

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

Pension Trustees 6/12/22 Attendance 100%, Length 3hrs, Mode: In Person

Assurance and Risk

Quarterly update report - Riverside were advancing the transfer of engagements from OHG to take effect from 31 March 2023, and lenders saw this move as credit positive for the group overall. In the short term, there may be an impact on Riverside because not all issues will have been fully resolved before 31 March 2023, however, in the long term, the group was better off as a single entity.



In respect of Void costings, it was noted that Riverside had tackled some expensive one-offs and the revised approach to dealing with voids had resulted in some transition costs. The current sector concerns around mould and damp were noted, and Riverside's approach included a combination of specialist teams to tackle the problem as well as early identification of susceptible homes using technology, backed up by a training and awareness plan for frontline colleagues, with a wider roll-out in 2023.

Funding update as at 31 October 2022 - The Trustee agreed to the Scheme meeting its expenses and confirmed the actuarial valuation timetable will be accelerated with the aim of reaching agreement and sign-off by 1 October 2023. It was anticipated no more deficit contributions would be

Items to note

Trustees discussed which dual records approach to use for working out any back-payments, and whether to use dual records or GMP conversion for future payments and agreed to review working examples showing the difference between GMP conversion and dual records for future payments as well as estimates of the cost of the various dual records approaches for past payments and one-off and ongoing fees for GMP conversion and dual records approaches for future payments prior to a decision being made.

Investment strategy: next steps – A working group had been formed to look into a credit mandate and feedback from the first meeting would be reported back to Trustees.

Statement of Investment Principles – It was agreed that the SIP would be shared with the Employer for consultation, and if possible, would be signed before the next meeting, and made available publicly on the member website

Training needs analysis – It was agreed to circulate a training needs analysis survey, for the Trustees to

required. [REDACTED]

complete by 20 January 2022 to allow any needs to be identified and fed into the 2023/24 training programme.

Risk Register – The register had been updated to reflect recent and expected future activity. [REDACTED]

One Housing Group Board 12/01/23 12/01/23 Attendance 100%, Length 2 hrs, Mode: Hybrid


Assurance and Risk

[REDACTED]

Items to note
Budget 2023/24

Disposal of Home Counties Portfolio to Housing Solutions

[REDACTED]



Rent and Service Charge Increases 2023-24


The Board unanimously NOTED and ENDORSED the decision taken by TRGL's Group Board on 5th December 2022 to approve rent increases for 2023/4.

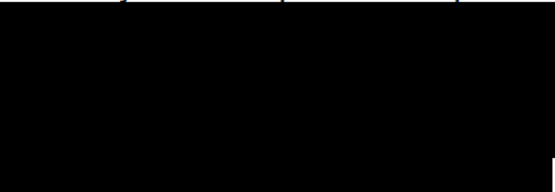

Group Development Committee 18/01/23 Attendance 100%, Length 2hrs, Mode: In Person

Assurance and Risk

The Committee discussed the current market conditions, constraints and economic/regulatory challenges being experienced within the sector and the Chair acknowledged the ongoing exceptional circumstances within the sector and the significant external pressures which had the potential to adversely impact development activities. Although there was a greater degree of certainty was evident now the Rent Cap parameters had been established, alongside a settling of the previous volatile mortgage market, it was conceded that undertaking development activity will continue to be undertaken within a deteriorating sales market, particularly amongst first time buyers and as such there was evidence across the sector of a pause in development activity whilst the market remained so uncertain, with predictions for the longer term becoming increasingly problematic. Assurance was provided to the Committee that, whilst such predictions were indeed fraught with uncertainty, extensive modelling and mitigation planning had been undertaken, including what were perceived to be worst case scenarios. It was acknowledged that, as financial pressures increased, the volume of development activity may decrease as it was essential that the key priority remained the quality of service provided to existing customers, as well as fulfilling current contractual obligations.

