

TRGL BOARD MEETING

ITEM: 3.1

The Board is asked to **NOTE** the update on Committee and Subsidiary Board Activity for the period 7 July 2024 to date. Minutes of all meetings in the period can be found on Convene or are available upon request.

Group Development Committee 03/07/2024 Attendance 75%, Length 1 hour, 3 minutes, Mode: Via Video Conferencing

Assurance and Risk

Development Risk Register: The Committee reviewed the updated development risk register. Development cost pressures inherent risk reduced to 12 amber. Material and labour costs were trending as more sustainable due to less RPs activity in the sector. Members discussed the average sales rate of around 0.6 per week which had improved over the last few months.

Development and Regeneration Strategy Update: Members discussed the report that set out what had been delivered as part of the 2023-26 Development & Regeneration Strategy for Year One. [REDACTED]

[REDACTED] The total number of new homes delivered over 2023/24 was 1,443 against a strategic target of 1,877 (76.9% of target). This was positive, given the challenging economic climate. The non-London targets with regard to the Homes England Strategic Partnership were reviewed and revised from 1,530 new homes to 1,252 new homes.

Development in Winsford, Cheshire: CAM made the Committee aware of a situation at a scheme in Winsford, Cheshire, whereby CO2 monitors had been triggered and it was possible that there was excessive hydrogen in the ground. An independent GEO-Tech was investigating. Customers had been decanted whilst the causes of the incident were investigated. Homes had been handed over in February and members expressed their concerns at the disruption for the residents, though safety was an absolute priority. [REDACTED]

Items to note

Headroom Statement: [REDACTED]

Pike Close -Single Staircase: The Committee noted the paper that set out TRGL's position to proceed with the single staircase in the 13-storey private block at Pike Close, as part of the estate regeneration project.

Assurance and Risk

IG impressed on the Group the large-scale task of the OHG Stabilisation project as detailed within the report. Future reports will provide updates and summaries on progress. SSc requested a flight path approach for key improvement metrics so that the Group can regularly track planned impact, and outcomes of the project and progress made towards stabilisation.

Gas servicing process review and response repair processes were the two highest priority tasks. A project plan and business case will need to be agreed and implemented. The report detailed the work required to improve performance to 'green status'.

The primary focus of the Compliance team remained gas servicing and the drive to achieve the stretch target of 99% compliance by the end of June, which fell just short at 98.80%. Progress had been made, though there remained outstanding gas services which concerned members.

Repairs Work In Progress (WIP) was alarmingly increasing by an average of 140 jobs per week. Performance was disappointing with 6,246 repair jobs outstanding as of 10 June 2024, of which 71% had been outstanding for more than 28 days.

PP had received good feedback from a recent CEC meeting and the Communications Team were working on a strategy to communicate property services performance and work being done to improve works.

Items to note

IG informed members that a team planning meeting was scheduled to take place by the end of July and would provide an update at the next meeting. The long-term plan was to move OHG onto the JMS system to improve processes (a phase two project). Stabilisation of performance was the current focus.

PP reported that the Complaints Team were experiencing a high turnover of staff and they were looking to appoint a new Head of Complaints. Complaints continued to be a concern with many complex complaints relating to delays to repairs, delays to investments, and legacy defects. Currently there were 247 complaints & ME's awaiting a response. There were currently 10 Housing Ombudsman referrals awaiting collation and submission. PP stated that regeneration was on-hold for some housing estates which had an impact on stock condition.

PP presented slides outlining the priority workstreams:

- Gas servicing (domestic and commercial. The end-to-end review of the gas servicing process was considered urgent).
- Response repairs process for OHG.
- SOR move to agreed version.
- EICR processes for OHG.
- Asbestos processes for OHG.
- Damp and Mould.
- Contractor onboarding process, management of contracted works and impact on costs, VFM, compliance and customer satisfaction.
- Complaints handling.
- Business adoption.

Assurance and Risk

Internal Audit Highlights

The Committee received a report highlighting new audits undertaken, Re-Let Rent Setting in Riverside. Some errors were found leading to undercharging in small values; recommendations to standardise processes were underway. There were no overdue recommendations.

