

The Board is asked to **NOTE** the update on Committee and Subsidiary Board Activity for the period May 2023 to date. Minutes of all meetings in the period can be found on Convene or are available upon request.

Foundation Trustee 02/05/23 Attendance 100%, Length 2.5 hrs, Mode: Remote

Assurance and Risk

The Board received an annual update on activity conducted under the Helping Hands Fund and Community Fund. It was noted that 2,276 customers had been supported by the Helping Hands Fund. The Community Fund had engaged 21,036 through 23 grants and saw significant match funding gained.

The Board received a Management and Operational Update report for Q4. It was noted that some legacy projects had not met performance targets however performance had improved over the year. The Board discussed engagement with partner organisations on delivery.

The Board received a Finance Report setting out financial activity during the 2022/23 financial year. It was noted that due to investment market volatility 3% had been lost in the year, which offset against interest nets a £5k loss.

The Board reviewed the Foundation Risk Register noted the overall risk profile remained low as a grant-giving body. It was planned to conduct a further refresh of the Register in October.

Bids

The Board received an upscaling bid from Can Cook and requested the bid is returned to address concerns raised.

Items to note

The Board noted the resignation of the Foundation chair and elected Linda Wright to Chair the meeting. The plans for recruitment were set out by the Head of Governance.

The Board noted a £25k overspend in the Helping Hands fund in the previous financial year and funding to cover this had been set aside under delegated authority.

The Board engaged in an initial discussion on the strategic direction and outcomes for the Foundation which would be discussed at the July meeting.

The Board discussed the draft TRG Communities and Livelihoods Strategy and strategic alignment with the Foundation's future ambitions.

The Board approved its meeting dates for 2024/25 and progress against its board effectiveness activity

The Board approved funding of a bid to support employing a full-time Community Development Worker in Workington.

Evolve 03/05/23 Attendance 100%, Length 0.5 hrs, Mode: Remote

Assurance and Risk

The Board conducted a short meeting to approve the Evolve Risk Map which had been updated and cross-referenced with quarterly risk.

Items to note

Prospect 04/05/23 100%, Length 2hrs, Mode: Video Conference

Assurance and Risk

The Board noted the Management Accounts for the 12 months ending 31 March 2023. [REDACTED]

The Board noted the Managing Director's report. [REDACTED]

[REDACTED] This was highlighted as an extremely encouraging performance given the ongoing challenges faced within the sector during the last 12 months.

Items to note

The Board noted the market update. Asking prices across England and Wales had risen for a second consecutive month during March, by 0.2%, although the year-on-year growth had slipped into the negative to -0.3% for the first time since December 2019.

The Board discussed the Board Effectiveness Review Six Monthly Update. It was noted as encouraging that engagement at meetings was strong, with members engaging well with colleagues, providing robust support and challenging where required. The extensive, and complimentary nature, of the skill set and experience within the house building sector of the members was noted as an area of strength. Board meetings are open and discussion encouraged, with a clear strategic purpose towards the key goal of assessing land opportunities to build

[REDACTED]

homes for sale at profit. The improvement in the quality of reporting was highlighted, with numerous improvements to the papers to provide a more concise, relevant and informative pack, particularly around the visibility of sales and expenditure

[REDACTED]

The Board noted the annual plan of work.

[REDACTED]

[REDACTED]

Group Treasury Committee 09/05/23 09/05/23 Attendance 66%, Length 1 hrs, Mode: Remote

Assurance and Risk

The Committee discussed and approved the Group Treasury Strategy to ensure it assists the Group in delivering its aims for the coming financial year and into the future and was supported by recommendations from an independent third-party advisor. The Committee recommended the Group Board approve the Treasury Strategy.

Items to note

The Committee noted the results of the Treasury team against the 2022/23 strategy.

Recommendations to Group Board:

To APPROVE the Group Treasury Strategy for 2022/23

Assurance and Risk

The Committee received a paper on succession planning noting the update on recruitment to Board, GTC, GDC, OHG, CEC, CSC and the Chair positions on Foundation and Audit with interviews expected in August and positions filled in September 2023. The Committee also agreed to extend Stewart Davenports term of office on both GDC and OHG Board to 30 April 2024 and agreed the extension to Caroline Corby and Julie Price term of office on OHG Board to 30 April 2024. The Committee also noted the RCVE nomination of Keith Harkness as the Group Board Observer.