Items to note

Quarterly Development Report - 

 It was noted as encouraging that complaints regarding TRGL development had continued the trend of a steady decline, with just over three per month raised in 2022. For TRGL 544 new homes, compared to a budget of 557, had been built in the first nine months of the year, which remained in line with business plan assumptions on cost. For OHG, 64 new homes had been delivered in the same period, compared to a budget of 99. 

Risk Register - The register had been updated since the last meeting in November, relating to the inclusion of the suite of stamp duty changes announced for immediate implementation from 26 September 2022 and lasting until March 2025, which could mitigate against the rise in interest rates. The risk of declining sales rates, and lower valuations, as the risk of a recession increases had also been reviewed, although it was stressed that ongoing continued financial viability was not dependent upon increased sales rates. [REDACTED]

The Committee considered the two-year Business Plan 2023-2024, with accompanying ten-year projections up to 2033, for the Compendium Group and recommended approval to Group Board.

Headroom Statement - In respect of OHG there had been little movement in the forecasted cash position since the last quarter. The delay on the completion of the strategic sales from January to March had not had a significant impact given the prudent approach to sales income, however, [REDACTED]

[REDACTED] Assurance was provided that the Treasury Team had a noticeably clear line of sight for all intended development spend in order to ensure that there was sufficient headroom to meet these anticipated costs. [REDACTED]

Assurance was provided that there were no identified material health and safety concerns to report, and such issues were reviewed at every Prospect Board Meeting, every Stanton Cross, and Compendium Joint Venture Board Meeting and at the Group Safety First Committee to ensure that prompt and appropriate action would be taken should any issues materialise.

Terms of Reference Review - There was agreement amongst members that considerable improvements had been made during the 12-month period, with adoption of a standardised reporting template and a combined harmonised reporting structure in place for development updates, new business opportunities, risk analysis, financial matters, regeneration activities, joint ventures, unsold units, market conditions, complaints/defects, disposals, future strategies and investment proposals which placed a greater emphasis upon the salient points relevant to Committee members. The Committee were assured that there was a clearly defined line of sight in place for all key development related activities across the Group, with the minutes of the Development & Investment Appraisal Panel meetings submitted as a standard item, alongside the Scheme of Delegated Authority which outlined those development decisions which fell within the scope of the Committee and those which were recommended to Group Board for approval. As such, despite the ongoing work to harmonise the reporting mechanisms, and despite some minor grammatical

[REDACTED]

At an additional out of cycle meeting on February 24th the Committee recommended approval to Group Board the build and purchase of 74 new homes at Denford Road, Liverpool

alterations, there are no significant alterations proposed to the existing ToRs or to the Scheme of Delegated Authority and it was agreed that they remained fit for purpose.

Foundation Trustee 24/01/23 Attendance 83%, Length 6 hrs, Mode: In person

Assurance and Risk

The Board received an update on Management and Operational activity of funded projects' performance including case studies, feedback and publicity for the £250,000 donation made to food charities over winter, and consultation work with engaged customers on Community Fund activity. Work was underway both in delivering established services and developing new and expanded services. Performance on legacy projects in Q3 had been affected by staff vacancies however recruitment had taken place and performance was expected to improve during Q4. The Affordable Warmth service along with Switchee won the Gold award at the European Contact Centre and Customer Service Awards for Best Cross-Functional Collaboration.

The Board received a Financial Report. It was noted that while funding was received throughout the current financial year this had not prevented activity and in the coming financial year funding would be received at the beginning of the year.

Pending independent Investment Advice due to the turbulent economic environment, the Board approved an extension to the existing Investment Policy, Investment Directives and Reserves Policy, and an extension to the

Items to note

The Board undertook a Development Training session, discussed the Riverside Communities and Livelihoods Strategy Consultation and met with customers who had received support from the Can Cook programme.

The Board approved funding additional Money Advice resources, delivery of Health & Wellbeing services in Retirement Living, a Digital Buddies scheme, and a Health Eating Programme.

