

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

**256<sup>th</sup> Board Meeting of Irvine Housing Association Ltd:**  
**Thursday 24 August 2023 at 5.30 p.m.**  
**At 44-46 Bank Street, Irvine, KA12 0LP and via MS Teams**

**AGENDA**

		<b>Data Class</b>
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 255 <sup>th</sup> Board Meeting held on Thursday 6 July 2023.	Public
4.	Matters Arising	
5.	Substantive Business	
5.1	Annual Assurance Statement Review	Public
5.2	Policy Schedule Update	Public
5.3	Board Member Nominations	Public
5.4	Rule 67 Statement by the Secretary	Public
5.5	MD Appraisal	Confidential
5.6	Responsive Repairs Service Position	Confidential
5.7	Quarterly Performance Report – Q1 2023	Public
5.8	Financial Performance Report	Confidential
5.9	MD Report	Confidential
6.	Minutes/Updates: a) Confirmed Group Customer Experience Committee Minutes – 29 June 2023 b) Group Board Core Brief – 13 July 2023	Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Wednesday 20 September 2023 at 5.30 p.m. – Annual General Meeting followed by Special Board Meeting at Fullarton Connexions, Church Street, Irvine, KA12 8PE	

DMcL / db  
 11/8/2023

## 5.1. Annual Assurance Statement Review

<b>Title:</b> Annual Assurance Statement Review	<b>Date:</b> August 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> To Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - Board Questionnaire Results	<b>Reading Room:</b>
<b>Reg. Requirement:</b> Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users	<b>ORP ref:</b>
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

This paper provides an update on the Annual Assurance Statement process.

Board are asked to note the contents of this report.

**Executive Summary:**

In July 2023, Board were provided with a framework for the Annual Assurance Statement Review Process Cycle which was duly approved.

The outcome of the July report was to bring the timeline back into the proposed scheduled timescales, by means of issuing the Board questionnaire on their understanding of the compliance regulations.

Board did not require any additional specific topic improvement investigations until the next scheduled review by Audit & Risk Committee.

The further tasks associated with the Annual Assurance Statement are on track as detailed below.

**1. Board Questionnaire**

The Board questionnaire was sent out on and there were 9 respondents, this indicates a response rate of 81.8% and details are in Appendix 1. The results will be reported back to Audit & Risk Committee in October who will decide on any further action to be taken in the form of training or information cascading.

**2. Regulatory Compliance Action Plan**

The Regulatory Compliance Action Plan is reviewed monthly by SMT and will be included in the papers for October Audit & Risk Committee.

**3. Review and Audit of Regulatory Compliance Assessment**

The Regulatory Compliance Assessment will be reviewed by SMT and shared with the Director of Internal Audit & Risk for review in September and any updates made.

**4. Next Steps**

- The October Audit & Risk Committee will review the Compliance Assessments and decide on the final compliance score and consider and identify any areas of weakness or non-compliance for focussed improvement.

- The draft Annual Assurance Statement and Improvement Plan will be presented to October Special Board for approval.
- Officers will submit the approved Assurance Statement and Improvement Plan to the Scottish Housing Regulator by the end of October 2023.

## **5. Risk**

The risk of not completing an effective regulatory compliance assessment could result in the Board being unable to provide an Annual Assurance Statement to the Regulator.

The current process has been designed to ensure that both Board has a greater involvement in regulatory compliance assessments and monitoring and delivering on the actions resulting from them.

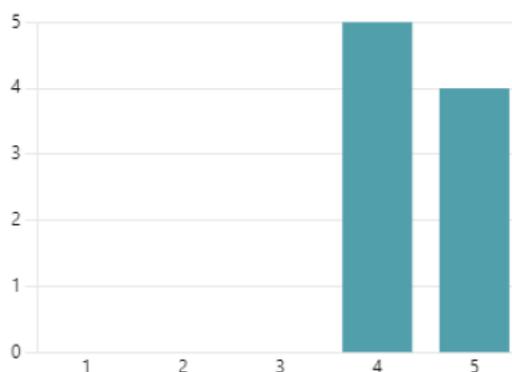
# Riverside Scotland Annual Assurance Process - Board Questionnaire

Please read the following statements which seek your views on the Annual Assurance Statement process and indicate your views by clicking the relevant box.



