

The Board is asked to **NOTE** the update on Committee and Subsidiary Board Activity for the period 13 December 2021 to date. Minutes of all meetings in the period can be found on Convene or are available upon request.

**One Housing Group Board 13/12/2021** Attendance 82%, Length 1hr 40 mins, Mode: VC

### **Risk and Assurance**

This meeting was solely to review the 2022/23 OHG budget. It included a substantive discussion on budget assumptions, service charges and risks. It was noted that risks could be mitigated by strategic asset disposals if necessary. The budget would be formally agreed by Written Resolution in January 2022 *[now delayed until March 2022 due to the TRGL budget timeline moving to a March board approval]*.

[REDACTED]

the safety, inflationary increases, cost of living increases, rises in London Living and National Living Wages, compliance and insurance cost increases and cladding component write offs. There are also ongoing issues with occupancy in the of Baycroft portfolio.

[REDACTED]

[REDACTED]

A proposal on Service Charges was presented. It was agreed that, in order to protect residents from significant uplifts in costs, a cost cap of £6 per week for tenants and a cost ceiling of £35 per week would be introduced.

### **Items to note**

This was the first meeting of the Board since the appointment to Board of Ingrid Fife and Pauline Davis. Ms Fife was able to attend the meeting at short notice but Ms Davis was not. Induction programmes are underway for both to ensure they are up to speed with OHGL.

---

---

**Customer Experience Committee 6/1/22 Attendance 100%, Length 3 hrs, Mode: VC**

**Assurance and Risk**

The Committee received the Executive Director of Customer Service' report focused on progress made against all current issues affecting customer service across the business, including recovery from the recent malware incident that was reported to the Committee in December. The Committee noted the position in relation to current service delivery and service outlook for the CSC, Digital, Homes and Communities (including Lettings, Customer Safety, Social Housing and Income Management), RHO, Repairs and Riverside Scotland, highlighting, in particular, that a full repairs service resumed on 20 December, the backlog had reduced considerably and was being monitored daily. The Committee was assured that priority was being given to vulnerable customers with urgent repairs relating to heating and hot water, however, noted the challenges resulting from high demand for services and materials and covid related absences. The Committee congratulated staff for the recovery work carried out, including the reduction in the backlog of CSC emails from approx. 7000 to 400. The Committee highlighted the importance of tracking the backlog and requested a further report in March to outline the pre malware, current and March positions and emphasised that the bigger cost to the business of the Malware attack related to customer trust and confidence.

The Committee reviewed the Customer Service Risk Register and requested the inherent impact score for Digital and Self Service Adoption be reduced. The Committee also reviewed the four risks from the Groupwide Strategic Risk Register.

The Committee noted an update on progress against the key actions within the Customer Experience Delivery Plan to drive improvements in overall customer satisfaction. The Committee requested the Delivery Plan be RAG rated, customer focused and explicit reference to be made to the direct correlation between this and Customer Insight.

**Items to note**

A positive Customer story relating to single occupancy social housing tenant from Carlisle who had fallen into rent and Council Tax arrears was shared, highlighting that through a multi-team (Money Advice and Employment and Training Teams) and collaborative approach the customer had been helped back on the road to recovery and was able to sustain her tenancy through what was a very difficult time. The Committee was both encouraged and impressed by the work to transform the life of the customer.

The Committee noted the Customer Insight Deep Dive report providing an up-to-date holistic view of how customers felt about the services they receive from Riverside and highlighted that although longer term overall satisfaction had improved from the position 12 months ago, a downward trend and much lower levels of satisfaction were being seen in monthly scores from May 2021 to November 2021 compared to the previous 6 months. The Committee noted next steps included focus on customer concerns and areas of dissatisfaction to ensure any existing customer/action plans were addressed, management of customer expectations around repairs and a Complaints Action Plan, with a view to rebuilding customer trust with the service and improving communications.

The Committee reviewed the overview of complaint performance trends, Ombudsman communications and lessons learned from the period July to September 2021

---

---

The Committee received assurance from the Customer Safety Improvement Plan setting out improvements made since the new national Customer Safety function had gone live and short to medium term plans. The Committee requested the consultation in relation to expectation setting for customers be broadened to include regional groups and customers with real lived experience of ASB.

The Committee noted the Financial Performance report had been impacted by the Malware attack and that Operating Margin was likely to be considerably less favourable once invoice processing and usual month end routine work had been carried out. The Committee was assured that there were no financial restraints in relation to addressing the backlog of repairs and that this remained a top priority.

The Committee reviewed the Home Ownership Strategy and Performance update, noting that customer satisfaction was not where it needed to be, however, an action plan was in place to address. The Committee requested an explicit link between the Action Plan and Customer Insight and was assured as to the plans in place to ensure customers and staff understood changes to the Shared Ownership model.

and was pleased to have visibility of tenant panel reviews. The Committee highlighted that although there had been an overall reduction in complaints, focus should be given to how and when complaints are resolved rather than volumes.

The Committee received a spotlight presentation on the work being undertaken to assist customers in sustaining their tenancies, highlighting, the vast range of activities, including Income Management, Money Advice Service and the Affordable Warmth Service, Employment & Training, including Ladders of Aspiration Fund, Intensive Intervention Service, Helping Hands Fund, Tenancy Sustainment Fund, Customer Safety and Foundation funded projects and partnerships. The Committee was impressed by the great work being carried out in this area and requested further communication of the support available to customers through social media channels and via a survey to customers to gauge awareness. The Committee also requested that evictions data be presented together with the support provided to customers in future reports and the creation of an appropriate framework for CEC to monitor support provided and outcomes.

The Committee noted update reports on RCVE Scrutiny Action Plan and Governance.

---