

The Board is asked to **NOTE** the update on Committee and Subsidiary Board Activity for the period 3 May 2022 to date. Minutes of all meetings in the period can be found on Convene or are available upon request.

Governance Remuneration Committee 03/05/2022 Attendance 100% Length 2 hours Mode: VC

Assurance and Risk

The Committee considered the annual assessment of TRGL’s governance required by the regulatory framework for social housing for financial year 2021/22. A compliant position had been achieved against all provisions, although work would continue to identify further actions to strengthen governance arrangements as a part of the governance improvement agenda. In respect to section 2.3 of the Code – Working with Others, it was noted that, although TRGL had in place a Mergers and Acquisitions strategy, and was therefore compliant, given the ongoing work to integrate Impact Housing, as well as the ongoing work to integrate OHG, work on reviewing this strategy had consciously been paused, although this would be an area of focus as the new Corporate Plan was developed.

It was intended to explore with People Services colleagues the development of a documented Staff Remuneration Strategy and it was agreed that this be developed as part of the TRGL/OHG integration process. Further work would also be undertaken to strengthen diversity and inclusion procedures.

One Group Board Member, Pauline Davis, had exceeded the 6-year maximum tenure rule, however assurance was provided that this did not represent a non-compliant position in that the Code allowed for extension where there was a clear business need, and it was considered that the business need had been clearly established, although for transparency purposes this would be reported in the TRGL Financial Statements for 2021/22.

Items to note

The Succession Planning update

The proposed Riverside Foundation Governance Plan was approved, with the aim of strengthening the governance of The Riverside Foundation in the longer term.

Integration Update

Governance Team Plan and Projects Update

OHG NED Appraisal Outcomes

Death in Service Claim Update

It was confirmed that the following subsidiaries had adopted the NHF Code of Governance 2020, One Housing Group Limited, Riverside Scotland, Riverside Foundation, Prospect (GB) Limited and Evolve Facility Services Limited. Assessments against the Code had been carried out and assurance was provided that each complied with those provisions which were applicable.

Satisfied by the evidence provided of compliance against the NHF Code of Governance 2020, the Committee agreed to recommend to Group Board that Group governance arrangements remained satisfactory.

The Committee considered the outcomes from annual assessment of TRGL's governance required by the regulatory framework for social housing for financial year 2021/22. Each Regulatory Standard and provision had been allocated a business owner who had reported the compliance position and provided supporting evidence. Workshops had been held with each business owner to discuss in depth their compliance statement and test the supporting evidence. Responses had confirmed that TRGL continued to comply with the Standard and there had been no notifications to date of actions required to address a material breach of relevant law or regulation.

The Committee considered the proposed TRGL Rules changes, and the accompanying rationale. As part of the TRGL/OHG merger, the Rules of OHGL had been amended to reflect its subsidiary status. They were therefore already based on the NHF Model Rules 2015 and would be similar to the revised TRGL Rules.

Devonshire's had been engaged to support the TRGL Rules review to ensure any revisions met Riverside's governance needs as well as being compliant with all regulation and statute. Satisfied by the robust nature of the proposals, and the rationale which underpinned them, and subject to the points of clarification as outlined above, the Committee agreed to recommend to Group Board adoption of the new TRGL Rules.

The Committee agreed to recommend to Group Board the proposed Election and Re-Election of Board Members for the September AGM.

Recommendations to Group Board

- The annual assessment of TRGL's governance required by the regulatory framework for social housing for financial year 2021/22.
 - TRGL Rule Changes
 - Proposed Election and Re-Election of Board Members for the September AGM.
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Group Treasury Committee 03/05/2022 Attendance 66% Length 1.5hrs Mode: VC

Assurance and Risk

Annual Review of Group Treasury Policy

The Committee reviewed the policy in line with the requirement for an annual review and general best practice. Various reviews had found the Policy largely fit for purpose with mostly minor amendments proposed to reflect changes in team structure and roles and to reflect the enlarged size of the Group following the transaction with One Housing Group.

The Policy was recommended to Group Board who approved it at their meeting on 12 May 2022.

Annual Review of Group Investment Policy

The Committee reviewed the policy and agreed that the Policy would treat One Housing Group Ltd as a Policy exception for the current financial year as the data required to manage and assess investments within OHG at a Group level required further integration to take place. An Investment Policy for OHG to follow in the autumn to cover areas of activity which TRGL does not undertake and as such do not feature in the TRGL policy.