Quality and Improvement Report

Increased incident report was reported and believed to stem from increased reporting within ex-OHG schemes and increasing awareness of the reporting regime. Six Quality Service Audits had been conducted, audits against the Ofsted standards had begun in some services.

Risk Register Quarterly Report

The Committee noted that the overall risk appetite was 'cautious', further noting that appetite for risks to the safety and wellbeing of our customers is low. Since the last report there had been no change in the overarching inherit and residual risk scores however changes had been made to sub-risks. [REDACTED]

Building Safety Quarterly Compliance Dashboard

The Committee noted that improvements had been made on overdue gas safety inspections which had returned to the Group targets; following implementation of a new IT system, a backlog of fire risk assessments was being cleared; the overall volume of high-risk fire actions was dropping and on schedule to return to Group targets; operational Building Safety teams had integrated; customer satisfaction performance was strong and significantly above target.

Executive Director Report

The Committee noted an update from the Executive Director covering the change in government; benchmarking of Tenant Satisfaction Measures which were favourable; the final stages of quality improvement integration; changes in the Group Executive Team; and the financial position. In addition, the Committee

Items to note

The Committee reflected on a number of site visits they had undertaken across the country. In addition, the Committee toured the Redwood Glades service following the meeting.


The Committee received the following reports:

- Annual Mortality Report
- Care and Support Business Development Quarterly Update
- Care and Support Strategy Update
- People Strategy Update
- Scheme Profitability Report
- Strategic Operational Quarterly Update
- Housing and Supported Operations Quarterly Report
- Housing with Care Operations Quarterly Report
- Baycroft Performance Report
- Hull PFI Extra Care Annual Report to Hull City Council

The Committee received highlights from the Group Board meeting held in May; the GAC meeting held in June; the CEC meeting held in April; the RCVE meetings held in April and June; the Renovo Board meeting held in July.

discussed the Helpline transfer; stock condition surveys in former OHG properties; service charges; and engagement.

C&S Finance Performance Quarterly Report



Evolve 22/07/2024 Attendance: 100% Length: 1.5 hours, Mode: Remote

Assurance and Risk


Risk Map

The Board noted an updated Risk Map for Evolve which combined the Service Delivery and Customer Experience Risks and expanded the associated sub-risks. The Board discussed mapping and challenged underlying assumptions on impact and likelihood scoring.

Evolve Report

The Board received an update from the Managing Director which covered safety with People Safe usage above target and mandatory training for new starters at 100% completion; performance in the Central region had improved to 85.9% satisfaction against a target of 90% following restructure; complaints satisfaction had increased but remained below target. The Board noted determinations made by the Housing Ombudsman.

Evolve Finance Report



Job Manager System

The Board received an update on the implementation of the new Job Manager System software to replace a suite of legacy applications. The new system had experienced launch day issues which had been resolved, the system was now stable and starting to work as required. A number of ongoing issues were being addressed by the collective Evolve and CIO project team. The impact on the wider business and customer service delivery was discussed.

Items to note

The Board received an in-depth presentation on Colleague Satisfaction.

The Board approved Financial Statements and Management Representation Letter for the year ended 31 March 2024.

The Board approved the electronic execution of deeds and contracts.

Riverside Foundation 24/07/2024 Attendance: 66.6% Length: 6 hours, Mode: In Person

Assurance and Risk

Management and Operational Update

The Board received a Management and Operational Update which provided information on activity during Quarter 1 of 2024/25. It was noted that there were 118,277 interactions with customers via Foundation funded projects and services generating £1.08m for customers, with £313,760 of match funding secured.

Riverside Foundation Finance Report

The Board received a report setting out the financial activity for the Riverside Foundation for the first quarter of the 2024/25 financial year [REDACTED]

Items to note

The Foundation approved Strategic Project Applications totalling circa £308k over three years for Riverside Proactive Youth Pathways, The Creative Space at Arlington, and Tutors United.

The Board received an update on Riverside Customer Service Integration of Riverside and One Housing which will impact Foundation funded services.

The Board approved the Foundation Financial Statements for 2023/24.