Policy Exception to allow funds to be held in investments for longer than usual until 31 July 2023.

The Board approved an approach to funding legacy projects over the next two years, after which a new model for tenancy sustainment will be considered, informed by the Livelihoods and Communities Strategy. The Board approved a Legacy Project Budget and subsequent Business Plan subject to TRG Budget approval.

One Housing Group Board 25/01/23 Attendance 80%, Length 3 hrs, Mode: Hybrid

Assurance and Risk

Budget 2023/24

The Board NOTED the contents of the report and the change to the wider Group Operating Margin Golden Rule with a proposal to bring a wider Golden Rules review as part of the Business Planning approvals to the TRGL Board in March; and APPROVED the 2023/24 Budget and NOTED the recommendation going to the Group Board to reduce the Golden rule from 18% to 15%.

Atelier House

The Board APPROVED the serving of the termination notice to the landlord to end the lease of Atelier House prior to the tenant break clause deadline of 28 February 2023, subject to the receipt of the detailed ET options paper

Company Secretary report

The Board RATIFIED the adoption of the NHF Code of Conduct 2022 (Appendices 1-3 of the report). The Board also NOTED:- The report and Schedule of Board Member Duties and Responsibilities attached at Appendices 4 and 5 of the report and updates on the new (post ToE) Terms of Reference; Gifts and Hospitality Reporting; legal entity restructure; the

Items to note

Chair's report
Chief Executive's Report
Integration update
Financial Performance Report
Chief Operating Officer Report
Governing Body Lead Report on Complaints
Change and Transformation Update
Care and Support Update
Development Update
Risks Update: Operational Risk Register, Strategic Risk Register
Board Assurance Update
Committee Minutes - Care and Support Committee & Customer Services Committee
Board Training Plan
Forward Agenda Plan

two vacant Resident Customer Services Committee Member positions and Board Member service visits.

Riverside Scotland 26/01/23 Attendance 67%, Length 2 hrs, Mode: via MS Teams

Assurance and Risk

The Board noted the presentation from Hugh Owen regarding the update on the development of the new Corporate Plan and supporting corporate strategies and provided feedback on the proposed content of the Plan. It was further noted that following Group Board's approval of the new Corporate Plan, Hugh Owen would attend RS's Board Away Day on 31 March to work with the Board on the development of its Corporate Plan Implementation Plan.

The Board discussed the key assumptions made in the proposed budget, which included a significant increase in insurance costs, and also the justification for the proposed rent increase - namely, current satisfaction levels, affordability for customers, no detriment to services and that average weekly rent would be in line with the benchmarked position of peers? and local authorities. The Board thereafter agreed the 2023/24 budget, which included a rent increase of 5% and agreed to suspend the rent harmonisation process for 2023/24.

The Board agreed to adopt Group's updated Data Retention Policy.

The proposed improvement actions from the 2022 appraisal outcomes and proposed training schedule for 2023 were agreed.

The adoption of Group's Customer Involvement Strategy 2023-26 was approved.

Items to note

The proposals relating to car allowance criteria were approved, [REDACTED]

The Board noted the financial performance report, specifically, the favourable surplus in year to date largely being due to timing factors, additional stock condition survey works had been instructed following the recent SHQS compliance data verification process and that all covenants remained compliant.

The Board also noted the operational performance report, specifically the overall downturn in customer satisfaction relating to communication, CSC call waiting times and the repairs and maintenance service. The current transitional phase in the staffing restructure was noted, with recruitment currently underway, and also the Audit & Risk Committee's discussion on improvement actions [REDACTED] for the repairs and maintenance service.

The Hive survey results were noted as disappointing, but not surprising, given the transitional phase of the restructure.

Assurance and Risk

Vic Andrews opened meeting and paid a tribute to Ruth Richardson, National Customer Service Manager, who sadly passed away in January. Previous minutes were agreed, and matters arising discussed. Pet policy still outstanding, Riverside to report on at next meeting, all other outstanding actions completed. A follow-on action around reports was generated, with RN to discuss this with Ed Lea.

