

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

**Riverside Scotland 20/09/23** Attendance: 73% Length: 1 hour Mode: In person

**Assurance and Risk**Audited Financial Statements Return

Due to delays with the finalisation of the annual accounts, the AFS Return had not been prepared in time to allow Board consideration of this matter. The Board therefore delegated authority to the Chair to approve the Return to ensure that it was submitted to the SHR by the 30 September 2023 deadline.

Board Appraisal Review

The Board reviewed the outcomes from the 2022/23 appraisal process and the results of the Board skills audit matrix and agreed the proposed improvement actions and training programme for 2024.

**Items to note**Election of Chair

The Board agreed to appoint Mr J. Strang as Chair up to and including the AGM in 2024.

Committee Memberships

The Board approved the membership of the Audit & Risk Committee as follows: Mr R. Hill (Chair), Mr G. Darroch, Mr T. McInnes and Mrs M. Burgess.

The Board also agreed to continue with the nomination of Mr Strang as Riverside Scotland's nominee to Group's Customer Experience Committee.

Value for Money Statement

The Board reviewed the draft Value for Money Statement and requested that further options were presented for consideration at the Board Strategy Day in October.

Formal Registers

The Board noted the entries in the Declarations of Interest, Fraud & Loss, Gifts & Hospitality and the Grant of Benefits Registers.

## **Assurance and Risk**

### Succession Planning update

The Committee received the regular Succession planning paper which provided the Committee with a forward plan around recruitment across the Governance Community and an update on CEO recruitment. The Committee approved a number of appointments, including extensions to committee member terms and recommended up to Board the appointment of a new GTC, GRC, Foundation and GAC Chairs.

### Governance Team Plan & Projects update

The Committee noted the report which provided assurance on progress being made against key governance projects including Group Structure Rationalisation, compliance assurance and individual projects being managed by the Governance Team including annual effectiveness reviews and appraisals, delivering against the Chairs Challenge, the IDA and the Governance Community recruitment project.

### Establishment of a new Subsidiary Group

The Committee considered the recommendation to create a new Subsidiary Group to ensure clear and coherent governance and financial oversight in a single place. The Committee noted the additional assurance this group would provide and approved its new terms of reference.

### GRC Committee effectiveness Review

The Committee discussed 2022/23 performance and the outcomes of the recent committee group appraisal exercise before agreeing three key objectives for the coming 12 months.

## **Items to note**

The Committee receive a verbal update on the Merger and approved some amendments to its own terms of reference. The Committee approved the latest Board training plan and noted the IDA update. The Committee also received a paper noting the savings that had been achieved and the improvements to governance delivered via committee integration since the merger.

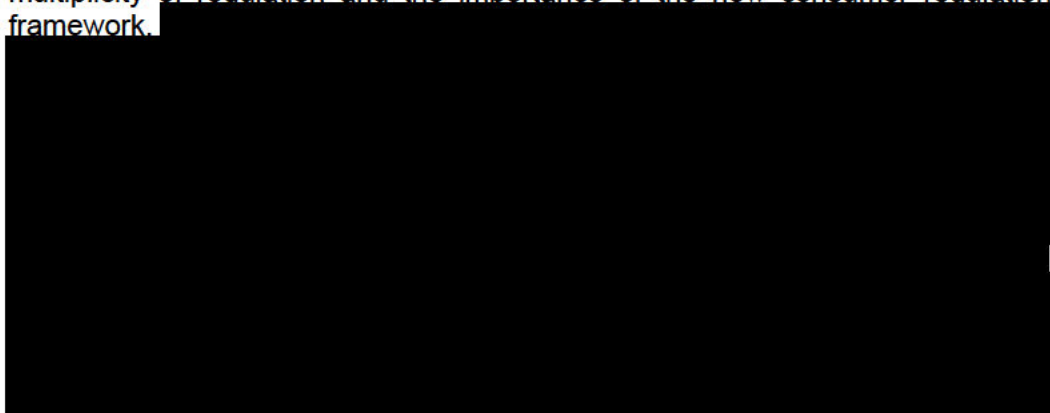
The Committee reviewed and noted the Whistleblowing update report presented to them. The Committee also approved the proposals contained within the Executive Director and Director Remuneration paper presented to them.