The Board approved a reviewed Investment Policy.

The Board approved administrative amendments to the Foundation Trust Deed to permit the use of a Power of Attorney.

The Board noted the response of the Charity Commission to its enquiry relating to Riverside Foundation Limited.

The Board visited the Torrington Drive Community Association project in Halewood.

One Housing Foundation 02/08/2024 Attendance: 100%, Length: 1.5 hours, Mode: Remote

Assurance and Risk

Finance Update

The Board received an update of the financial position of OHF as of Quarter 1 of 2024/25. [REDACTED]

Items to note

The Board approved Financial Statements for the year ended 31 March 2024.

The Board noted an update on projects and activities funded through the One Housing Foundation.

The Board reviewed the timetable for winding up One Housing Foundation and noted there was some scope to bring this forward.

Group Treasury Committee 07/08/2024 Attendance: 100%, Length: 0.5 hours, Mode: Remote

Assurance and Risk

Increase in Debt Ceiling

The Committee considered a proposal to increase the limit on the value of debt facilities to be raised from £3bn to £4bn. The Committee noted that £4bn would be a low limit in comparison with other G15 associations and suggested a limit in the Rules of £5bn to ensure the Association could meet its liquidity needs into the future, noting any increase in debt taken on would require approval under current controls.

Assurance and Risk

Recommendations

- The Committee recommend to Group Board an increase in the debt ceiling, contained in the Rules of the Association, to £5bn.

RCVE 08/08/2024 Attendance: 45%, Length: 2.5 hours, Mode: Microsoft Teams

Assurance and Risk

The RCVE heard updates from the scrutiny on anti-social behaviour and damp and mould communications. The RCVE also received updates from a recent visit to Hull C&S properties.

Housing Officer Surgeries

Following a request from the Media Officer of the RCVE a discussion was had regarding possible attendance by members to face-to-face Surgeries run by Housing Officers. It was agreed that GDPR training would need to be completed in advance.

Introduction

The new head of Customer Engagement attended the meeting to introduce herself to the members and gave reassurances regarding upcoming changes and how this will affect them.

Items to note

CSC visits to be arranged for members to observe.

GDPR Training to be arranged.

Any Other Business

The RCVE Administrator provided an update on the current status of the RCVE minibus which has now had an MOT completed. Further discussion to be arranged regarding a decision on where the minibus will now be best placed.

OHG Property Services Task & Finish Group 02/09/2024 Attendance: 100%, Length: 45 minutes, Mode: Remote

Assurance and Risk

The Group reviewed an IT and Process update which provided assurance that while there were significant improvements required to stabilise the service officer, the work already completed, underway and planned, to maintain this trajectory is appropriate and aligned with previously set targets.

The Project Team has assessed the task and developed an understanding of required resources, with People changes to be included from the September report. The project had grown significantly and two workstreams had been mobilised; while there had been slow pace to this point there had been an initial period of discovery identifying the causes of issues and resources had been bolstered.

The Group discussed mobilisation and noted that the budget request was likely to be requested at a higher level than previously anticipated due to the expanded scale of the project. Route to Green measures were expected to be approved by the end of August with Gas Servicing to complete at the end of September, the IT Stream was expected at the end of November and Complaints Handling expected to complete by the end of the calendar year. It was expected that when the backlog reduces the customer experience will be improved.

Items to note

The Group approved its Terms of Reference.

Group Audit Committee 15/08/2024 Attendance: 80%, Length: 1 hour, Mode: Remote

Assurance and Risk

The Committee received the draft Audit Completion Report from the auditor and noted the audit was due to complete on 30 August and that no adverse findings were anticipated, including on going concern. Matters requiring additional

Items to note

consideration were highlighted and it was confirmed there were no significant deficiencies in the control environment.

The Committee considered a report on key issues for consideration in review of The Riverside Group Limited financial statements and subsidiary financial statements for the year ended 31 March 2024 and noted there were no material changes from the statements reviewed by the Committee at its June meeting.