The Governance Team Plan and Projects Update was presented to the Committee, giving an update on the Group Structure Rationalisation Project, noting Naylands (51-68) Ltd had been dissolved and that the deed of retirement and appointment transferring the corporate trusteeship to the Park Lodge Project had been executed in March. An update on compliance was provided, along with a Governance Team projects update. Following the completion of the Transfer of Engagements, it was noted that the Merger Transition Plan was being closed and the Committee noted the close down review contained in the paper.

The Committee received a verbal update on merger progress, noting CMM would chair the Confidential MIP meetings and TB would chair the change forums and PSG. The Committee also received an update on projects ongoing across the Group including IT and systems integration.

Verbal updates on the annual assessment of TRGL Governance against the NHF Code and against the regulatory standards were presented, with the Committee noting the papers would come to the July GRC meeting.

Items to note

The Committee noted the 6 monthly update on GRC effectiveness noting that the additional three actions were all complete.

The Committee noted an update from CMM on the colleague pay award, noting it was going to a ballot.

The Committee also noted and approved the recommendations set out in the additional whistleblowing report presented to them.

The Committee also approved the minutes of 6 March, 15 March, 29 March and 26 April along with the Matters Arising and Action Points

The Committee reviewed and agreed the annual Board and Committee appraisal programme, along with agreeing the IDA planning timetable presented to them.

Riverside Care & Support Committee 18/05/23 Attendance: 75% Length: 3 hours Mode: In Person

Assurance and Risk

The Executive Director of Care and Support report highlighted work on supporting customers and staff at the Powerhouse scheme following a customer death, the impact of Our Riverside Way Everyday training, and integration.

Business Development performance remains positive with all three Key Business Objectives for the year achieved. The Committee was informed of grant funding secured for a central referral pathway for homeless veterans, and a street engagement hub in Manchester.

Financial performance for Q4 was received showing operational delivery to budget and margin. Increased costs had been seen on energy and improved performance against arrears had been seen.

The Operational Support Performance report showed a monthly process of budget review and scrutiny with Regional Operations Managers had been adopted. A small decrease in the number of empty homes had been seen. Floating Support Capacity continues to decline, there is a continued focus on service improvements with increased scrutiny of data to provide insight. All other KPIs were within target.

It was noted that deductions for March were the lowest seen at Hull PFI and that the new contract managers were viewed positively by customers.

Items to note

The Committee toured Wilson Carlile House in Manchester.

Minutes of the RCVE meeting of 13 April were received.

The Committee received a presentation on Tenant Satisfaction Measures.

The Committee received the Annual Care and Support Summary noting an increase in homelessness, recruitment challenges leading to increased use of agency staff, increased regulatory scrutiny and sustained improvements in performance.

The Committee reviewed the Risk Register

The Committee received an in-depth report on the Cambridge Youth Foyer; an action plan is in place to deliver improvements.

The Committee received an updated Building Safety Compliance Dashboard.

The Internal Audit Report showed a new audit conducted on DBS and provided assurance the process was working as intended.

The Committee received a proposal on integration activity of the Committee with its counterpart at OHG.

The Quality and Compliance Report showed a slight reduction on the number of incidents reported via SAW-IT, the number of overdue DBS renewals had decreased by 12.8%, work was ongoing to ensure preparation for the beginning of Ofsted regulation in 27 supported accommodation services.

The Committee approved its meeting dates for 2024/25.

Group Development Committee 24/05/23 Attendance 100%, Length 2.5hrs, Mode: Video Conference

Assurance and Risk

The Committee discussed the quarterly development report. It was noted as encouraging that in the 2020-23 Corporate Plan there was a commitment deliver a minimum 3,000 new homes and, over this period, 3,149 new homes had been delivered.



The Committee reviewed the development risk register to ensure that it captured all pertinent and relevant development risks, that they were appropriately mitigated, and to recommend any proposed changes to the Group Board as required.

The Panel noted the update on the amendments to Building Regulation Part B, specifically the introduction of 'a threshold whereby residential buildings above 30 meters in height should be designed and built with two

Items to note

Members noted the Group headroom statement. Work was progressing to harmonise the reporting process to formulate a combined group headroom statement, anticipated to be available for the next meeting.