The Policy was recommended to Group Board who approved it at their meeting on 12 May 2022.

Items to note

The committee received an update on work undertaken on integrating the TRGL and OHG Treasury functions and noted that [REDACTED] had been appointed as Director of Treasury and Corporate Finance with [REDACTED] [REDACTED] appointed as Head of Treasury Operations and [REDACTED] appointed as Head of Treasury Properties. Recruitment of managers was underway.

The committee received feedback from the first in-person Investors Presentation held since 2019. There was interest in the ESG position and sustainability embedded in the business plan.

The Committee reviewed its annual programme of work for the coming year.

Annual Review of the Group's Treasury Strategy

The Committee noted the results of the Treasury team against the Strategy set for 2021/22 and received the Treasury Strategy for 2022/23. Liquidity and stress testing were undertaken by Centrus Treasury Advisors on a different range of variables from those undertaken by Riverside. The Committee recognised the challenging market conditions and considered the level of ambition and restructuring proposed suitable with more frequent reviews as required.

The Strategy was recommended to Group Board who approved it at their meeting on 12 May 2022.

Recommendations to Group Board

Approve: Group Treasury Policy, Group Investment Policy, and Group Treasury Strategy (all approved at 12 May 2022 Board meeting)

Group Development Committee 18/05/2022 Attendance 100% Length 2.5 hours Mode: VC

Assurance & Risk

The Committee reviewed the development risk register, to ensure that it captured all pertinent and relevant development risks, that they were appropriately mitigated. It was agreed that this would be a standing item at all future meetings.

Members received an update on the progress of the London Regeneration Programme. [REDACTED]

[REDACTED]

Items to Note

Market Update Report.

Group Board highlights report for May 2022.

Group Development Committee Annual Plan of Work

Abortive Costs Update

Development KPI Dashboard

[REDACTED]

In terms of OHG developments the Committee noted the emergent opportunities in the uncommitted pipeline and progress on sites acquired but not yet committed to construction, whilst an update on the progress of a further two schemes were discussed under existing assets identified for development, [REDACTED]

[REDACTED]

Members received an update on current regeneration projects [REDACTED]

[REDACTED]

The Committee considered and discussed the underlying principles and objectives which would form the basis of the Group Development Strategy and highlighted the importance of delivering within the capacity of the

An overview summary of activities, risks and opportunities within the (as was) Commercial and Property team.

An update report on key development activities, achievements which had been delivered by the development department during Q1.

Joint Venture Update

OHG – Sales & Marketing Update - [REDACTED]

[REDACTED]. Work continued towards reducing stock numbers and the priority for the next financial year would be to continue to erode stock numbers, [REDACTED]

Headroom Statement

Minutes of the Development & Investment Appraisal Panel meetings held on 5th April and 3rd May 2022.

[REDACTED]

Business Plan, meeting the Future Homes Standards by 2025 and Net Zero Carbon by 2050 and achieving high customer satisfaction.

One Housing Group 20/05/2022 Attendance 73% Length 2.5 hours Mode: In Person

Assurance & Risk

Board received an update on the sad **death of a four-year-old boy** following a fall from a balcony of an OHGL property earlier in May 2022. An overview was provided of the action taken to respond to the incident which included moving the family and individuals affected from the property, undertaking safety checks at the property and liaising with the Police. More broadly, there has been engagement with residents with balconies and information has been provided on their safe use as well as the use of window restrictors.

Board was advised of that the results of the May 2022 **local election in Tower Hamlets** which had seen Lutfur Rahman appointed as Executive Mayor and the Aspire Party take control of the Council. This is a change in leadership in a key Borough that presents some challenges as there are no existing relationships in place to build on. Work was planned to begin engagement with new Councillors as soon as possible.

The Board reviewed and **approved the Long-Term Financial Plan** noting that it is tight in the early years. Given historic issues in this area, Members stressed the importance of managing in-year financial performance and working to budgets to ensure covenant compliance. The LTFP had been stress tested and early warning indicators had been identified and the Board

Items to Note

The Board also noted and expressed its condolences at the **death of Steve Douglas** in May 2022. Mr. Douglas was the former chair of OHGL and had stood down in 2020 on his appointment as CEO of St. Mungos. The possibility of an Equality, Diversity and Inclusion award or sponsorship in Mr. Douglas' name was being explored. Mr. Douglas had made significant contributions to EDI at OHG and across the sector.