The Committee approved the recommendations presented in the Riverside Expected Group Life Scheme paper.

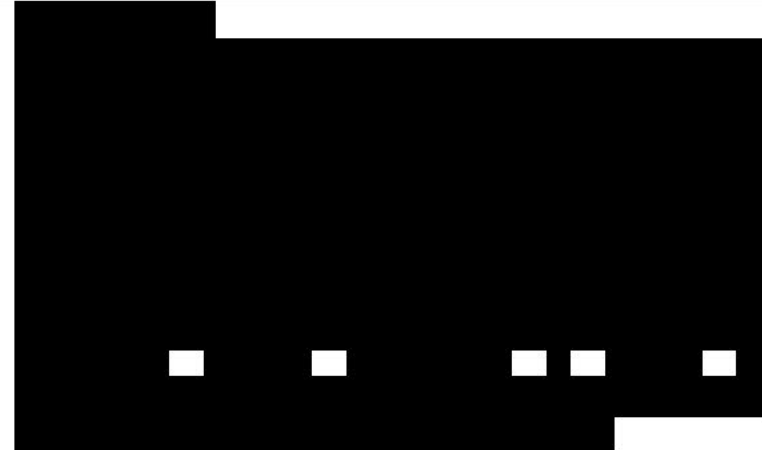
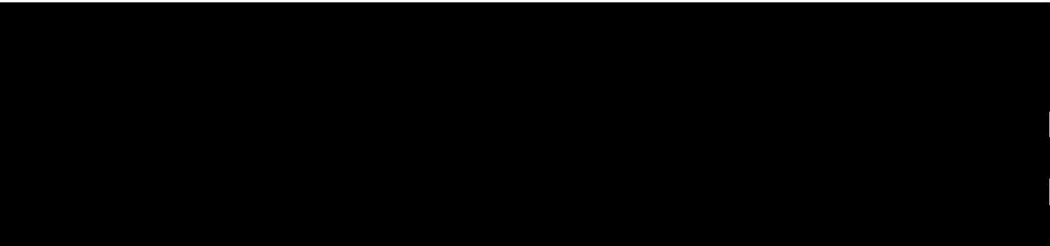
The Committee also approved the previous minutes, Matters Arising, Action Points, Chairs Actions and Written Resolutions and dealt with 3 confidential matters under AOB.

**Assurance and Risk**

Development Risk Register - 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 register had been updated since the last meeting in August. It was confirmed that the register had been reviewed in light of the uncertain economic environment, particularly the potential impact on development and regeneration, as well as the political environment and the multiplicity of regulation and the importance of the new consumer regulation framework.



Given the impact of second staircases, particularly whilst further confirmation was awaited regarding a final decision, a detailed evaluation of the impact on scheme financials remained underway.



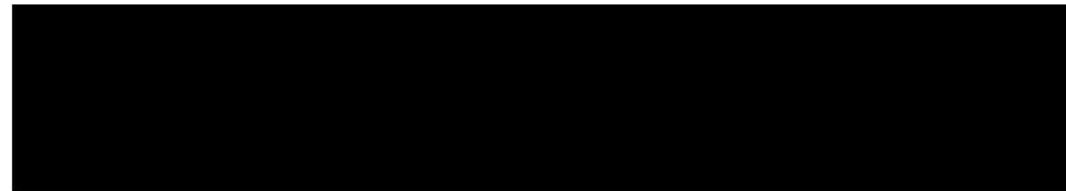
Quarterly Development Report - The Committee noted the Quarterly Development Report for quarter ended 30th June 2023.