There was a presentation and discussion around Riverside website going forward, this was by Joe Robinson. Action raised regarding production of RCVE minutes.

Catherine Rigby delivered a presentation on the digital roadmap and this was also discussed by the group. CR looking for RCVE members to become involved.

Patrick New delivered a presentation on the CEC roles and structure, and what they do. There was some concern that a decision had been taken to not recruit in the interim period between places becoming available and the full integration of Riverside & One Housing, this is a deviation from the constitution!

A presentation on the state of play in Damp & Mould was made by Phil Pemberton, discussion and a Q&A session followed. Action was that the colleagues e-learning would be rolled out to RCVE members.

There was a Service charge presentation by Dean Tracey, Antoinette Nwuofu. This was requested by RCVE as a follow up from the Income Consultation. Q&A session & discussion followed this.

Items to note

Patrick New then shared details and a short presentation on the Riverside Corporate Plan. Action raised and PN agreed to look into the preservation of items from previous tenants to try to assist with poverty reduction.

The RCVE Scrutiny matrix was discussed, however with lack of time available it was agreed to discuss this at a separate meeting. RN to send out latest matrix version for members to become familiar with.

[REDACTED]

The profile of LGBTQ+ was raised as it is LGBTQ+ month, two examples were given by VA.

Thanks given to Charlene Little who was going onto maternity leave, and Chris Collman who is stepping into her shoes.

VA also gave a brief overview on how the Tpas mediation with the RCVE and the CE&I group, the next session will be open to all members of RCVE and the entire CE&I group.

Governance & Remuneration Committee 6/02/23 Attendance 66.6%, Length 2 hrs, Mode: Remote

Assurance and Risk

Richard Hill Resignation

The Committee dealt with an additional agenda item first which was the resignation of Richard Hill. The Committee agreed a process to share the news within the governance community and with wider colleagues and stakeholders.

[REDACTED]

Items to note

Execution of Deeds

The Committee noted the amendments being made to the signing and sealing process and recommended to Group Board for approval

Pay Award (verbal)

ForViva

The Committee received a report for noting on the position around ForHousing which had recently received a downgrade from the Social Housing Regulator. The paper was brought to the Governance Committee as one of the Executive Team was chair of the parent organisation ForViva. The Committee noted the history to the appointment, and the current circumstances and agreed to note the position.

Post ToE Governance Arrangements

The Committee noted the position in relation to post ToE governance arrangements and agreed revisions to the Standing Orders for OHG, amended ToR for the two remaining committees and the Executive Team and the changes to the Group Governance Framework document and recommended the report up to Group Board for approval

The Committee noted a verbal update around timings and arrangements for consideration of paw awards to colleagues

Resignation of OHG Head of Governance

The Committee noted the resignation of Venessa Denny and thanked her for her work

Evolve 15/02/23 Attendance 100%, Length 1.5hrs, Mode: Remote

Assurance and Risk

The Board received an update on Riverside Direct performance. Responsive Repairs had increased to their highest ever level in January. A number of roles remain in recruitment as the quality of applicants had been low; recruitment will continue until TUPE formalities when recruitment will be paused pending mobilisation. Customer satisfaction in complaints dropped in January, weekly commentary reviews and callbacks to customers to determine causes with actions in place. A formal transition process was beginning ahead of transfer to Evolve and One Housing in August.

An update from the Evolve Managing Director was received highlighting the decision to bring all Responsive Repairs and Empty Homes works within the Cumbria region back in-house. The current service provider have been

Items to note

notified and a TUPE date has been agreed. The transfer of the Leicester office into Evolve was also discussed. Customer satisfaction dipped slightly following inclement weather, an improvement plan is in place. A large increase in damp and mould works had been seen and are being prioritised.

A finance report was presented showing a decreased operating profit over the festive period in excess of forecast. This had recovered in January however there was work to do in the remainder of the year.