The Panel noted the report that set out the proposed summary of disposals for 2023/24 as part of the 3-year strategic disposals plan for the period 2023 – 2026.

The Committee noted the Effectiveness Review Progress Update. It was noted as encouraging that engagement at meetings was strong, with members engaging well with colleagues, providing robust support and challenging where required. The extensive, and complimentary nature, of the skill set and experience within the development and

staircases, although the Fire and Rescue Service continued to campaign for the introduction of mandatory second staircases in new residential blocks over 18m, rather than 30m. Prudent Budget assumptions had been made, on the basis that there would not be additional grant funding available to bridge any subsequent viability gaps, although this would not preclude discussions to ascertain the availability of funding continuing once the full financial impact had been determined.

regeneration sector of the members was noted as an area of strength. Committee meetings were open and discussion encouraged, with a clear strategic purpose towards the key goal of assessing development and regeneration opportunities to build homes to fulfil social housing obligations. The improvement in the quality of reporting was highlighted, with numerous improvements to the papers to provide a more concise, relevant and informative pack, particularly in respect of harmonising the combined reporting of OHG and TRGL development performance.

One Housing Group Board 25/05/23 Attendance: 100% Length: 3.5 hours Mode: In Person/Microsoft Teams

Assurance and Risk

Pre Board Briefing on 4Cs Dashboards

The Board received a masterclass on the 4Cs Dashboard and noted general principles of the dashboard reporting and an overview of Customer, Compliance, Cash and Colleague metrics. The Board highlighted, in relation to statutory compliance metrics, the importance of setting out the associated level of risk and mitigations and requested that the COO report provide further narrative around the level of risk. The importance of triangulation with other reports and issues being brought to the attention of the Board in other reports was also highlighted.

Chairs and CEO Reports

The Board received reports from both the Chair and the CEO, discussing the Chairs recent visit to Clarence House and noting that issues highlighted were being addressed and requested close monitoring of the DLO

Items to note

Health and Safety Update (6 monthly)

The Board reviewed the six-monthly update report on Health & Safety (H&S) developments and performance for the period from 1 October 2022 to 31 March 2023, and noted there had been no significant H&S accidents and one significant fire issue to report in the period. The Board also noted improvements to the risk control environment, cross working and collaboration between teams, particularly in relation to Asset compliance.

Development Update (Including Victoria Quarter Update)

provision to schemes. The Board also noted CEOs recent sessions with the Ombudsman on damp and mould and with the Regulator on Consumer Regulation and that these had highlighted similar themes around data quality, management and integrity. The sad death of tenants in Social Housing, in particular, the recent case shared by Bolton at Home was discussed, in which a tenant had lain dead in his home since 2017 and not discovered until 2023, demonstrating how isolated some tenants were. The Board raised concerns in relation to the lack of curiosity and noted that this was a theme that would be highlighted at Leadership Group. The Board highlighted the importance of curiosity and the 'human factor'.



Integration, Change and Transformation Update

The Board received an update report from Tony Blows setting out the Change and Transformation Board projects, launched within the framework of the OHG Digital Strategy 2021-24, and more recently supporting some of the Merger Integration Panel related projects.

Financial Performance Report

The Board discussed the information presented in the Financial Performance update, setting out the year-end position of OHGL (Group) in line with previous financial performance reports and compared the results to the budget, the last forecast and prior year actual results.



Strategic Risk Register & Risk Workshop Outcomes

The Board considered the strategic risk register and outcomes from the risk workshop held on 22 March 2023. The Board provided feedback on the register

General Governance

The Board approved the minutes of the last meeting on 22 March and the closure of all outstanding actions on the matters arising schedule.

Additional papers for noting

Committee minutes, Board Training Plan and the Board Forward Plan.

Company Secretary Update

The Board noted updates on post transfer of engagements governance, integration reporting, execution of deeds and the Scheme of Delegated Authority and legal entity restructure. The Board approved the extension to Caroline Corby, Stewart Davenport and Julie Price's term of office on OHG Board until 30 April 2024.

[REDACTED] The Board agreed the proposed draft risks and controls for Strategic Risk Register and approved the OHG Risk Strategy & Policy.