The Committee reviewed the effectiveness appraisal outcomes and agreed the actions for the next 12 months.



Second Staircases in Tall Buildings - The Committee discussed the report about proposed changes to current building legislation, specifically in reference to the means of escape in event of fire in future high-rise accommodation, following central government announcement on 24th July 2023 and were reassured that further financial modelling remained ongoing to better understand the impact of these changes on the business plan.



**RCVE 12/10/23** 100% Length: 4 hours 30 minutes Mode: Via Teams

### **Assurance and Risk**

#### C&S Update

The recent scheme visit in the Southport area was raised and concerns expressed regarding the knowledge of front-line workers regarding policy procedures for complaints and appeals. Visibility of these is not always apparent on notice boards etc. RF confirmed that managers should be fully inducted on complaints procedures.

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### New Officer Appointments

At present there are only two officers on the RCVE. Requests for interested members have been circulated and some interest has been shown in taking on various roles. Awaiting further responses and then a vote will be taken if more than one person applies for each role.

The chair of the RCVE talked about the work of MK and RN who recently stepped down from their posts as Vice Chair and Secretary.

He thanked them on behalf of everybody for the tireless work they have done as members and expressed that they will be sadly missed.

JL was welcomed as a newly appointed co-opted member of the RCVE.

### Retrofit Inspectors

An update was presented on further developments regarding inspectors and the possible involvement of RCVE members. Members living close to the areas will be asked if they would like to be involved. The team are looking to design a short questionnaire regarding handovers. A meeting with RCVE was suggested, to discuss possible questions to be included.

### CI&E Update

A presentation was given on current updates. Various questions were raised regarding the way information is gathered.

All present agreed that feeding back was a crucial part of the strategy. It was felt that the work being completed was really good but that we need to prove this so that people know it means something. The Chair of the RCVE emphasised that customers are interested in results and outcomes, but this will take time to reconnect with local voice.

### Scrutiny Update

ASB update shared on the action plan to show where they are up to. It was commented on, how a positive impact has been made and thanks were given to the team. Moving forward it was agreed a need to ensure the message goes out about the difference customer involvement has made. It was emphasised that we should always take the opportunity to share success and good practice. Next Scrutiny topic to be decided as soon as possible. 3 possible choices include: Damp & Mould, Building Safety (High rise communication plan), ED&I

### Rechargeable Repairs

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A presentation was shared, and it was explained that the process is now over 11 years old. The proposal is to bring this up to date. 'Current Sector Best Practice' was looked at and the understanding of how best practice can be incorporated. There was an in-depth discussion and various concerns were raised such as:

- Cost to the customers?
- How the revenue would be raised and spent?
- Administration fees?
- Vulnerable customers. - ability of customers to repay the costs?
- Reporting of damage and timeframe for recovery of costs?

All agreed that a simple consistent policy was needed with full transparency.

#### Minibus

It was felt that decisions need to be made on how to make it a useful asset. Considerations discussed were disability lift not working, who will drive it, not Ulez compliant. Possible solutions discussed:

- Would it be easier to maintain if based at Speke?
- Should it be sold and bring asset back into the account?
- Could it be used elsewhere by Riverside on a worthwhile cause such as ex-service scheme?

It was agreed that further discussion was needed about a long-term plan.

#### Rent Review Policy

A presentation was shared, and it was confirmed that a second consultation has been scheduled for the 2<sup>nd</sup> of November to discuss further the six questions presented. The members discussed their thoughts on raising rents and how this should be done. It was felt by all that we should not be complacent even though our rents compare very favourably to Private Rentals, and we should not take the opportunity to raise our rents as high as possible because of this. Again, it was felt that communicate and full transparency was critical at the moment. The general feeling was that our rents were very fair, but that Riverside's service/repairs let it down. A point regarding the importance of early intervention.

#### Any Other Business

None noted

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Items to note**

The Board noted the market update.

The Board noted the annual plan of work.