One Housing Group Board 16/02/23 Attendance 60%, Length 25 minutes, Mode: Hybrid

Assurance and Risk

Transfer of Engagements

Members after careful consideration, and having concluded in good faith that it would be prudent, and in the best interests of the Association and its residents so to do, approved the Transfer of Engagements to TRGL, subject to TRGL agreeing to undertake the Association's engagements.

Items to note

Signing and Sealing

The Board noted the current processes in place within TRGL and OHG in relation to execution of Deeds and proposals for how this was to be managed from 1 April 2023 (post ToFE). The Board reviewed the proposed changes to TRGL POA signatories to include former OHG staff members based in London with effect from 1 April 2023 and to note that a review of the Execution of Deeds process would be carried out in 12 months' time and outcomes reported to the GRC.

Prospect 22/02/23 Attendance 100%, Length 2hrs, Mode: In Person

[REDACTED]

Items to note

Managing Director's Report - Trading during the reporting period had been encouraging, [REDACTED]

[REDACTED]

[REDACTED]

There had been no health and safety issues since the last meeting.

Risk Register - Risk 15 – ‘The ongoing impact and recovery from Covid-19 and cost of living pressures’ had been removed as superceded by risk 6 - 'The impact of cost of living, increased energy prices & interest rate rises'.

It was noted as encouraging that Prospect had been successful in achieving registration for the ISO14001 environmental standard, whilst two NHBC customer surveys had been received in the period, both of which were a recommend,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Following an extensive application process Prospect had been accepted onto Homes England Delivery Partner Dynamic Purchasing System for large sites and the results from the Employee Survey conducted in November 22 had been reviewed, with average

score remaining high at 8.5, with an engagement index of 9.0 from an 80% response rate.

Riverside Care & Support Committee 23/02/23 Attendance 100%, Length 3 hrs, Mode: Remote

Assurance and Risk

Financial performance of Care and Support up to 31 December 2022 was presented. The operating surplus and margin was slightly adverse to budget. Underlying void loss had improved slightly however an arrangement where some voids which had been funded by a third party had come to an end earlier than anticipated. An increase in the cost of agency staff was seen over Christmas period which has returned to previous levels. Depreciation had been higher than budgeted due to failed boilers.

A report on the Hull PFI scheme was received noting that the new facilities management contract with Pinnacle was positive.

Internal audit reported on a new audit into onboarding new schemes which focussed on integration of ex-Impact schemes. There were no new or overdue Grade 1 actions. An update on the audit plan was presented. The committee received the Quality and Compliance Report; 4,657 incidents were reported on SAW-IT in 2022 which is a 1.28% decrease on 2021. 14 services had been audited by Quality Officers between 1 October and 31 December; Quality Officers are working with services on action plans to resolve any identified issues. The Committee discussed the upcoming extension of regulatory activity by OFSTED.

Items to note

The Committee received an update from the RCVE Chair on the RCVE's activities in January and February.

A summary of the results of the 2022 Supported Housing Survey was presented. Satisfaction remains high, a number of recommendations and actions arising from responses were highlighted.

The Committee reviewed the 2023/24 budget for Care and Support

The Committee received an operational performance report highlighting arrears and empty homes.

The Committee received the Annual Summary on Safeguarding, the Building Safety Annual Report and Building Safety Dashboard.

The Committee reviewed its annual plan of work for 2023, agreed objectives following the Committee Effectiveness Review and noted the updated Directors Duties document.

The Committee reviewed the Care & Support Risk Register noting changes in risks and mitigations due to co-production and the development of the Care and Support Merger Integration Group.

The Committee received an update from the Executive Director of Care & Support with findings from the Thirlmere Court investigation, the review into the Cambridge Youth Foyer following a news report, the Transfer of Engagements with OHG highlighted.

A report on Business Development highlighted that performance against the Key Business Objectives remained good and the tender rate remained above target, however the volume of active bids remained low with the focus on direct awards and contract extensions.