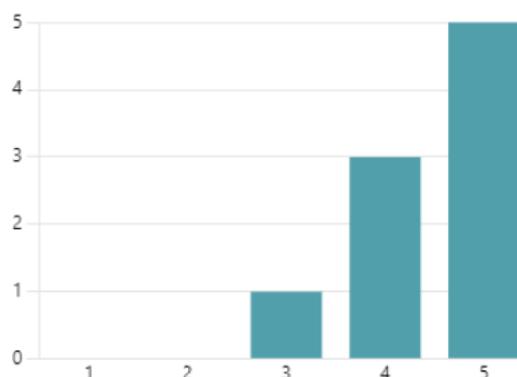
1. Please rate your understanding of the Annual Assurance Statement regulatory requirements placed on you as a Board member.

**4.44 / 5 = 88.8%**  
Average Rating

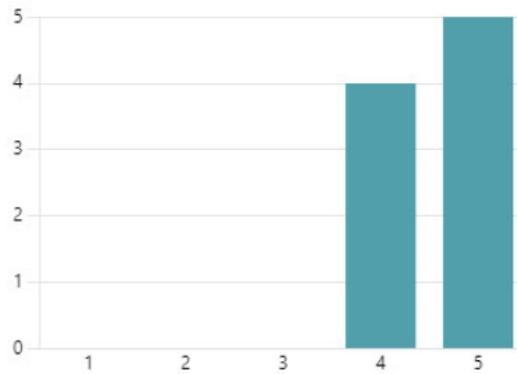


2. Please rate whether you feel the system for identifying and managing key risks is effective, and your confidence that all risks are being considered.

**4.44 / 5 = 88.8%**  
Average Rating



**4.56 / 5 = 91.2%**  
Average Rating



4. Please indicate if there is anything additional which could be added to the timeline, or added for further clarity.

It is simply my job to understand the timelines and the regulatory requirements in more detail, which I am working on.

5. Overall, please indicate if there are any areas where further information or training would be useful.

Some brief annual refresher training would be to ensure that the process and Board obligations are clear

Understanding of the internal audit review process.

Regulatory Assurance, but I think there has been a masterclass already.

## 5.2. Policy Schedule Update

<b>Title:</b> Policy Schedule Update	<b>Date:</b> 24 August 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Morag Hutchinson
<b>Action:</b> For information	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 – Policy Review Process Appendix 2 – Riverside Scotland Policy Data	<b>Convene Document Library:</b> N/A
<b>Reg. Standard :</b> <b>Standard 1</b> – The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	<b>ORP ref:</b>
<b>Strategic Risk ref:</b> R6 - Governance & Regulation	
<b>Consultation:</b> This report was written in consultation with stakeholders across TRG	

**Purpose and Action:**

This paper provides an introduction to the Policy Framework & process to ensure the timely and accurate review of all policies in relation to Riverside Scotland, with the aim that wherever possible, Riverside Scotland can adopt Group policies. Where not possible, the intention is that any separate policies Riverside Scotland require (due to legislative or regulatory requirements) utilise the same framework as the Riverside Group to ensure visibility and standardisation of process.

The scope of policy review and how this will be achieved is detailed below.

**1 Background**

1.1 Each quarter there is a Riverside Group Policy Forum – regular attendees include Strategy & Planning team members, policy owners, governance representatives and subject matter experts. Prior to the Riverside Scotland organisational restructure, the Policy & Performance Manager attended this forum and in August 2022 presented the process detailed in Appendix 1, the aim of which was to ensure that in any policy review, the Riverside Scotland viewpoint would be considered, consulted upon and approval gained via the appropriate method; this was agreed by the forum, and is incorporated into the review guidance documentation sent out to policy review owners. The Project & Planning Analysts now represent Riverside Scotland at the quarterly forum.