The Board reviewed the effectiveness appraisal outcomes and agreed the actions for the next 12 months.

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[Redacted]

[Redacted]

**Foundation Trustee 24/10/23** Attendance 66%, Length 2.3 hrs, Mode: Via VC

**Assurance and Risk**

Finance Update

[Redacted]

**Items to note**

Management and Operational Update

Cost of Living Survey Results

Review of Risk Register

The review of the Risk Register would be undertaken once the new Chair and Trustees were in place at the next meeting. Assurance was given that there were no issues regarding risk at present.

Review of Reserves Policy



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It was agreed that further work be undertaken for the January meeting working towards the resubmission of a revised Reserves Policy for approval.

#### Board Effectiveness Review Outcomes

The Foundation Board **NOTED** the outcomes of the survey and **AGREED** that discussion on actions arising from the exercise would be deferred to the January meeting alongside the proposed discussion on succession planning.

#### Funding Plan

A communications plan would be presented to the next meeting on raising the profile of the Foundation and identifying possible partnerships. **APPROVED (in-principle)** an allocation of monies (suggested £250,000) to be allocated to local food and fuel poverty projects. A further report providing detail of the suggested approach will be circulated for Trustee approval within 3 weeks of the meeting for approval.

#### Helping Hand Fund – Request for Additional Funding

**APPROVED** the request of £250,000 for the Helping Hand Fund to be used as per the request and subject to funding being phased, a timeline being provided and assurance on controls given.

#### Resource Changes – Money Advice and affordable Warmth

The Board **APPROVED** the additional £85,382 costs to support the extension of the Affordability Officer positions to March 2025 together with training costs for the UC Support Officer team.

#### The Whitehaven Foyer

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The Board **APPROVED** £18,000 requested to deliver a project to support the mental health of residents through the provision of access to a regular therapeutic counselling service, **contingent on** successful funding from other sources listed in the report.

**Riverside Scotland 28/10/23** Attendance: 82% Length: 40 mins Mode: via Teams

### **Assurance and Risk**

#### Annual Assurance Statement

The Board reviewed the compliance report, received an update on the discussion at the Audit & Risk Committee meeting on this matter and the contents of the Internal Audit Report. The Board noted that the Association was currently 95% compliant with EICRs and that full compliance would be achieved by March 2024, given that a forced access process had now been implemented. The Board approved the content of the Annual Assurance Statement for submission to the Scottish Housing Regulator, which stated that it was assured that the Association was materially compliant with the Regulatory Framework, whilst making reference to the current performance of EICRs and the target date for full compliance.

#### Rent Consultation

The Board discussed a range of rent increase options for the next financial year and the financial implications of each option. The Board agreed that some difficult decisions would have to be made in the New Year in order to strike the correct balance between being able to run the business effectively, whilst also ensuring that rent levels were affordable to customers during the current cost of living crisis. The Board agreed to consult with its customers on proposed increase options of 6.7%, 7.2% and 7.7% during November / December.

### **Items to note**

#### Chair's Action Procedure

The Board noted the Chair's approval of the Annual Financial Statements Return to the SHR [REDACTED]

#### Board Strategy Day

The Board agreed not to rearrange the cancelled Board Strategy Day which had been scheduled for that day. [REDACTED]

### **Assurance and Risk**

The Committee reviewed an Internal Audit report setting out the findings on two new audits into Agency Staff and Recruitment & Onboarding. No Grade One recommendations were made. There were no overdue recommendations.

The Quality and Improvement report for 1 June to 30 September was reviewed; 19 SET audits were carried out and six required additional work to bring them up to the standard of 80% which was underway. The application for Ofsted regulation of TRG and OHG Young Peoples services has been submitted.

The Care & Support risk register, which had been integrated and included both TRG and OHG service risk, was reviewed. The Committee discussed the likelihood of multiple instances of risks combining, health and safety incidents and customer safeguarding concerns arising from the increased cost of living.