Customer Experience Committee 2/03/23 Attendance 86%, Length 3.5 hrs Mode: In person and via Microsoft 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 noted, in particular, that the amber rating for Digital reflected overall performance across the business, including Care and Support, and that performance in relation to Digital Participation for Social Housing customers was significantly higher at just under 40%. The Committee requested that future reports focus on outcomes and what positive impacts digital activity is having on improving services to customers and/or reducing costs and that a proposal for metrics to be monitored would be submitted to the next meeting. The Committee agreed to highlight to Group Board the positive impact and feedback on digital service delivery and suggested consideration of accelerating these plans as a means to improve customer service, reduce transaction costs and relieve pressure on the CSC. Income

A report on the activity and performance of communications and marketing activity was received.

Items to note

The Committee received updates from RCVE and Riverside Scotland Board meetings.

A positive Customer story relating to an initiative funded through the Community Fund and allocated through the Riverside Foundation. The 'Can Cook' initiative helped customers in North Liverpool in delivering nutritional meals to customers most in need. The Committee was pleased to note this had been an immediate and tangible benefit of the OHG merger, the positive feedback received from customers and the commitment to support customers and combat food poverty. The Committee also acknowledged this was an example of landlords

Management was also rated amber, however, good progress had been made, with arrears levels reducing and the Committee was pleased to note further improvements to performance were anticipated as a result of further developing 'arrears ladders'.

The Committee also noted repairs performance was rated amber and welcomed the detailed update on damp and mould performance, action plan and complaints. Dashboard reporting was being developed and a more detailed standalone report would be reported to the April CEC meeting. The Committee confirmed it was comfortable with the level of detail now provided through this report and the 3Cs in relation to risks associated with overdue high-risk actions.

The Committee reviewed the detailed CSC Performance Recovery report setting out current position in relation to performance and service delivery at the CSC and overview of challenges faced, along with actions being taken to recover service and ensure customers were able to access services easily. The Committee was assured as to continued progress with the recovery plan, in particular, improvements in overall abandonment & waiting times, with abandonment at its lowest level since September 2022 and average wait time continuing to decrease. The Committee welcomed the additional detail shared at the meeting with month-on-month trends to February and daily progress during February in relation to abandonment, average wait time, adherence, average handling time and absence and noted significant improvement over the past couple of weeks in average wait times. Changes in induction and onboarding processes and performance management, including, structured regular team huddles, 'stop the floors' to discuss positive progress and coaching and tougher conversations were cited as some of the actions driving this improved performance. The Committee was encouraged by February's performance, however, acknowledged there remained significant further work to do to see an overall sustained improvement in all areas of service delivery and

providing more than just homes and gave customers an independent and empowering way of dealing with challenges they faced. Members welcomed the plans to continue this support and expand the initiative across other regions.

The Committee reviewed and approved the Home Ownership Communications Plan and was pleased to note plans to engage a group of customers to help co-design and test improvement activities.

The Committee noted the 3Cs Dashboard and Customer Service Financial Performance updates and was encouraged by the Building Safety Compliance position.

The Committee noted the CEC Workplan for 2023/24 and members were requested to submit any comments on the content or frequency of items to the Executive Director of Customer Service.

The Committee received a comprehensive spotlight presentation on the South and Central Region Regional Plan, including an overview of the region, Riverside's Sustainability Index (RSI), the regions Index Multiple Deprivation (IMD), customer profile and stock, development, JVs and the growth of homelessness services and projects. The Committee was pleased to note the case studies in relation to the projects in the region and development, with an update on project delivery, including the Engage Floating Support Services, Housing First Services

would continue to monitor at each meeting, requesting inclusion of further detail in relation to IT outages within the executive summary of the next report.