Recommendations

- The Committee recommended to the Group Board Chair that the Financial Statements of The Riverside Group Limited for the year ended 31 March 2024 be signed.
- The Committee recommended to the Group Board Chair that the Management Representation Letter be signed.

Riverside Scotland Board 21/08/2024 Attendance: 82% Length: 1.5 hours Mode: In person and via MS Teams


Assurance and Risk

Board Member Nominations

The Board considered and approved the proposed nominations to the Board received for Mr J. Miller, Mrs J. Deans-Regan, Mr B. Sadler and Ms S. Greene. It was also noted that Mr P. Mason, currently filling a casual vacancy on the Board, was standing for re-election at the AGM.

Corporate Plan Update

The Board noted that 20 of the 23 actions identified in year 1 of Plan were complete, with the remaining outstanding actions being carried forward into year 2 of Plan.



Annual Assurance Deep Dive Results

The Board noted the results of the deep dive audits of compliance inspections and the accuracy of accruals and also that the verification of contractor data continued to be worked on, with the results being reported in October.

Items to note

Chair's Remarks

The Chair thanked Mr R. Hill for his contribution to the Board and Audit & Risk Committee and Mr S. Stewart for his contribution to the Board, given their planned retirements at the AGM.

Chair's Action Procedure

The Board noted the Chair's and Audit & Risk Committee's approval under the Chair's Action Procedure, of the financial statements for Irvine Housing Association for y/e March '24, the letter of representation, report from BDO (ISA 260) and the financial statements for Thistle Housing Services for y/e March '24.

Rule 67 Statement by the Secretary

The Board noted the Secretary's Statement required by the Rules prior to the AGM.

Quarterly Performance Report

The Board were pleased to note that the Association was either on target or nearing target for the majority of

[REDACTED]

Repairs & Maintenance Service Update

The Board noted the update on progress towards improving the repairs and maintenance service and were pleased that communications with the contractor were much improved and, on a rolling 12 month basis, improvements in service could be seen, particularly with the last repair carried out.

[REDACTED]

performance indicators. Focus was currently being targeted towards improving customer satisfaction further and voids and re-let performance.

Financial Performance Report

[REDACTED]

[REDACTED]

MD Update

The Board noted the move to providing a 12 month rolling period report on satisfaction surveys, given this was a more meaningful monitoring tool, whilst officers would continue to interrogate the monthly and 3 monthly rolling reports, taking action where required.

MD Appraisal

The Board noted the Chair's report on the outcome of the Managing Director's appraisal and the agreed goals and success factors.

Prospect 29/08/2024 Attendance 100%, Length 1 hour 55 minutes, Mode: In person

Assurance and Risk

Managing Directors Report:

Generally, the team were seeing an improving sales market. There was a steady increase of visitors and enquiries.

Items to Note

Management Accounts:

[REDACTED]

[Redacted]

[Redacted]

[Redacted]

Risk Register:
[Redacted]

NHF Code of Governance:
Members continued to be satisfied with the number of Board members and skill mix.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

OHG Property Services Task & Finish Group 02/09/2024 Attendance 80%, Length: 1 hour, Mode: Via VC

Assurance and Risk

The Group reviewed the Project Update, and highlighted the significant progress made with outstanding damp and mould inspections and progress with gas servicing compliance and complaints. Key challenges were highlighted relation to lifts and lift maintenance due to the lack of investment, the high number of associated customer complaints and impact on the building maintenance service.

Items to Note

The Group noted the Property Services Stabilisation People Plan Project 2024/25 update setting out the separate People Plan developed to provide the right learning solutions and to improve culture and colleague experience which would in turn have a positive impact on customer outcomes.

The Group requested further detail on key KPI measures on route to green/flight path be included in the report to the September CEC meeting and table reflecting month by month progress to be provided to future meetings. Amendments to the Plan on a Page to give better indication of progress and individual RAG ratings were also requested.

The Group was encouraged by the improvements in operational metrics and congratulated the Team, however, questioned risks, in particular, if there were any areas of issues that may get worse before getting better. The Group acknowledged that the winter months would be challenging, with expected increases in damp and mould and repairs levels, particularly heating repairs and that this would be during the contractor mobilisation period.