The Building Safety compliance report was reviewed, noting that most measures were improving since the last report. A new national supply chain was being onboarded to increase capacity in fire safety actions. Overall customer satisfaction remained high with transactional satisfaction at 96%

The Committee discussed Financial Performance to the end of P6. [REDACTED]

### **Items to note**

The Committee viewed a film on the Lime Tree Gardens mental health service in Camden and discussed CQC registered services.

The Committee received the results of its Committee Effectiveness Review and discussed the findings. Actions will be agreed at the first meeting of the new integrated Care and Support Committee in March.

The Committee received a report on Closure of the Committee and noted that all actions arising from this meeting would be carried forward by the new Committee.

The Executive Director report highlighted the customer incident at Shrotton Street and subsequent investigation, integration, the Baycroft transfer, recruitment, and the financial situation.

The Business Development & Strategy report highlighted that the team has integrated. A breakdown of support contracts with end dates was provided, the strategic focus is to move to long-term planning going forward.

An update was provided on performance against Tenant Satisfaction Measures.

The Committee received the Annual Care Services Summary.

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The Committee reviewed the Specialised Supported Housing, Compliance with the Rent Standard report.

The Committee reviewed the Operational Support & Housing Management Performance Report.

The Committee noted the Hull Extra Care report and noted no housing management deductions were received in the reporting period.

The Committee received highlights from the Group Board meeting held on 13 July, the Group Audit Committee meeting held on 14 September and the Customer Experience Committee of 21 September 2023.

Following the meeting, the Committee toured the Arlington Centre.

**Prospect 15/11/23** Attendance: 100% Length: 1 hour Mode: VC

**Assurance and Risk**

[REDACTED]

[REDACTED]

**Items to note**

N/A

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Group Development Committee 22/11/23** Attendance 100%, Length 1.5 hrs, Mode: Via VC

**Assurance and Risk**

Development Risk Register

The Committee reviewed the new version of the development risk register following an annual refresh. Particular attention was drawn to the following:  
The higher cost of debt was having a material impact on how much

**Items to note**

Group Headroom Statement

Quarterly Development Report

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development and regeneration could be done; The insolvency of Riverside's MMC partner, ILKE, would result in some abortive costs.

Westwood Cross Option Appraisal

The Committee APPROVED the report recommendation for the progression of the scheme

Compendium Living Business Plan 2024/25

Was APPROVED.

Face to face and visits

Were APPROVED for January, May and September.

Board Core Brief – September and October

Minutes of the Development & Investment Appraisal Panel

Recruitment Matters Update

**One Housing Group Board 23/11/23** Attendance 100%, Length: 3 hr, Mode: Remote

**Assurance and Risk**

Chairs Report

The Chair reported on site visits to Kedge House and Prothero House in Tottenham. Issues were raised around the impact of delayed regeneration on customers living in Kedge House and concerns from colleagues around changes within Care & Support requiring communications.

2024/25 OHG Budget Assumptions

The Board noted the report setting out the high-level assumptions, methodology and progress to date for the 2024-25 budget. A timeline was presented to ensure that OHG submits all budget information to inform the 2024/25 Group Budget and Business Plan.

**Items to note**

The Board received and approved the minutes from the previous meeting along with matters arising.

The Board also noted an update from CMM in particular the Rent Settlement 2024-25, the DLUHC consultation on leasehold reforms, and the increase in the Real Living Wage from November.

The Board noted an update on the current condition of Kedge House in Tower Hamlets.

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### Financial Performance Report

The Board considered the report that provided commentary on the financial performance for the year to date to 31 October 2023 (Period 7, 2023/24). The Board noted the following main points:

- [REDACTED]
- [REDACTED]

### Quarter Two Forecast

The Board noted the Quarter Two Full Year Forecast of One Housing Group for the 2023/24 Financial Year compared to the Quarter One Forecast which was presented to the Board in September. [REDACTED]

### Strategic Risk update

The Board reviewed the strategic Risk Register, discussing the changes to the register since the last meeting and noting the key points and emerging risks set out in the paper which included an increased inherent risk in Recruitment and Retention. [REDACTED]

The Board noted the Managing Director's update providing an operational overview on the quarter preceding the meeting.

