across the business.

**Risk Management**

The Board had a substantial discussion on which strategic risks should be captured in the Strategic Risk Register for 2021/22 and provided the Executive Team with their views on those significant risks which should be monitored at the highest level of the organisation in the coming year.

**Governance**

The Board considered a number of governance related matters including the approval of a new Chair for the Board of Evolve Facility Services Ltd, a meeting schedule for 2022/23 and a refreshed Board workplan for the coming 12 months period.