COO Report

The COO presented an update on customer services activity the Board noted key highlights, including, a lessons learnt exercise drafted for Phoenix Heights, the scheme that featured in the BBC Radio 4 Programme 'File on Four', and excellent examples of joint work being undertaken with colleagues across One Housing and Riverside in developing a Customer Experience Strategy, in mobilising the Riverside Direct service and in completing the required Building Safety Registrations on relevant high-rise buildings.

[REDACTED]

Governing Body Lead Report on Complaints

The Board noted complaint performance for the period 1 April to 31 March 2023 and the focus on resolution and timescales and improvements made.

[REDACTED]

Care and Support Update

The Board noted the update report from Care & Support Committee on current activity in Care & Support, highlighting, in particular, the updates on preparations for Ofsted inspections and Integration and that Care and

Support had been shortlisted in 2 categories for the Housing with Care awards.

[REDACTED]

The Board was pleased to note the Recovery Plan Review and that the Care and Support Committee had agreed to close reporting on the 2020 Recovery Plan and revert to business-as-usual reporting on Care & Support financial and operating performance, business changes and strategy.

End of Year Assurance

The Board reviewed:

- the assessment of the Rent Standards and Consumer Standards.
- progress in assessing the G&V and VFM Standards
- and APPROVED the CEO Statement of Assurance
- the Statutory Returns for Q4 and update on Corporate Compliance and Assurance planned actions.

The Board acknowledged the huge amount of work involved in the assessment of the Standards and highlighted that, although standards had been assessed as compliant, with adequate assurance in place, the commentary should be nuanced, particularly in relation to the Home Standard and Disrepair in view of the challenges in relation to high-risk overdue actions and with decent homes standards.

Riverside Scotland 25/05/23 Attendance: 91% Length: 2 hours Mode: In person and via Teams

Assurance and Risk
Strategic Risk Register

Items to note
Corporate Plan

The Board noted the content of the Strategic Risk Register, discussing in particular the positive changes to Culture and Change risk score, that consideration was being given to carrying out a future customer satisfaction survey with other Ayrshire RSLs, that Income Collection performance and the repairs and maintenance contractor performance continued to be a concern.

Five Year Financial Projections Return

The Board approved the Five Year Financial Projections Return for submission to the Scottish Housing Regulator (SHR).

ARC Return

The Board approved the Annual Return on the Charter submission to the SHR.

Annual Loan Portfolio Return

The Board approved the Annual Loan Portfolio Return submission to the SHR.

Scheme of Delegation

The Board approved a revised Scheme of Delegation to reflect the new staffing structure in place.

Property Investment Programme

The Board noted that the proposed plan had been developed following review of the recent stock condition survey and Scottish Housing Quality Standard compliance survey works and was based on an element of external funding being received for roof and render works and window works. The Board then agreed the proposed planned maintenance and property investment programme for 2023/24.

The Board noted the final Delivery Plan update on progress against the objectives in the Corporate Plan 2020-23.

Annual Write Offs

The Board noted the debts written off during the 2022/23 financial year.

Quarterly Performance Report

The Board noted an improvement in all of its customer satisfaction indicators, the overall repairs and maintenance satisfaction and complaints handling, albeit they remained outwith target. Void relet times continued to be a concern and a task force had been set up to review this process with a view to improving turnaround times and driving savings.



MD Report

The Board noted that all new build properties had been handed over and there were no further developments in the pipeline. [REDACTED]

The Board also received a report on the resolution of the IT interfacing issues between the Association and the repairs and maintenance contractor which required additional IT building. The Riverside App would not be rolled out to customers until these issues were resolved. The Board noted the remaining issues were being progressed and hoped they were resolved in a timely manner, given the impact this was likely to have on customer satisfaction figures.

The Board noted the positive nature of discussions with the SHR following the Regulation Manager's recent visit to discuss the Association's approach to its regulatory compliance assessment process.

Group Audit Committee 15/06/23 Attendance 100%, Length 2.5 hrs, Mode: In person

Assurance and Risk

Group Risk Register

The annual refresh of the risk register was presented to the Committee. The key risks had been discussed by the joint meeting of the GAC, CEC

Items to note

Internal Audit Plan for 2023/24

The Committee reviewed the plan which will continue to be reviewed each quarter. Key themes have been

and C&SC and the Group Board at its strategy day. The Committee robustly challenged a number of points.

Merger Due Diligence Update

The Committee noted that due diligence had effectively concluded. The report follows the Transfer of Engagements to ensure completeness and had been previously reviewed by Group Board.