An update on Care and Support, including a Baycroft disposal update was provided to the Board which was noted.

An update on the Victoria Quarter Joint Venture was provided to the Board which was noted.

The Board noted the Governing Body lead report on complaints.

The Board reviewed an update on current Health & Safety developments and performance for the period between 1 April and 30 September 2023.

The Board reviewed an update on progress to deliver the OHG Cladding remediation programme.

The Board noted the Annual Safeguarding Report for 2022-23.

The Board received a report from the Company Secretary noting the update on the Legal Entity Restructure Group and the new Subsidiary Group whose first meeting will be held on 31 January 2024. It was noted the TRG and OHG Customer and Care and Support Committees had met for the final time ahead of integrated Committees forming in the new year.



The Board received minutes from the Customer Services Committee and Care and Support Committee, the Board Training Plan and Forward Agenda.

Development Directors Report

The Board received an update on the London Development Team's activities, achievements, emerging risks and market activity. The report also covered the latest position on disposals and an update on the office move.

**Riverside Scotland 29/11/23** Attendance: 82% Length: 2 hours Mode: In-person and via Teams

**Assurance and Risk**

Financial Plan

The Board considered and agreed the draft operational budget for 2024/25 and the assumptions to be used when preparing the revised 30 year financial plan.

Disabled Adaptations Position

The Board considered the future funding of disabled adaptations, given the Scottish Government's confirmation of 50% funding of monies requested, as opposed to the previous full funding of requests made. After discussion, the Board agreed that the Association should fund the estimated [redacted] shortfall to carry out all adaptation works during 2024/25 via both revenue and capital budgets.

Policy Framework

The Board noted the update to the Policy Framework and process to ensure the timely and accurate review of Riverside Scotland specific policies and the adoption of Group policies where possible, including an update on when those policies due for review would be presented for Board consideration.

**Items to Note**

Complaints Performance

The Board noted the complaints performance report for the period February – October 2023 and planned improvement actions to develop this service area further.

Riverside Group Policies

The Board agreed the adoption of the Group Anti-Bribery and Corruption Policy, the CCTV and Surveillance Policy, the Data Protection and Privacy Policy, the Health & Safety and Environment Policy, the Procurement Policy and the Treasury Policy.

Quarterly Performance Report

The Board were pleased to note the improvements in satisfaction indicators in Q2, with overall satisfaction, satisfaction with repairs and maintenance and the management of



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### Membership Removal

The Board approved the removal of a member from the Membership Register.

### OSCR Return

The Board approved the Association's Annual Return submission to OSCR.

neighbourhoods increasing on the previous quarter and work continuing to achieve further improvements to achieve targets. Keeping tenants informed and satisfaction with quality of home had seen significant improvements and targets achieved and work was continuing to build and improve relationships with customers.

### Financial Performance Report

The Board were pleased to note that the Association had been able to improve the financial position from the previous quarter and was now forecasting a favourable variance and operating surplus. The Board were also updated on the work Association officers had carried out in order to identify savings to assist with improving Group's overall financial position, with savings identified in discretionary spend areas such as travel, training, board expenses etc.

### Equality, Diversity & Inclusion Strategy

The Board agreed to adopt Group's Equality, Diversity & Inclusion Strategy and noted that a Riverside Scotland Action Plan would be developed and reported to Board in due course.

### MD Report

The Board received an update on Group's current financial position, the recent funding awards to assist with a feasibility study at the Hawthorn Place unit, to provide IT kit to customers and also access to a fuel support fund. The Board were also pleased

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to note that through partnership working with the Association's contractors assistance would be provided to those customers facing bed poverty with the provision of beds.