1.2 [Redacted]

- [Redacted]
- [Redacted]
- [Redacted]

o [REDACTED]

- 1.3 The Policy Management System is the centralised place for all policies and is published on the RIC (Riverside Information Centre) [REDACTED]. All policies are listed alongside key information such as Policy Owners and Sponsors, Functional Area, Approval Level and Last and Next Review Dates. There is also a Region key, which we aim to utilise for Riverside Scotland-specific policies. The Policy Management System (POMS) is managed by the Riverside Strategy & Planning Team, who ensure that policy reviews are being done in a timely manner.

## 2 Action Plan

- 2.1 From August 2023, the Project & Planning Analysts began attending the quarterly forum and therefore have sight of any current policy reviews to ensure that the Riverside Scotland consultation part of the process is being followed and that we have an input to any future updates or process changes.
- 2.2 The Projects & Planning Team will complete a cross-checking exercise to compare the information from the Policy Management System with Riverside Scotland locally held policies to ensure they are up to date and have been approved in the correct manner as the process describes. This will be completed and presented to October 2023 SMT for review and policies not correctly approved will be presented to the relevant group (SMT or RS Board) for note/approval as applicable. The aim is to have all policies in the central Policy Management System, however it should be noted that this may not be achieved until the scheduled reviews of group policies go through a complete cycle.
- 2.3 Group policies being currently reviewed will be presented to Board as normal while the cross-checking exercise is taking place.

## 5.3. Board Member Nominations

<b>Title:</b> Board Member Nominations	<b>Date:</b> 24 August 2023
<b>Author:</b> Donna Boyle [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> For approval	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - Board Election Forms	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 6 The governing body and senior officers have the skills and knowledge they need to be effective.	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

The purpose of this paper is the Board to consider the proposed nominations to the Board prior to the annual general meeting.

The Board is asked to consider and agree the proposed nomination of Peter Lynn to the Board.

**Executive Summary:**

The formal election of Board Members takes place at the annual general meeting (AGM) in September every year. Board nominations were invited from the membership in July to allow Board consideration of any proposed nominations prior to the AGM. Nomination paperwork has been submitted for Peter Lynn, who previously served on the Board as a co-optee. No other nomination paperwork has been submitted by any other member of the Association.

**1. Introduction**

- 1.1 In accordance with the Association's Rules, the formal election of Board Members takes place at the Annual General Meeting in September every year.
- 1.2 A third of our Board and any Board Member who has been co-opted or has filled a casual vacancy, require to retire at the Annual General Meeting. Provided retiring Board Members have not been in office for more than 9 years or had their appointment extended by Board resolution, they are eligible for re-election without nomination.

**2. Discussion**

- 2.1 There are currently 2 vacancies on the Association's Board.
- 2.2 A letter was issued to all members of the Association during July advising on the process for standing for election to the Board and the associated deadlines for the submission of paperwork to allow Board consideration prior to the AGM.
- 2.3 A completed Election to Board form, duly nominated and seconded, and a Statement by Nominee form has been received for Peter Lynn.
- 2.4 The Association's Rule 38(b) states that " ....Co-opted persons may not stand for election, nor be elected as one of the Association's officers of the Board."
- 2.5 Peter Lynn resigned as a Board co-optee on 31 July 2023.
- 2.4 No other Election to Board forms have been received by any other member.

2.5 As advised at the previous Board Meeting, a third of the Board are required to stand down at the AGM. Margaret Burgess, Gerry Darroch and Tony McInnes intend to stand down at the AGM, and have submitted the required forms to the Association in order to stand for re-election.

2.6 The number of vacancies at the AGM will therefore be as follows:

Current vacancies:	2
Vacancies created by those standing down:	3
Total vacancies:	5

2.7 Subject to the Board's consideration of the proposed nomination to the Board, the number of persons standing for election / re-election are as follows:

Board members standing for re-election:	3
Members standing for election:	1
Total candidates for election / re-election:	4

### **3. Risk**

3.1 There is a risk that the Board Members who are due to stand down at the AGM (3) choose not to stand for re-election to the Board and there are no nominations to the Board for the additional 2 vacancies on the Board. This would result in there being 5 vacancies on the Board, which would mean that the Association's Board would fall below its minimum composition requirement of 8.