The Group also noted the impact of delays with regeneration schemes on repairs and agreed further visibility of these challenges and the required investment in schemes was required. The Group requested regeneration plans and the implications/challenges be further discussed at the Group Board Strategy Event.

The Group noted the huge volume of people related activity required within Property Services and that this had been prioritised and grouped into 3 phases, with Phase 1 - Stabilisation: Q2/3 (Aug-Dec 24) dealing with work that was business critical, regulatory only or to ensure delivery of the stabilisation project, including OD & Business case and managing people essentials training.

The Group noted the Route to Green measures and their current RAG status, with sickness and attrition having been RAG rated green based on Assets benchmarks, however, data for Evolve was required. Further assurance around data quality in relation to sickness/attrition rates was to be provided to the next meeting.

Next steps included prioritisation of stabilisation learning activity, with a focus on Gas and Repairs learning, and monthly reporting on progress against the plan and metrics.

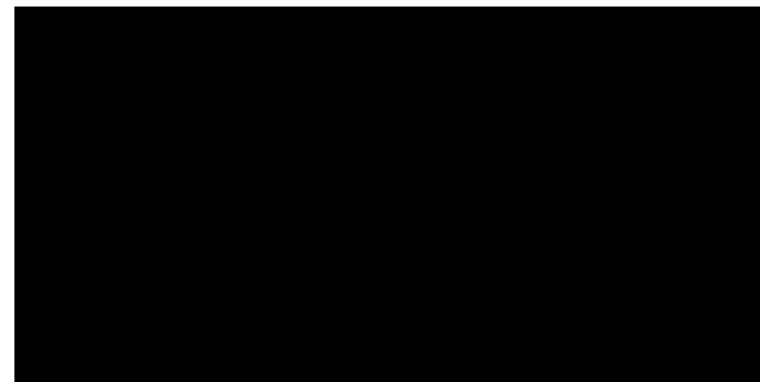
Group Treasury Committee 05/09/2024 Attendance: 100%, Length: 1 hour 15 minutes, Mode: Teams Video Conferencing

Assurance and Risk

The Quarterly Treasury Report was provided to update the Board via the Group Treasury Committee as to key matters arising over the last quarter ending 30 June 2024.

ET detailed the four transactions completed in one day and noted her thanks for the teams involved.

Assurance and Risk



[REDACTED]

[REDACTED]

[REDACTED]

PE discussed the Government's publication of the Grenville report and the need to accelerate remedial works. CAM detailed the challenges including procurement processes, legal challenges, contractors with sufficient scale, ability and capacity to carry out the works.

Pension Trustees 10/09/2024 Attendance 100%, Length 3hrs 30, Mode: In Person (Maxine Cousens dialled in via Teams)

Assurance and Risk

[REDACTED]

[REDACTED]

[REDACTED]

Items to Note

Trustees received training on the new DB Funding Code of Practice and on Environment, Social and Governance characteristics from First Actuarial ahead of the meeting.

Trustees noted the following items:

- Employer Covenant: Quarterly Financial Report
- Annual Funding Update as at 31 July 2024
- Paper from the employer on managing other DB schemes
- Investment monitoring Q2 2024 report
- Strategic objectives for Investment Consultant
- Cashflow policy
- Business plan
- Budget for 2024/25: Reporting for Q1

Trustees approved the following items:

- Trustee's Report and Financial Statements to 31 March 2024

[REDACTED]

Report from the Risk Subgroup: Trustees noted the updated risk register, which had been developed by the Risk Subgroup between meetings.

Trustees noted the following administration matters:

- Administration Report to 31 July 2024
 - Individual cases (one to report)
- [REDACTED]

Group Audit Committee 12/09/2024 Attendance: 100%, Length: 2.5 hours, Mode: Remote

Assurance and Risk

Group Risk Register

The Committee noted the Risk Register and key risks with changes since the previous meeting highlighted. It was further noted that there were no substantial changes. The Committee discussed the project to move payments from standing orders to direct debit, fire risk assessments, delivering the budget, complaints handling and colleague EDI.