Board received an update on the contents of the **Queen's Speech** and the implications for the Housing sector. The importance was underlined of not waiting for legislation to be put in place and, instead, pressing ahead with work to improve the rights of tenants and ensure better quality, safer homes.

The Board noted that OHG's KPI Report would no longer be produced as it would be replaced from the July 2022 meeting onwards with 4Cs reporting. This will ensure alignment and comparison with TRGL as

will continue to monitor financial performance closely to ensure mitigations were put in place as soon as possible.

well as more closely mirroring the RSH's emerging views on customer regulations.

There were various updates throughout the meeting on **Baycroft services**. It was noted that progress is being made [REDACTED]

The Board was also advised that the appointment of a Managing Director was progressing well and that the appointment was expected to be made by the middle of June 2022. This is a key post in driving up performance in the Baycroft portfolio.

An update was provided on occupancy in Baycroft services. There has been an uplift in hot leads and enquiries to circa. 24 per week. This is an improvement but still below target. To drive up occupancy, 'try before you buy' sessions have been trialled and the level of respite customers is being ramped up.

Earlier in May 2022, the OHG Care and Support Committee considered and agreed a paper on the vaccination for staff working in health and social care settings. Following the Government's decision not to continue to make vaccinations mandatory, the Committee agreed to adopt a policy requiring all Baycroft staff to be fully vaccinated as a condition of employment. The Board was advised of this decision and the Committee's view that although vaccinations for staff in senior living could not also be mandatory, a risk-based approach should be adopted for these schemes. This would ensure the most vulnerable people were supported by fully vaccinated staff wherever possible.

The Board was provided with **a range of year-end assurance matters** including the first draft of the CEO's Assurance Statement, the assessment against all Regulatory Standards, the internal audit annual report and the draft financial statements. These were all reviewed, noted and approved as required. The Board welcomed the early sight of these documents.

One Housing Group 4/7/2022 Attendance: 92% Length: 2.5 hours Mode: in-person and remote

Assurance and Risk

Board was provided with an update on Mr. Hill's and Ms. Brown's recent meeting with new **Aspire Councillors at the London Borough of Tower Hamlets** following the May 2022 local elections. This had been an initial meeting with new Councillors and leadership and further work will need to be done to build relationships. A further meeting with the Mayor is planned for July 2022. Related to this, the Board also noted that planning consent for the Bellamy and Byng scheme had been deferred at the first Planning Committee meeting since the local elections. A positive result was expected when this is reconsidered following a site visit which took place in June 2022.

An update was provided on what is expected to be a very challenging Rent Settlement. Although unknown at this stage, the Board was reminded that this will require a difficult decision to be made balancing rent levels, affordability for customers, cost pressures and obligations on fire safety / repairs.

An update was provided on the strategic options to exit the **Baycroft** portfolio

[REDACTED]

Items to note

Following extensive consultation with OHG residents, Resident Panels and the Customer Services Committee, the Board **agreed the new Resident Engagement Strategy**. During discussions, it was noted that the strategy has given consideration to alignment with TRG ahead of full alignment later in the merger process. The current focus, however, is on delivering against OHG's residents needs particularly relating to greater involvement and engagement.

The Board agreed the **Treasury Policy and Strategy** which apply across the Group. This involved putting in place formal delegations from the OHG Board to the Group Treasury Committee.

The first **4Cs report** was presented to and welcomed by the Board. Members particularly welcomed the alignment with TRG's reporting but noted that report is a work in progress which will improve and iterate for future meetings.

Assurance and Risk

Internal Audit Highlights Report

The Committee noted that audits had been undertaken into the repairs element of the Hull PFI contract and Empty Homes which found good controls were in place. There was one outstanding grade 1 recommendation in Safeguarding within Riverside Direct however operative training had improved significantly.

Quality and Compliance Report

The Committee noted that the number of events logged through the SAW-IT system had reduced slightly and that the compliance rate of amber alert tests on lone working devices was on average exceeding that 80% target rate. A risk-assessment process for colleagues with overdue DBS checks remained in place to assist with onboarding of staff. The annual review of the Service Evaluation Toolkit was undertaken with one scheme requiring improvement.