Internal Audit Highlights Report

The Committee discussed the outcomes of new audits into Cyber Security, C&S co-production, New home handovers, CSC people management controls and Dire remedial actions assigned to the planned team. There was a discussion on deadlines for implementing recommendations and what happens when these are missed.

Annual Internal Audit Opinion 2022/23

The Committee noted the report which brings together conclusions from audits completed within the previous year.

Year End External Audit Highlights Report

The Committee received the External Auditor's report which set that the audit had minor outstanding areas within some subsidiaries but was largely complete. The materiality was set out and had dropped slightly due to the merged Group. The key risk was ensuring that the Transfer of Engagement was properly reflected in accounts. A prior year adjustment relating to the OHG merger was noted.

Annual Review of the Framework of Internal Control

The Committee noted the report and that the framework of control remained effective and recommended the statement on internal control assurance is adopted by the Group Board.

Going Concern Review

agreed and the audits against them will change as the year progresses.

Policy for Provision for Non-Audit External Audit Services

The Committee noted the policy remained fit for purpose and agreed that the review period be extended to triennial.

Compliance Assurance and Consolidated Breaches Update

The quarterly report was received. There were no areas of major concern or non-compliance identified. It was noted the statutory returns register had been integrated in OneTrust. It was noted that tenancy fraud would not be included in the fraud report as it was not thought to fit within the regulatory intention in this area.

Asset & Liability Register

An update on the Asset & Liability Register was provided, work to provide a stronger, integrated ALR was ongoing.

Committee Workplan

The Committee reviewed its plan of business for the coming year.

Committee Effectiveness (6 month review)

The Committee noted a report reflecting progress against its 2022/23 appraisal objectives.

Meeting Dates for 2024/25

The Committee noted the report and that despite economic uncertainty and the continuing cost of living crisis, the Group's financial position was strong and that neither factor was likely to have a material impact on the Going Concern assessment.

Financial Statements FY2023 and Key Issues for consideration in recommending same

The Committee reviewed the key issues for recommending the financial statements and that operating surplus was comparable to the previous year with a reduction seen as a result of land and property sales within OHG impacted by fair value.

Annual Self-Assessment of Compliance against RSH Standards

The Committee noted the report which found an overall assessment of compliance across both TRG and OHG. Some final work was outstanding.

The Committee approved meeting dates for 2024/25 noting the June meeting was to be delayed by one week and agreed that the mode of these meetings was to be in person in June and December.

Committee Minute Extracts

The Committee received extracts from the Customer Experience Committee held on 1 December 2022, 12 January 2023 and 2 March 2023, the Care & Support Committee held on 23 February 2023 and the Riverside Scotland Audit & Risk Committee held on 9 January 2023.

Merger Integration Plan Update

The Committee received a verbal update from Carol Matthews.

Recommendations to Group Board

The Committee recommends to the Group Board:

- Inclusion of the statement of internal control assurance in the draft financial statements is adopted.

RCVE 15/06/23 Attendance: 87.5% Length: 5 hours Mode: MS Teams

Assurance and Risk

Service Charges: A presentation was given on service charges, and the work Riverside are currently undertaking in order to lessen the perceived impact on this. There was a suggestion to look into possible cost-downs being discussed with contractors, rather than simply accepting any up-rating of charges going forward.

Items to note

Complaints: A presentation on complaints was also given, tying in with a new two-stage process set to be adopted by Riverside with the RCVE stepping back from the stage 3 process with this being undertaken directly by the Ombudsman. Suggestions made on how RCVE keep their finger on the pulse in this were made, with these taken for discussion by Riverside. (This was also tied in with a previous “matters arising”). A suggestion of support for customers who wished to complain, but didn’t really have the know-how to do so. To be discussed further.

A vote was taken on accepting the proposal to go to a two-stage process, this was accepted unanimously.

Scrutiny Update: Feedback given on Riverside work on ASB best practice after RCVE scrutiny exercise, things appear to be progressing nicely although it was noted there had been a slight slip in the time taken for Sales-Force to be implemented.

Communication: Update given on communication changes given, with some emphasis on the Riverside website, and how the RCVE fit in with this, much discussion of ideas around this.

Recruitment planning: Progress being made on this, with regular bulletins going out to customers on becoming involved.