The Committee reviewed the Customer Insight Deep Dive and TSM update detailing how customers felt about the service they receive from Riverside and performance against key metrics. The Committee highlighted, in particular, the slight decline in Group overall satisfaction to 68.8% (-0.7%), improvement in Social Housing customer satisfaction to 71.3% (+0.2%) and the decline in Home Ownership customer satisfaction levels to 41.2% (-3.4%). Key drivers of overall satisfaction continued to be repairs and listening to views and acting upon them, these areas were being prioritised in improvement plans. The Committee was pleased to note improvements in how easy customers find dealing with Riverside, with Net Easy Score improving (above 0 for the past 3 months) across all business streams and all Social Housing Regions except Scotland. The Committee was also pleased to note positive sentiment scores in relation to the customers using the App.

The Committee reviewed the Home Ownership Improvement Plan update and was pleased to note the significant increase in overall satisfaction from 41.2% in December to 49.7% in February against the target of 50%. The Committee also noted current challenges, in particular, those relating to Section 20 consultation, postponement of shared spaces reporting by leaseholders and accuracy of service charge budgets and requested further detail to understand the reputational and financial risks in relation to Section 20.

The Committee reviewed proposed Riverside targets for the metrics contained within the Customer, Building Safety and Cash Leakage dashboards, noting that as part of the target setting process a review of relevant sector benchmarking customer surveys data has been conducted.

and Adults and Young People Housing Services which enabled a pathway out of homelessness into independent living.

The Committee agreed that all three regional spotlights had been excellent and agreed that future updates continue to focus on local delivery, however, include detail around the new Corporate Plan strategies and how these were being delivered in each region.

A dual approach for Customer 3Cs target setting had been applied with the Information Services Team reviewing peak rolling 3-month customer survey performance over the past 2 years to support targets that could enable Riverside to get 'back to our best' over the next 3 years and for the operational business metrics being advised by business owners. The Committee discussed the proposed targets in detail, challenged and debated whether the targets set over the next 3 years were ambitious enough, however, acknowledged the balance to be struck between aspiration and reality. The Committee also noted that based on a recent Housemark publication, Riverside's scores were comparable to most organisations in the sector, however, there was a gap in methodology which made it difficult to carry out a like for like comparison. Based on current performance, the Committee supported the targets outlined.

The Committee reviewed the findings and recommendations from the Anti-Social Behaviour scrutiny activity that had been completed by the RCVE Scrutiny Panel, highlighting, the complex nature of the topic and the robust approach taken by the panel. It was noted that the scope of the scrutiny had been refined due to the scale of ASB activities and was designed to ensure that the review would provide useful insight about the ASB service and focused on establishing how good practice in handling Anti-Social Behaviour cases was shared throughout Riverside with a clear focus on general needs customers. Over 100 staff members had been interviewed during the scrutiny exercise, demonstrating a thorough examination of the service and a detailed scrutiny report and Action Plan along with an initial suite of key performance indicators that would be developed as part of the migration of ASB case management onto Salesforce in March/April 2023. The Committee was pleased to note that the Scrutiny Panel had agreed to continue working with officers as a critical friend in the year ahead as the Action Plan was implemented. The Committee welcomed the recommendations and findings and thanked the Scrutiny Panel for a robust and powerful piece of customer scrutiny.

The Committee reviewed the updated Home Ownership Risk Register, noting the new risks added, in particular, new commercial units and the potential risk relating to confusion over repairs responsibilities and limitations, following implementation of the new SO lease. This risk would be considered as part of the next review of the risk register.

The Committee noted the Business Assurance update on regulatory and performance plans within the Customer Service Directorate, including a summary of the activity undertaken by Business Assurance Team between September 2022 and February 2023, emerging issues, and priorities for the next six months. The Committee requested further detail on improvements made following the Lettings Customer Journey Mapping.

The Committee reviewed and approved the minor changes to the CEC Terms of Reference. The Committee also reviewed the plan to integrate the Committees who have responsibility for Customer matters at both OHG and TRGL and requested a Task and Finish Group be set up to oversee progress with integration of the 2 committees.