Risk Register Update

The Committee received an update on the Care & Support Risk Register, additional risks were added to cover Culture and Retention to reflect the potential impact of customer behaviour on colleague wellbeing; Cash Leakage and Margin risk increased as a result of rising energy costs and the cost of living. The inherent risk within Hull PFI had reduced reflective of increase confidence in the FM contract process.

Building Safety Compliance Dashboard

The Committee noted that gas safety work completion had returned to normal, the fire risk assessment programme had recommenced, and action

Items to note

The Committee received a presentation on Riverside's London Floating Support Services and met with customers.

It was agreed that a strategy day off both TRGL and OHG Care & Support Committees would be held in November.

The Committee approved it's meeting dates for 2023/24.

The Committee received the Care and Support Annual Summary noting the impact of both Covid and the malware attack, and increasing service charge spending alongside fewer business development opportunities. Good progress was made against Corporate Plan initiatives such as co-production and investing in bedrooms.

The Committee reviewed the Operational Performance Report and noted that vacancies in recruitment were at the lowest level for 12 months and improvement works were showing progress but had been slowed somewhat by the malware attack.

An update on Customer satisfaction was received showing an improving trend in listening to views and acting on them what had been negatively impacted by the malware attack, and a recovery was seen in resolving queries.

is being taken to reprocure a supply chain for fire safety action works however this was not expected to be established until November.

Executive Director of Care & Support Report

The committee noted that a lessons learned exercise had revealed a difference in interpretation with the CQC in the Shackleton Gardens scheme and that better communications and relationship with CQC was desired however there has been no change in the contract value as a result.

C&S Business Development Update

The Committee noted a report on performance against the Business Development Key Business Objectives for 2021/22 and approved a proposal for those objectives in 2022/23.

C&S Financial Performance

The Committee received an update on financial performance for the financial year to 31 March 2022, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The Committee received a report on Hull Extra Care Performance and noted that the new facilities management contract had been procured and was expected to commence in September.

An in-depth review on Empty Homes was presented noting that acquisitions had provided some poor-quality homes, reviews were being undertaken into every property in retirement living which had been empty for in excess of 90 days.

The Committee noted highlights from Group Board, Group Audit Committee, Customer Experience Committee, minutes from RCVE and the Riverside Approach to Support Policy.

Riverside Scotland 26/05/2022 Attendance 91% Length 2hrs Mode: In person and VC

Assurance and Risk

Corporate Plan 2020/23 Update

The Board noted the updates in the Corporate Delivery Plan Highlight and Milestone reports and that timescales for the remaining actions would require to be revisited [REDACTED] It was intended that

Items to note

Procurement Update

The Board were pleased to note the efficiencies which had been achieved in the previous financial year.

future corporate objectives would be discussed at the Board Strategy Day to be arranged in October and the results of the Big Conversation survey would feed into the development of these objectives.

Annual Returns

The Board approved the following Returns for submission to the Scottish Housing Regulator:

- Annual Return on the Charter
- Five Year Financial Projections
- Annual Loan Portfolio

Development Report

The Board agreed to pause the current development programme in order to focus resources on the investment in existing housing stock, particularly the Pennyburn and Dumfries and Galloway areas which had the lowest customer satisfaction levels. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Progress Reports on Development Projects

The Board noted the progress on the Tarryholme, Dundonald and Monkton new build developments currently on site.

Annual Write-Off

The Board noted the debts which had been written off or on during the previous financial year.

Operational Performance Report

The Board noted a slight increase in customer satisfaction. It was hoped that this would increase further due to the new repairs and maintenance contractors being in place and an increase in collaborative working between Riverside Scotland and Group Teams.

An update was given on the timeline for the Big Conversation survey taking place during the summer – the results of which would be presented to the September Board Meeting.

Income Management Update

The Board noted the improvement actions being taken to address the current arrears levels and the planned mitigation actions in response to the further roll out of Universal Credit via voluntary and managed migration. It was agreed that an information session on the

income collection service was to be delivered to Board at its August / September Meeting.

Financial Performance Report

The Board noted an overall surplus of £23m at previous year end. In the new financial year, variances were down to timing. With regard to covenants, the interest cover breach was due to the recent 'rent free' period and was expected to be within target by the end of Quarter 1.