Scrutiny Matrix: There had been some confusion around online meetings of the RCVE Officer group to discuss and progress this. Areas of interest have been whittled down from 24 to 9. It is hoped to determine the subject matter by the end of the month and then set up a group and lead to progress this.

ED&I: Discussion around refresher training for RCVE members.

AOB: No other business.

Assurance and Risk

The Board noted the Management Accounts for Two Months Ending 31st May 2023.

[REDACTED]

The Board approved the financial statements for year-end 31st March 2023.

The Board noted the Managing Director's report.

[REDACTED]

The show homes at Mitton Grange had now opened, and the interest has been encouraging.

There had been one health and safety incident since the last report involving a freak wind.

[REDACTED]

[REDACTED]

The Board noted the risk register, commenting that it had been updated to reflect the risk of ongoing planning delays.

Items to note

The Board noted the market update noting that asking prices across England and Wales surged during April by 0.8% on a wave of optimism, although year-on-year growth slipped further into the negative (-0.8%).

[REDACTED]

The Board noted the annual plan of work.

The Board noted Prospect's ongoing compliance with the NHF Code of Governance.

Group Development Committee 26/06/23 Attendance 100%, Length: 1hr, Mode: Video Conference

Assurance and Risk

The Committee recommended the Development & Regeneration Strategy to Group Board. Extensive consultation had taken place, which had formed the basis of various roundtable events incorporating input from all relevant departments, as well as detailed customer input, the feedback from which had been incorporated into the revised strategy.

[REDACTED]

[REDACTED]

Items to note

The Committee received an update on the recent changes that will affect some aspects of the JV relationship for Pike Close. Increased costs were linked to the requirement to now include a second staircase because of recent guidance linked to the evacuation strategy for tall buildings in the event of fire.

[REDACTED]

Customer Experience Committee 29/06/23 Attendance 86%, Length 3 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, highlighting that Income Collection was rated red, with performance being impacted by a range of factors, including service charge issues, [REDACTED]

Items to note

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

The Committee received a presentation in relation to the help that the Home Ownership Team had

[REDACTED]. The Committee noted the lessons learnt would be considered by Project Loki and built into future plans. The Committee noted Executive Directors had approved a policy change regarding the timescale for resolution for fire door replacement to align to supply chain material availability and works to leasehold blocks to enable compliance with section 20 consultation process, and was reassured that this change had been supported by Savills and that availability of fire doors was a widespread industry challenge. The Committee also received an update on the benefits of the new Job Management System and that this was due to go live in November 2023.

The Committee reviewed the Customer Service Centre Performance Recovery Report that set out the current position in relation to performance and service delivery at the Customer Service Centre (CSC). The Committee was assured as to the positive progress made with the reduction in abandonment and average call wait time, attrition and absence levels. The Committee highlighted IT issues which had led to some outages and requested further detail as to the cause and further assurance around IT issues in the next CSC recovery report.

The Committee reviewed the progress update on key activities within the Home Ownership Improvement Plan for 2022/23 and highlighted that although there was a marked improvement in overall satisfaction between January and March, followed by a disappointing decline in April, the focus was on the broader satisfaction trend, which over the last six months showed a clear upward trend. The Committee noted the continued close monitoring of Leaseholder satisfaction levels, recognising that recent declines had held back overall improvements and the work to do around digital offer to drive improvements.

[REDACTED]
[REDACTED] The importance of benchmarking with other providers

provided to a customer. The customer, who after having a life changing event, had been left paralysed and diagnosed with Functional Neurological Disorder was unable to live at their home and was discharged into a care home. The family discovered a mixed development and after being unsuccessful in their contact with a leading housebuilder, connected with the Riverside Home Ownership Team who reserved the property. Despite some challenges the purchase completed the customer was finally in the right home fit for the future. The Committee was pleased to note the ongoing support in relation to adaptations and money advice.

The Committee noted the Customer Service Financial Performance update.

The Committee noted the Group Audit Committee Highlights June 2023.

The Committee reviewed progress made in achieving the objectives set out in the Equality, Diversity and Inclusion (ED&I) Action Plan 2022-23, performance on current ED&I measures and the new ED&I Strategy 2023-26. The Committee agreed to schedule in a spotlight session covering customer service elements of the strategy later in the year.