Internal Audit Highlight Report

The Committee reviewed the report of new audits undertaken and discussed in details audits covering complaint handling; Care & Support Rent Re-lets; Corporate Plan KPIs; OHG Rent Setting on new builds. The Committee further reflected on the audit plan and upcoming audits.

Quarterly Compliance Assurance Update

The Committee reviewed an update against Riverside's Compliance Assurance Framework noting changes to the Compliance Matrix; updates against Regulatory Standards; Statutory Returns; the Asset and Liability Register; Assurance Clinics; OneTrust; and Breach Reporting, which was discussed in detail.

Items to Note

The Committee welcomed two new members.

The Committee reviewed the updated Risk Management Policy.

The Committee reviewed the Helpline Service Delivery Exit Report and action plan update.

The Committee noted the following reports:

- Cyber Security 6-Monthly Update
- Internal Audit Annual Review
- Data Protection Annual Update
- Training Plan

The Committee received minute extracts from the Customer Experience Committee meeting held in June, the Care and Support Committee meeting held in July, and the Riverside Scotland ARC meeting held in June.

Recommendations

-
- The Committee recommended that the Risk Management Policy be approved by Group Board.

Subsidiary Group 12/09/2024 Attendance: 100%, Length: 1 hour, Mode: Teams

Assurance and Risk

The Group noted that the Corporate Compliance and Assurance Team would be focusing on strengthening understanding of the compliance and assurance expectations TRGL has of its different entities to inform the development of a formal Group Assurance Framework.

The Group reviewed the financial performance of group subsidiaries and joint ventures and noted that all subsidiaries were compliant with external loan covenants and the Riverside Group Investment Policy. The Group also noted the total on-lending position and the current forecast of on-lending based on the forecast investment into subsidiaries as per the latest JV forecasts. The forecast included the undrawn amounts on the agreed intra-group facilities and the impact from any of those subsidiaries drawing more than expected or requiring increased loan facilities.

Revised appraisals for Ladderswood and Granville were targeted for the October LLP Board meetings, with current open market sales values being held until this time.

The Group reviewed the six-monthly update on both the Joint Venture and Subsidiary entities in the Group structure, providing assurance that both Joint Venture and Subsidiary entities continued to support and enhance delivery of Riverside's mission. The Group recommended the submission of the report to Group Board.

Items to note

The Group reviewed the Master List of Entities, noting, in particular, the closure of Citystyle Living (Polo) Limited, 28 Laurel Road Management Company Limited, 38 Laurel Road Management Company Limited and 48 Laurel Road Management Company Limited.

The Group also noted the update on the audit of Subsidiary Financial Statements, with TRGL and the five major subsidiary accounts having been signed last week. Remaining company subsidiary accounts were due to be signed on 20 August and charity accounts during the first week of October.

The Group noted the update in relation to the work that the OHG Legal Entity Restructure Group and TRGL Rationalisation Group were undertaking, with approximately 15 entities in the Group structure in target for closure this year, each having its own issues and processes. The Group noted a number of entities required further work on the tax position in relation to how to complete land transfers and the required share capital reductions and that the external valuations were on track to be completed by the end of September. Application to the FCA to cancel the registration of ECHG (No.1) Ltd was submitted on 2 September 2024 and following the completion of the 2024 audit process and receipt of signed accounts, the strike off process would commence for ECHG (Harrow) Homes Ltd & ECHG (Kensington & Chelsea) Homes Ltd.

Assurance and Risk

[Redacted]

- Members discussed the Governments Grenfell Tower Inquiry report. IG detailed the prioritisation of some buildings for cladding remediation works. Capacity of suitable contractors would influence the speed of completing works.

Financial Impact of London JV Scheme Changes: [Redacted]

Items to Note

Headroom Statement: [Redacted]

Quarterly Development Report: [Redacted]

Tiller Road Regeneration: [Redacted]

Windsor & Maidenhead: [Redacted]

Assurance and Risk

Assurance and Risk

Assurance and Risk

Election of the Chair

Mr J. Strang was appointed as Chair to serve until the AGM in 2025.

Committee Memberships

Mr P. Mason was appointed as Chair of the Audit & Risk Committee and Mrs S. Petrie was appointed to the Committee also.