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**Customer Experience Committee 30/11/23 Attendance 100%, Length: 3 hr Mode: In person**

**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, in particular, the positive performance in relation to repairs despite the significant increase in volumes and challenges being seen sector wide. The update on the Customer Communications Plan was also highlighted as was the interplay between the digital journey and service offer in relation to repairs. The Committee requested further assurance in relation to building safety themes and issues highlighted through insight surveys.

The Committee reviewed the revised Home Ownership Improvement Plan which had been streamlined in collaboration with key stakeholders and using Customer Insight to identify the issues most important to customers. Actions had been designed to drive improvements in satisfaction levels, which continued to decline to their lowest score on record in August, and had seen further decline in September and October. The Committee was supportive of the action plan, however, requested further assurance in relation to actions to drive better communication with customers, better managing customer expectations in respect of repairs and listening to views. The Committee also requested further thought be given to if there was something more fundamental required to drive improvements and what support the CEC could provide and agreed to highlight this risk to Group Board.

The Committee reviewed the Customer Service Centre Performance Recovery report and was pleased to note the improvement in Average Call Wait time in

**Items to note**

The Committee received a customer story in relation to a customer who had fallen into rent arrears and energy debt due to a sudden illness and had been in fear of losing her home. Through a call made to the Income Collection Team the staff member provided help, support and signposting to food and energy vouchers, and as a result had enabled her to clear her energy debt and significantly reduce her rent arrears.

The Committee reviewed the Customer Involvement and Engagement Action Plan outlining progress made so far, this financial year, in the delivery of the 3-year CI&E strategy 2023-2026, moving towards involving a broader and more diverse range of our customers as well as acknowledging the role that customer insight plays. The action plan focused 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 and compliance with regulatory standards.

The Committee noted the proposal for rent increases (in England) across all Riverside tenancy types, to be implemented in April 2024, examining the implications of

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October, which had decreased by 49 seconds from the previous month to 1 min 2 seconds, contributing to a significant reduction in customer abandonment (4% decrease) to 5.36%, the lowest since September 2018. Continued focus on Sickness absence, which remained a concern, however, attrition was at an all-time low, since monitoring began, ending October 2023 at 2%. The Committee highlighted the importance of being proactive in relation to the upcoming challenges relating to winter and integration and the potential impact on resources and skills.

The Committee reviewed the Internal Audit Highlights Report, setting out key findings from audits completed in the last quarter relating to Helpline, Carbon Monoxide and Riverside Scotland Regulatory Compliance.

The Committee reviewed the Social Housing Risk Register, noting that all risks had been comprehensively reviewed by the Risk Panel, as had risk scores, RAG status and trend marker assessments. The Committee noted the control relating to warning markers had moved from green to amber due to the volume of overdue warning marker assessments and that this was being addressed to bring compliance back in control by the end of November.

The Committee reviewed the Home Ownership Risk Register, noting that risks associated with each of the business streams within the Home Ownership Function; Sales, Resales, Leasehold Management, Commercial Property Portfolio, and a cross cutting risk of Regulation, had been added to provide greater visibility across this business area. The Committee requested assurance as to where the risks in relation to Home Ownership customer dissatisfaction and reputation sat in relation to the Group Strategic Risk Register.

The Committee reviewed the results and recommendations from the external independent review undertaken by Altair into the Riverside Helpline service which was commissioned to provide assurance that lessons had been learned and fully embedded following previous Helpline incidents. The Committee requested inclusion of timescales for the recommendations and associated actions and that any appropriate lessons learnt were shared with new providers.

a number of options. The Committee was supportive of the proposals and requested a section on communications/consultation be included within the report to Group Board. The Committee also highlighted the complexities in relation to shared owner leases.

The Committee noted the positive progress made with Equality Diversity and Inclusion Strategy 2023-26 objectives, the regular monitoring undertaken by the ED&I Strategy Steering Group and achievements including the development of an ED&I data model, enabling colleagues to gain insight into diversity data for neighbourhoods and communities.