MD Report

The Board noted that office refurbishment works were scheduled to take place during the summer months, that covid restrictions had been lifted in the office in line with government guidelines and the recent notification to the SHR regarding an error in the previous Covid Return.

Dumfries and Galloway Housing Allocations Policy Review

The Board noted that a review of the Allocations Policy was currently underway.

Assurance & Risk

Group Risk Register

The register, which had incorporated risks associated with the OHG merger was comprehensively reviewed at the meeting. It was noted that OHG would maintain its own risk register scrutinised by its Board.

Internal Audit Highlights Report

The Committee received a report on key findings from audits completed since the previous meeting into development appraisal; legionella; customer income processing; Impact post-integration performance; Care & Support business development; Care & Support voids; and Care & Support cash handling. There were no overdue grade 1 recommendations.

Annual Internal Audit Opinion

The Committee received the annual report on the year's Internal Audit work and noted that the overall control environment remains effective with Audit recommendations continuing to be closed promptly with no outstanding audit recommendations collectively or individually representing a fundamental breakdown in control. In addition, an Internal Audit report for OHG was received from KPMG.

Year-End External Audit Highlights Report

The Committee examined in detail the External Audit Report from BDO and noted that the auditors anticipate issuing an unmodified audit opinion on the Group's financial statements for the year ended 31 March 2021.

Annual Review of the Framework of Internal Control

A report on the annual review of the framework of internal control was reviewed by the Committee and reflected on Covid, the data breach, the

Items to Note

The Committee reviewed its workplan for 2022 to reflect the role of the Committee in the post-merger environment.

A detailed audit plan for 2022/23 was reviewed.

An update on the OHG Year End assurance together with arrangements for scrutiny by OHG Board were reviewed.

An update on the proposed accounting treatment for the OHG acquisition, fair value and acquisition costs was noted.

The Annual Building Safety Report was noted.

The Annual Assessment of Compliance Against RSH Regulatory Standards was reviewed.

An updated report on compliance assurance and breaches. There were no areas of major concern or non-compliance identified since the annual review.

The Scheme of Delegated Authority (SODA) was reviewed.

An update on the Merger Integration Plan was noted.

malware attack and the merger with OHG. The Committee recommended to the Group Board that the statement on internal control assurance is included in the draft financial statements.

Meeting dates for the year of 2023/24 were agreed.

Going Concern Review

The Committee reviewed whether it was appropriate for the Group financial statements to be prepared on a Going Concern basis and recommended to the Group Board that the Going Concern basis be approved for the preparation of Financial Statements for the Group and the Group subsidiary entities.

FY 2022 Financial Statements

The Committee received a report from the CFO on key issues for consideration in recommending the 2022 Financial Statements for Approval and thereafter approved the proposed Financial Statements to be recommended to their relevant boards for approval.

Riverside Customer Voice Executive 17/06/2022 Attendance 11 Length 3hr 45 hours Mode: VC

Items to Note

There were no Riverside presentations.

Matters discussed:

Pet Policy (in particular chickens)
Complaints Procedure for C&S
RCVE Facebook Hubs
Tenant Advocates.

Discussion around RCVE IT requirements (ongoing issue)
Together with Tenants Standards with Customer Service performance results.

Prospect Board - Additional 18/5/2022 & 22/06/2022 Attendance 100% Length 2 hours Mode: VC

Assurance & Risk

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

22nd June 2022

The Managing Director highlighted the key points from his update report.

[REDACTED]
[REDACTED] Progress continued on the Riverside schemes, although material supply delays had impacted handovers. Our cash position remains strong with the full loan facility still available. [REDACTED]

[REDACTED] All remaining houses at Longridge had now been sold, which was fourteen additional to budget.

The construction team, supported by Riversides Health and Safety team, were subjected to a rigorous audit during the period which resulted in a positive outcome and a ISO45001 accreditation.

Items to Note

Market Update

Annual Plan of Work

Management Accounts for Two Months Ending 31st May 2022.

The Board approved the Financial Statements for 2021/22

[REDACTED]

[REDACTED]

Prospect had been successful with the application to Homes England to join their Dynamic Purchasing System for sites below 70 units, and work had begun the application process for the larger sites.

The Board noted the risk register. Demand in the market remained high, although this would continue to be monitored to guard against the risk of a potential downturn.