3.2 The Riverside Group (as parent), do however, have powers to appoint and dismiss to the Association's Board and could nominate Officers to serve on the Board until such times as new Board Members were recruited to fill casual vacancies on the Board.

3.3 Discussions with those Board Members due to the stand down at the AGM are carried out in a timely manner in order to effectively plan any required recruitment exercises.

### **4. Conclusion**

4.1 Given the total number of candidates standing for re-election / election will not exceed the number vacancies at the AGM, a vote will not be required on this matter at the meeting.

### **5. Next Steps**

5.1 The formal notice for the annual general meeting will be issued to all Members in early September.

5.2 Information included with the formal notice will provide details on the individuals standing for election / re-election at the AGM and also confirm that, given the numbers standing do not exceed the number of vacancies at the AGM, a vote on this matter will not be required at the meeting.

## 5.4. Rule 67 Statement by the Secretary

<b>Title:</b> Rule 67 Statement by the Secretary	<b>Date:</b> 24 August 2023
<b>Author:</b> Donna Boyle [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> For noting	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - Extract Rules (62-67)	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

The purpose of this paper is for the Board to receive assurance from the Company Secretary, by way of the Company Secretary's formal statement that, in accordance with Rule 67, Rules 62 to 66 are being complied with.

It is recommended that the Board note the Company Secretary's formal statement in relation to Rule 67.

**Executive Summary:**

In accordance with Rule 67, the Company Secretary requires to confirm in writing to the Board on an annual basis, prior to the annual general meeting, that the requirements of Rules 62 to 66 have been complied with. This paper contains the Secretary's formal statement in this regard.

**1. Introduction**

## 1.1 Rule 67 of the Association states:

"At the last meeting of the Board before the annual general meeting the Secretary shall to the extent within his / her knowledge confirm in writing to the Board that all the requirements of Rules 62 to 66 have been complied with or if they have not been complied with the Secretary shall report in writing to the Board the reasons for such non-compliance. The confirmation or report required by this rule shall be recorded in the minutes of the meeting."

## 1.2 A copy of Rules 62 to 67 is attached at Appendix 1 for information.

**2. Statement by the Secretary**

## 2.1 I, Diana MacLean, being the Secretary of Riverside Scotland, hereby confirm, under the terms of the Association's Rule 67 that, to the best of my knowledge, the requirements of Rules 62 to 66 have been complied with.

Signed:

Date:

**Extract from the Rules of Irvine Housing Association Ltd**

**MINUTES, SEAL, REGISTERS AND BOOKS**

62. Minutes of every general meeting and of every meeting of the Board and any committee of the Board shall be kept and such minutes shall be read at the next of such meetings respectively and signed by the chair of the meeting at which they are so read and all minutes so signed shall be conclusive evidence that the minutes are a true record of the proceedings at the relevant meeting.
63. The Association shall execute deeds and documents in accordance with the provisions of the Requirements of Writing (Scotland) Act 1995 and record the execution in the register. The use of a common seal is not required. The Association may have a seal which the Secretary must keep in a secure place unless the Board decides that someone else should look after it. The seal must only be used if the Board decides this. When the seal is used, the deed or document must be signed by the Secretary or a Board Member or another person duly authorised to subscribe the deed or document on the Association's behalf and recorded in the register.
64. The Association shall keep as its registered office:
- (a) a register of members in which shall be entered the following particulars:
    - (i) the names and addresses of the ordinary members and Parent Member;
    - (ii) a statement of the Ordinary Shares and Parent Share held by members and the amount paid therefor;
    - (iii) a statement of other property in the Association whether in loans or loan stock held by each member;
    - (iv) the date when each person was entered into the register as a member and the date at which any person ceased to be a member; and
    - (v) the names and addresses of the officers of the Association with the offices held by them respectively, and the dates on which they assumed and vacated once;
  - (b) a duplicate register of members in which shall be entered all the particulars in the original register of members other than those mentioned in rules 64(a)(ii) and 64(a)(iii); and the inclusion or omission of the name of any person from the original register of members shall, in the absence of evidence to the contrary, be conclusive that such person is or is not a member of the Association;
  - (c) a register of loan stock and of the holders thereof; and