The Committee noted key findings from equality, diversity and inclusions satisfaction analysis conducted from the customer experience perception survey and the transactional repairs survey and identify differences in the experiences and perceptions of TRG customers across the protected characteristics. The Committee was assured that where significant differences were highlighted, an appropriate strategy, action plan and recommendations were in place to address gaps and provide a fair and equal service to all customers.

The Committee also noted the following reports:

- Warning Marker & Lone Worker Update.
- Committee Integration Update that provided assurance that arrangements for the integrated Customer Experience Committee (CEC) were in place and provided an update on recruitment.

The Committee was assured by the independent Evolve benchmarking review which had been undertaken to ascertain the effectiveness of the in-house delivery model and the ability to deliver value for money and involved a range of stakeholders. The Committee noted the recommendation to progress with shift to the price per property model to improve the efficiency within the financial budget control, the complexities in determining a value for money service and the importance of building in periodic reviews.

The Committee received a comprehensive spotlight on the local service delivery offer and activity across the North Region, including, the approach to delivering local services, neighbourhood and patch plans, proactive tenancy visits, neighbourhood hubs, locally focused and tailored housing sustainment services and two neighbourhood case studies. The Committee was assured as to Riverside's local presence, its responsiveness to local issues, proactivity, work with similar organisations with the same values and the wealth and variety of additional support provided to customers and agreed to highlight this to Group Board.

- TSMs Update regarding TRGL's response to and reporting of the Tenant Satisfaction Measures (TSMs).
- Update from Riverside Scotland Board meeting.
- Customer Service Financial Performance update.
- October 2023 3Cs Dashboard.
- Director's Duties.
- RCVE Scrutiny update.

**Group Audit Committee 01/12/23 Attendance 100%, Length 2.5 hrs, Mode: In Person**

**Assurance and Risk**

Sector Risk Profile

The Committee received the annual RSH profile which provides the Regulator's view on the overall risk landscape. The Committee were assured that all areas were covered in the strategic risk register.

Group Risk Register

The Committee reviewed the Risk Register and noted key movements in Financial Performance, Baycroft, People, Development and Data and Intelligence.

[REDACTED]

**Items to note**

Between meetings the Committee had received and noted the Audit Completion Report.

The Committee noted the 2023/24 External Audit Review [REDACTED]

The Committee noted an update on the External Audit Plan for the year ending 31 March 2024.



The Committee recommended for approval updated Accounting Policies.

The Committee received the Annual Asset and Liability Register Report.

Internal Audit Highlights Report

The Committee reviewed the report setting out the outcomes of recent audits covering Helpline; Carbon Monoxide; Care & Support Agency Staff; Procurement and Scheme of Delegated Authority in OHG, and in Riverside Scotland, Regulatory Compliance. The forward audit plan was discussed.

The Committee noted a six-monthly update following necessary changes made to the Scheme of Delegated Authority as a result of the Transfer of Engagements.

Quarterly Compliance Assurance Update

The Committee reviewed the update which included for the first time a summary of Registered Providers subject to a regulatory downgrade to understand emerging trends. It was noted that thematic Assurance Clinics were being established

The Committee noted updates to the Schedule of Directors Duties.

The Committee received minute extracts from the Customer Experience Committee of 21 September, Care and Support Committee of 9 November and Riverside Scotland Audit & Risk Committee of 12 October.

OHG Gas Servicing Update & Recovery Plan

The Committee noted a detailed update on current levels of performance in relation to gas safety at OHG. It was noted that compliance levels are rising towards target and that there is operative resource to complete overdue properties, some issues gaining access remained.

**Recommendations to Group Board**

- APPROVE Tangible Fixed Asset and Depreciation Policy,
- APPROVE Intangible Asset and Amortisation Policy and
- APPROVE Finance Policy