Annual Financial Statements Return

The Board approved the 2024 Annual Financial Statements Return for submission to the Scottish Housing Regulator and noted the responses made to the observations and recommendations of the external auditor.

Customer Experience Committee 19/09/2024 Attendance: 100%, Length: 3 hours, Mode: In Person

Assurance and Risk

The Committee received the Executive Director of Customer Service report, the Committee noted the issues during July in repairs and maintenance associated with the Job Manager System rollout which had led to decreased satisfaction in July which had recovered in August. Home Ownership performance was below Group target against most metrics with significant variance between the London and Regional business streams, and between business cohorts; an improvement plan for OHG is in development with an intention to deliver a consolidated Home Ownership Improvement Plan in 2025/26. Under integration, a new team of Housing Officers and Leasehold and Tenancy Officers had been created in the London region. In finance [REDACTED]

The Committee reviewed the Customer Experience Risk Register, and discussed whether the residual risk rating for the sub-risk on Cash Leakage was sufficient given challenges for voids in OHG.

The Committee reviewed the Internal Audit report, noting one audit into complaint handling had been conducted. Activity in this area by the Housing Ombudsman and

Items to Note

The Committee welcomed three new members and time was set aside ahead of the meeting to allow members to meet each other.

The Committee received a customer story presentation on the creation of a memorial garden.

The Committee received a spotlight presentation on local service delivery in South & Central region. [REDACTED]

The Committee also noted the following items:

- Verbal update on Group Board and Chairs Matters,
- Updates from RCVE/OHG Customer Groups and Riverside Scotland
- Income Collections Update in the London Region
- Compliance with New Consumer Regulation

the importance of communication with customers and record-keeping to prevent recurrences of issues was discussed.

The Committee noted the Building Safety 6-month report, in particular noting maintenance and inspection programmes to mitigate risks and support customers. The issue of aged lifts in former OHG stock was discussed and a deep dive into this issue was requested at the next committee meeting.

- Helpline Exit Report
- OHG Property Services Update
- TSMs Performance Benchmarking

Recommendations

- The Committee recommends that Group Board approve the Neighbourhood & Estate Management Policy
- The Committee recommends that Group Board approve the Aids and Adaptations Policy.
- The Committee recommends that GRC approve the Customer Experience Committee Terms of Reference.

Governance & Remuneration Committee 30/09/2024 Attendance: 100%, Length: 1.5 hours, Mode: Teams

Assurance and Risk

Succession Planning Update

The Committee received an update in relation to the various Board and Committee recruitment campaigns that were ongoing noting that they had all now been successfully completed and noted the 11 new Board and Committee members who had joined the governance community. The Committee noted the need for refreshing the NEDs but there was a balance between that need and the overall time and cost involved and the Committee discussed other ways of potentially reducing that burden, including the paper later on the agenda covering a proposed Board trainee programme. The Committee also discussed the cross linkages between committees and proposed some cross linkages but that this be considered further as part of the work following the independent governance review.

Governance Team Plan and Projects update

The Committee noted the update on governance projects, including the work of Altair on their external governance review, recommending some further engagement with them before their final report is produced. The Committee also reviewed the work being carried out with TPAS on the Customer Engagement project.

Trainee Board Development Proposal

Items to Note

The Committee noted the Whistleblowing 6 monthly update, they agreed the venues for a number of forthcoming Board meetings and noted the changes to the CEC terms of reference, which they agreed may still need to change in light of the external governance review.

The Committee also approved a payment under the Excepted Group Life Scheme and approved the minutes from the previous meeting on 1 July 2024 along with the Matters arising and the Chairs Actions and Written Resolutions papers.

The Committee also dealt with one matter of AOB which involved receiving an update on the remuneration advisor procurement project.

A paper setting out proposals to work with Housing Diversity Network on a new Board Trainee development programme was presented to the Board who agreed to go forward with the pilot which, it was hoped would develop a number of external candidates for positions within the Riverside governance community and would benefit a number of colleagues by equipping them with the skills to join other Boards as NED's.