- (d) a register in which shall be entered particulars of all loans and charges on land of the Association.
65. The registered name of the Association shall be kept painted or affixed in a conspicuous position in letters easily legible on the outside of every office or place in which the business of the Association is carried on, and the registered name of the Association shall be engraved in legible characters on its seal (if any) and shall be mentioned in legible characters in all business letters of the Association, notices, advertisements and other official publications of the Association and in all bills of exchange, promissory notes, endorsements, cheques and orders for money or goods, purporting to be signed by or on behalf of the Association and in all bills, invoices, receipts and letters of credit of the Association.
66. All books of account, registers, securities and documents of the Association shall be kept at the registered office or such other place and in such manner and with such provision for their security as the Board shall from time to time determines to be secure.
67. At the last meeting of the Board before the annual general meeting the Secretary shall to the extent within his / her knowledge confirm in writing to the Board that all the requirements of rules 62 to 66 have been complied with or if they have not been complied with the Secretary shall report in writing to the Board the reasons for such non-compliance. The confirmation or report required by this rule shall be recorded in the minutes of the meeting.

## 5.7. Quarterly Performance Report - Q1 2023

<b>Title:</b> Quarterly Performance Report – Q1 2023	<b>Date:</b> 24/8/2023
<b>Author:</b> Heather Anderson [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1: Riverside Scotland Board KPIS Q1 2023/24 Appendix 2: Customer Satisfaction and Asset Performance as at July 23	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives	<b>ORP ref:</b> Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

The purpose of this report is to provide Board with an opportunity to review the Association's operational key performance indicators (KPIs) covering quarter one of 2023/24. The data is set out in Appendices 1 and 2 to this report.

**Executive Summary:**

The Board reviews the operational KPIs on a quarterly basis to ensure that performance is being managed effectively. The attached report at Appendix one covers performance for the period 1<sup>st</sup> April to 30<sup>th</sup> June 2023. Appendix 2 sets out our performance position as at the end of July indicators we review monthly. It is recommended that Board discuss and note the contents of the Quarterly Performance Report.

**1. Introduction**

Progress against our operational key performance indicators (KPIs) is reported to Board on a quarterly basis. Appendix 1 to this report sets out our performance position against each of our KPIs including distance from target, and direction of travel as at the end of June 2023. This quarterly update was delayed due to the time taken to complete our Corporate Plan and associated operational performance targets for 2023/24. Therefore, operational performance dashboards for Customer Satisfaction and Asset Services as at the end of July 2023 have been included as Appendix 2, to provide Board with an update on the current position.

**2. Key Points**

The key points to note from the performance analysis are:

- Overall satisfaction is currently 65.9% at the end of July, which is 1% higher than the position at the end of June. Our new operational structure is fully embedded, and Tenant Partners are spending more time being visible across our estates and neighbourhoods developing relationships with our customers. We have a new Customer Engagement Coordinator who has set up a customer scrutiny group and is focusing on developing task-based tenants and resident groups whose aim is to address specific neighbourhood issues, the first of these is focusing on fly tipping across the Pennyburn estate. The scrutiny group is currently reviewing our voids management process. We have regular drop-in surgeries across all our operating areas.
- We have seen a small improvement in overall repairs and maintenance satisfaction in July to 58%, most likely due to the start of several property investment programmes, including

new windows and kitchens in Dumfries. Satisfaction with latest repair is currently 73.5%. We are working closely with our key contractors, [REDACTED] to improve service delivery

[REDACTED]. Our new Asset and Compliance Manager has introduced more robust contract management processes, and increased day to day communication between the Asset Team and our service providers. Issues regarding delays carrying out remedial works following a customer complaint, and lack of communication relating to follow on works continue to have an impact on customer satisfaction. The number of days to complete routine repairs has improved from 25 days at the end of the first quarter, to 15 days as at the end of July.

- Average relet time (Ref 30) has reduced by 5 days to 31.9 days as at the end of June, however, remains out with target of 25 days. [REDACTED]

[REDACTED] A void working group has been set up, and we are reviewing our end-to-end void management processes and void standard. This internal review will also be supported by our new tenant scrutiny group exercise in the coming months.