The Committee noted the annual update on financial, operational and asset/compliance across the 4 PFI contracts managed in the South and Central region.

was highlighted, as was the opportunity to compare more fairly through the TSMs

The Committee reviewed the Customer Involvement & Engagement Action Plan for Year 1 and highlighted the focus on co-producing the foundations of a network of local and regional hubs and providing a multi-channel engagement offer whilst addressing weaknesses against best practice standards. The Committee highlighted that the plan would be led by communities and customers' needs and requested a suite of customer stories explaining the impact of the action plan measures be included within Regional Plan Spotlights.

The Committee reviewed the Customer Insight Annual Report and TSMs update, highlighting Group overall satisfaction had declined in Q4 to 67%, a drop of 1.8% compared to Q3 performance. Peak performance in the year was during October when Group overall satisfaction hit 70.3%. Social Housing's overall satisfaction declined by 3% in Q4, down to a lowest recorded score of 67.1% in February, however, had since continued to improve each month to May, where it was now at 70.6%. The Committee noted mixed Social Housing regional performance, with declines in LCR and in North impacting the Group's score considerably. Key drivers of customer satisfaction had changed this quarter following the introduction of new TSM questions and 'Home is well maintained' is now the strongest driver for Social Housing and 'time taken to complete repair' was the strongest for Home Ownership. 'Listening to views and acting upon them' remained the second strongest driver for both business areas. The Committee also noted progress being made to deliver TSM reporting for June month end, with dashboards currently in development and June month end update on TSM performance would be circulated to CEC during July, subject to successful testing and dashboard launch. In relation to TSMs, the Committee requested further detail as to the methodology being

The Committee noted the May 2023 3Cs Dashboard report and recognised the significant progress made in the Compliance dashboard.

The Committee approved revisions to the Riverside Rent Framework 2023/24 and changes to the Anti-Social Behaviour Policy.

adopted collection of measures. [REDACTED]

The Committee reviewed the Customer Services Risk Register that provided assurance that all risks had been captured with appropriate controls and actions in place as mitigation. The Committee noted the inclusion of a new risk in relation to Complaints, reflecting the declining satisfaction and the increased powers of the Housing Ombudsman. The Committee was pleased to note the centralised complaints team as one of the mitigants, however, noted the transition phase underway. The Committee highlighted its key role in monitoring the impact of the new Complaints Team on performance.

The Committee reviewed the Internal Audit Highlights Report, highlighting that the audit around complaint handling would be carried out once the centralised team had bedded in [REDACTED]

The Committee reviewed progress with integration of TRGL and OHG Customer Committees and the Proposed Terms of Reference, highlighting, in particular, the increased focus on VFM of services and the importance of the wider customer voice being understood which could not be measured by the number of customer representatives on the Committee. The Committee noted the integration of operational customer services would commence in April 2024 and that the managing this process would be

critical. The Committee approved the new Terms of Reference for the integrated Customer Experience Committee and recommended approval to Riverside's Governance and Remuneration Committee.

The Committee reviewed the Annual Complaints Report setting out an overview of complaint performance trends, Ombudsman communications and lessons learned, along with proposed remedial actions. The Committee discussed the benefits of the centralised Complaints Team, including a consistent approach to reviewing of all Stage 2 cases (excluding OHG) to prevent escalation to the Housing Ombudsman and improving the evidence trail.

The Committee received a comprehensive spotlight on Customer Experience and Communities and Livelihoods Strategies. In relation to the Customer Experience Strategy, the Committee was pleased to note the customer impact through co-creation and focus on values and behaviours and reconnecting with customers. The Committee requested some minor amendments to the strategy.

The Committee agreed to highlight to Group Board the seismic shift for Riverside and work required to embed the strategy and the change that would be required at corporate level to support the culture change. In relation to the Communities and Livelihoods Strategy, the Committee noted the strategy had been developed alongside the Customer Experience Strategy to ensure it had a clear focus on the social value activities delivered by the organisation which were over and above the core service offer but were complimentary, wherever possible, to maximise impact for both the business and customers. The Committee highlighted the importance of promoting services to customers and suggested a further conversation with the Chair of RCVE to discuss reviewing the website and

ease of access to services and requested inclusion the cost-of-living survey within the strategy. The Committee approved, subject to the amendments agreed at the meeting, both strategies for onward submission to Group Board for final approval.