The Board approved Prospect's application to join the Deposit Unlock scheme, which was a home building industry-designed and funded mortgage indemnity scheme, which is now live with two national mortgage lenders, which would give customers of participating home builders access to 95% Loan-to-Value (LTV) mortgages.

Foundation Trustee Away Day 29/06/2022 Attendance XXX% Length X.X hours Mode: VC

Assurance & Risk

Items to Note

Directives and Updates on Progress

The Foundation Away Day considered and discussed in depth the first four Directions given by the Group, and agreed to by the Foundation on 31 March 2022, covering Evidence, Spread, Strategy and Involvement.

Approval of Proposals

The Board approved proposals to 'scale up' the Intensive Intervention service; extending the Tutors United scheme to Liverpool and Cumbria and expand its capacity in London; to extend the Street Doctors scheme into Camden, Newham and Halton; to expand the One Academy programme to target customers of both TRGL and OHG in London.

Additional proposals will be considered by the Trustees at their July meeting.

Customer Experience Committee 30/6/22 Attendance 100%, Length 3 hrs, Mode: In Person and Via Teams

Assurance and Risk

The Committee welcomed the Executive Director of Customer Service' report focused on progress made against all current issues affecting customer service across the business and their RAG status. The Committee highlighted, in particular, the incremental improvements and service recovery following challenges within the CSC, including recruitment being on track and commitment to forward fill a number of vacancies. The Committee also noted the increases in average wait times and abandonment rates, attributed to the Salesforce training and awareness initiative delivered throughout May, however call wait times had reduced back down to 8 minutes. The Committee held a discussion around what good looked like in relation to call wait times and acknowledged the significant challenge ahead. The Committee requested a HR update setting out the approach to mitigating resourcing issues be provided to the September CEC meeting.

The CEC also received updates on the other red rated areas of Income Management and Lettings, highlighting, in particular, the commencement of DWP's managed migration of UC and the importance of early intervention

Items to note

The Committee received updates from RCVE and Riverside Scotland Board.

A positive Customer story relating to a customer who had been helped by Riverside's Affordable Warmth Officer following a call as part of the Switchee smart thermostat trial was shared, highlighting the impact of referring the customer to a domestic violence charity for support and help with referrals to Liverpool Citizen Support Scheme, Citizens Advice Bureau and Family Action to help turn her house back into a home. The Committee was encouraged by the work to transform the life of the customer and expressed their thanks to the staff member.

through proactive phone calls and Alternative Payment Arrangements. The Committee raised concern in relation to the 70 outstanding PFI EICR's and would continue to track until completion. The Committee welcomed the changes to Salesforce to log and identify Health and Safety complaints and the solutions to ensure repairs were logged using the correct process to enable completion in a timely manner. The Committee signed off the CEC Improvement Plan having received and approved the proposal relating to CEC Assurance and Improvement reports. The Committee noted the agenda for the planned CEC Strategy Day to be held in September.

The Committee noted the Tenancy Sustainment Update, including outcomes of the perception survey completed with customers on Tenancy Sustainment services and the communication strategy developed as a result. The Committee was assured by the Communications Plan to extend Riverside's successful Let's Talk Rent brand to all customer support services, encouraging customers to proactively self-refer to us when they need support from any of the services and ensuring that there was no sole reliance on referral by housing teams and other colleagues. Under one 'Let's Talk' brand, there would be five sub-branded services of; Let's Talk Rent (income management), Let's Talk Money (money/benefits advice), Let's Talk Energy (affordable warmth/energy advice), Let's Talk Jobs (Employment support) and Let's Talk Training (Skills and training support). The Committee encouraged promotion of services and customer stories.

The Committee reviewed the Customer Service Risk Register, noting the inclusion of new risks relating to Digital Adoption and Income Collection (transferred from the Social Housing Risk Register) and that the action to procure a new cloud-based telephony platform was in progress and due to be implemented by the end of September.

The Committee reviewed KPI dashboards and Financial Performance reports and was provided with additional assurance around the actual risk associated with high-risk overdue actions.

The Committee reviewed and discussed update reports on Complaints Performance and Ombudsman Findings and the Complaint Handling Code Project. The Committee noted the increase in complaints as compared to the previous quarter was to be expected as less complaints were received in Q3 due to the Malware Attack and restricted access, with Responsive repairs remaining the highest area with a 59% of the total complaint volume (a reduction from the 66% in Q3). The Committee also noted the positive outcomes of the 'Golden 48 hr' Complaint Handling Pilot.