### 3. Next Steps

Board is asked to note the content the operational performance position as at Q1 2023.

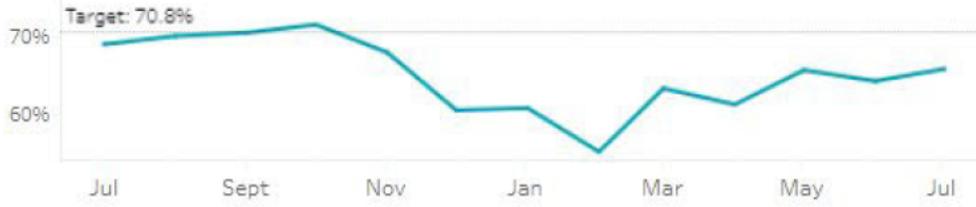
# Social Housing Customer Satisfaction Performance Review Meeting...

Riverside Scotland 256th Board Meeting  
 Currently Showing: Scotland  
 Rolling 3 Month Measures

## Overall Satisfaction

**65.9%**

Responses: 138



Commentary

- We have seen an increase in overall satisfaction for the reporting period. We are continuing to embed our new structure, and are progressing improvement actions

## Listening to Views

**55.0%**

Responses: 129



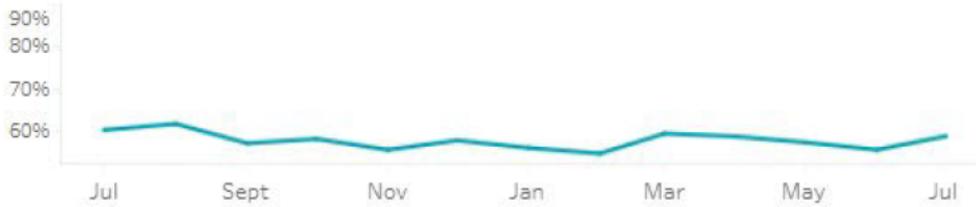
Commentary

- We have seen an increase in Listening to Views satisfaction. We now have fortnightly local surgeries in place, a new tenant scrutiny group, and are working with our contractors to maximise social benefit clauses within all contracts.

## Repairs

**58.7%**

Responses: 138



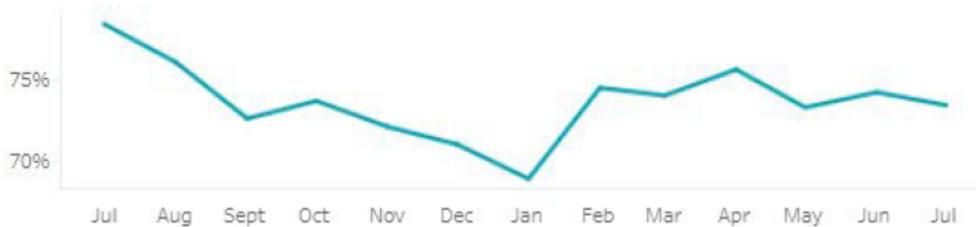
Commentary

- We have seen an increase in repairs perception during the period. Our new kitchen, window, and internal wall insulation programmes have started in Dumfries, and we will also be doing more than 40 kitchen replacements in Irvine and Kilwinning, and a new fire door replacement programme. We are working with procurement to appoint a new strategic partner for energy efficiency works, who will deliver all works to net zero standards over the next 4-5 years.

## Latest Repair

**73.5%**

Responses: 98



Commentary

- Our complaints handling satisfaction has decreased to 0% over the month. We continue to deal with a number of legacy complaints issues. The number of monthly survey responses for Riverside Scotland is disproportionately low, and we are proposing to review these results as 12m rolling figure going forward. A refresher complaints handling session will be delivered to all operational staff on the 16th August.

## Complaints Handling

**0.0%**

Responses: 7



Commentary

Caution: Low survey response volumes

8. Date of Next Meetings - Wednesday 20 September 2023 at 5.30 pm: Annual General Meeting followed by the Special Board Meeting at Fullarton Connexions, Church Street, Irvine, KA12 8PE