The Committee received a comprehensive spotlight presentation on the North Regional Plan, including an overview of the region, Riverside Sustainability Index, Development activity, actions to address quality of services provided to customers, including digital and RCVE Regional Hub engagement, and the growth of homelessness services and projects. The Committee was pleased to note the case study in relation to the rehousing of a customer, who was living in an overcrowded property, to a new home within the North Tyneside Development and the investment in homes and services within the region, including

The Committee reviewed the Group Risk Register Summary, Group Audit Committee Internal Audit Highlights and summary of the meeting held on 16 June 2022. The Committee noted the Internal Audit Plan for 2022/23 and the elements of the plan most relevant to the CEC, in particular, building safety, income collection and customer experience. The Committee suggested a customer experience audit in relation to the onboarding/handover process for both Home Ownership and Social Housing properties and requested a proposal be brought back to the Committee at its next meeting in September. The Committee also requested preparation for future changes to regulation be built into future audits.

The Committee reviewed and approved the proposal for a range of repairs performance indicators to be shared at future CEC meetings. It is recommended that these indicators will be contained in the 'State of the nation' repairs section to provide further assurance and enable visibility and transparency of current performance and trajectory. The Committee welcomed the increased focus on KPIs, in addition to the regular updates on the Repairs Improvement Plan. The Committees' role in monitoring the performance of Evolve was also highlighted.

The Committee received assurance from progress with Equality, Diversity and Inclusion (ED&I) activities over the last 12 months, the action plan for 2022/23 and results against the agreed suite of impact metrics. Members commended the work to support LGBTQI+ colleagues, recognised by Stonewall who had ranked Riverside at no. 12 in their recently published Top 100 Employers 2022 list based on their workplace equality index, the highest placed social housing provider in the country. The Committee also noted focus groups for BAME

working in partnership with Manchester United Foundation on Carlisle School Hub project. The Committee also noted the overview of the Community Plan process, North Community Plans and welcomed the case study on Salterbeck, setting out the positive work within the community, including the setting up of a new resident group and bid for the development of the Oval Community Centre.

customers had been held, providing insight into customer experience and engagement, and requested outcomes be circulated to the Committee.

The Committee received assurance from progress with the Complaints Handling Code self-assessment work plan and actions to address gaps in the non-compliance aspects of the “Must” criteria, as well as the compliance aspects of the “Should” criteria, to ensure full compliance by October 2022.

Evolve 06/07/2022 Attendance 100% Length 1.5 hours Mode: VC

Assurance & Risk

Riverside Direct Performance Report and Improvement Plan

The update on safety, people, performance, commercial, quality, and legal and governance was welcomed. In particular it was noted that the grade 1 risk audit on Safeguarding training had been satisfied. Progress made on complaints was seen as positive.

It was also noted that there had been an increase in repair work volumes which was a concern especially in the south region (30% increase in Kent). Suggestions were made on improvements to the information reported within the Plan which included an action plan to support reduction in over 28-day repairs.

Evolve Performance Report

The Board welcomed the report which covered: - WIP - over 28 days; customer satisfaction, first time fix, appointments made and kept, complaints and abandoned repairs and the formal tender process for the Cumbria region. Challenges in recruitment, especially ground workers was highlighted as was recruitment in the Cumbria region for staff with trade

Items to Note

Finance Update

skills. The report outlined that a transparent tender process for Cumbria region would be beneficial to ensure we could clearly demonstrate that we had fully tested and understood the marketplace. Gas repairs and servicing would remain within Evolve and consideration was being given to the possibility of ringfencing the Carlisle stock within our own teams for all trades, this would form part of the discussions within the tender process. Evolve long term strategy remained to bring all the Cumbria stock under the in-house Evolve model. It was hoped to appoint a contractor by next April.

The Board noted an update on the Abandoned Repair Reduction Project which aimed to drive cost efficiency, improve the customer journey and in turn increase customer satisfaction.

Financial Statements & Management Representation Letter for year ended 31 March 2022 were approved with a typo correction to the letter indicating the Ian Gregg was the Chair of the Board.

Evolve Risk Map was considered and updated to add risks relating to customer satisfaction/perception, empty homes – volume, budget and resource issues, staffing and resource issues.
