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.

251st Board Meeting of Irvine Housing Association Ltd:
Wednesday 30 November 2022 at 5.30 p.m.
in 44-46 Bank Street, Irvine, KA12 0LP

AGENDA

		Data Class
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 250th Board Meeting held on Thursday 18 August 2022 and Special Board Meetings held on Wednesday 21 September 2022 and Wednesday 19 October 2022.	Public
4.	Matters Arising	
5.	Substantive Business	
5.1	Co-option Proposal	Public
5.2	Financial Performance Report	Confidential
5.3	Draft 2023 Budget	Confidential
5.4	OSCR Annual Return	Public
5.5	Membership Register	Public
5.6	Asset Compliance Review Update	Internal
5.7	EICR Update	Confidential
5.8	Asset Compliance Policies Review	Public
5.9	Damp and Mould Policy	Public
5.10	Collecting Equalities Data	Public
5.11	Quarterly Performance Report	Public
5.12	Operational Performance Report	Public
5.13	Income Collection Improvement Plan	Internal
5.14	MD Report	Confidential

5.15	Formal Registers	Public
6.	Minutes/Updates:	
	a) Unconfirmed Audit & Risk Committee Meeting held on 3 October 2022	Confidential
	b) Confirmed Group Customer Experience Committee Minutes – 30 June 2022	Confidential
	c) Group Board Core Brief – October 2022	Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Thursday 26 January 2023 at 5.30 p.m. – 252nd Board Meeting at 44-46 Bank Street, Irvine, Ayrshire and via MS Teams	

DMcL / db
9/11/2022

5.1. Co-option Proposal

Title: Co-option Proposal	**Date:** 30 November 2022
Author: Diana	**Sponsor:** Diana MacLean
Action: Decision	**Confidential:** No
Appendices: Supporting Letter from Mr Peter Lyn	**Reading Room:**
Reg. Standard: Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	**ORP ref:** People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

It is recommended that the Board co-opts Mr Peter Lyn as a Board Member until the Annual General Meeting in 2023.

Executive Summary:

The Association has been seeking to recruit tenants to the Board since the start of the year. As part of the Big Conversation survey carried out during the summer, Officers sought to identify tenants who were potentially interested in becoming involved on the Board. As part of his contribution to the survey and customer focus group meetings, Mr Lyn was identified as a tenant who provided valuable customer feedback and who was potentially interested in joining the Board.

Following meetings with the Managing Director and the Chair, it is considered that the particular knowledge that Mr Lyn has, would bring a valuable customer perspective to the Board's decision-making processes.

1. **Introduction**

1.1 The Board are keen to have customer representation on the Board in order to bring the customer perspective to its decision-making processes.

1.2 The Association has previously advertised for tenant board members at the start of the year and was unsuccessful in recruiting. The Managing Director also advised all Members that the Association was keen for tenants to join the Board in June and no Board nominations from Members who were tenants were received prior to the Annual General Meeting either.

1.3 The Scottish Housing Regulator is currently engaging with the Association regarding its customer satisfaction levels and the Association is currently on a journey in its development of actions plans in order to address the current low levels of satisfaction.

2. **Discussion**

2.1 As part of this process, the Big Conversation survey was being carried out during the Summer. In the planning phase of the survey works it was suggested that potential tenant board members could be identified during this exercise.

2.2 Mr Peter Lyn contributed to the survey process and also provided valuable feedback at the focus group meetings which were hosted by Ms E. Byrne of Arneil Johnston. Following a discussion with Ms Byrne at that time, Mr Lyn indicated a potential interest in becoming a Board Member.

2.3 Mr Lyn has subsequently met with the Managing Director and the Chair to discuss his interest in becoming a Board Member and has submitted a supporting letter which is attached as Appendix 1.

2.4 Mr Lyn would bring crucial customer needs and concerns knowledge to the Board which has been identified as a priority in the Board skills audit matrix.

2.5 It is therefore proposed that, due his ability to be able to provide a customer perspective on proposed service improvements, Mr Peter Lyn is co-opted to the Board. Mr Lyn's co-option to the Board will be made under the provisions of Rule 38(a).

2.6 Rule 38(a) states that, "The Board may from time to time co-opt to the Board or to a committee of the Board anyone it considers is suitable to become a Board Member or member of a committee of the Board. Co-opted persons do not need to be members but they can only serve on the Board or committee of the Board until the next annual general meeting or until removed by the Board."

2.7 In accordance with the Rules, a co-opted Board Member will be subject to the duties and responsibilities of a Board Member and may take part in the deliberations of the Board and vote on matters at Meetings, with the exception of items relating to the Membership of the Association or the election of officers.

2.8 Co-opted Board Members are unable to stand for election, nor be elected as one of the Association's officers of the Board and their attendance at Board or committee meetings cannot count towards determining a quorum.

3. Risk

3.1 If the Association does not involve tenants in its Board decision-making processes, customer views may not always be considered as part of the development of strategies and policies and when making decisions about services and service delivery.

3.2 Having tenants participate on the Board ensures that customer views are known and considered as part of the Association's strategic planning processes.

4. Next Steps

4.1 Following Board approval, Mr Lyn would be invited to join the Board as a co-opted Board Member and an appropriate induction would be organised.

5.4. OCSR Annual Return

Title: OSCR Return	**Date:** 30 November 2022
Author: Donna Boyle ▮▮▮▮▮▮▮▮▮▮	**Sponsor:** Diana MacLean
Action: Decision	**Confidential:** No
Appendices: OSCR Return	**Reading Room:**
Reg. Standard: Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	**ORP ref:** People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:
The Board is asked to approve the submission of the on-line Annual Return to the Office of the Scottish Charity Regulator (OSCR).

Executive Summary:
The Association is a Scottish charitable organisation and is required to submit an Annual Return to OSCR. The attached Annual Return has been prepared and is presented for approval in order to submit the on-line Annual Return to OSCR within the deadline.

---

1. **Introduction**

1.1 The Association is a Scottish charitable organisation registered with OSCR. By reporting to OSCR and meeting legal requirements, the Association demonstrates to the public that its assets are properly accounted for and that it's being run properly.

2. **Discussion**

2.1 It is a requirement of OSCR that the Association submits an Annual Return within 9 months of the financial year end. The Association's Annual Return has been prepared and is attached at Appendix 1 for information.

2.2 Subject to approval, the Annual Return will be submitted via OSCR's on-line portal prior to the 31 December 2022 deadline.

3. **Risk**

3.1 If the Return is not completed on time, or were to contain incorrect information, adverse attention may be focused on the Association from OSCR and the public.
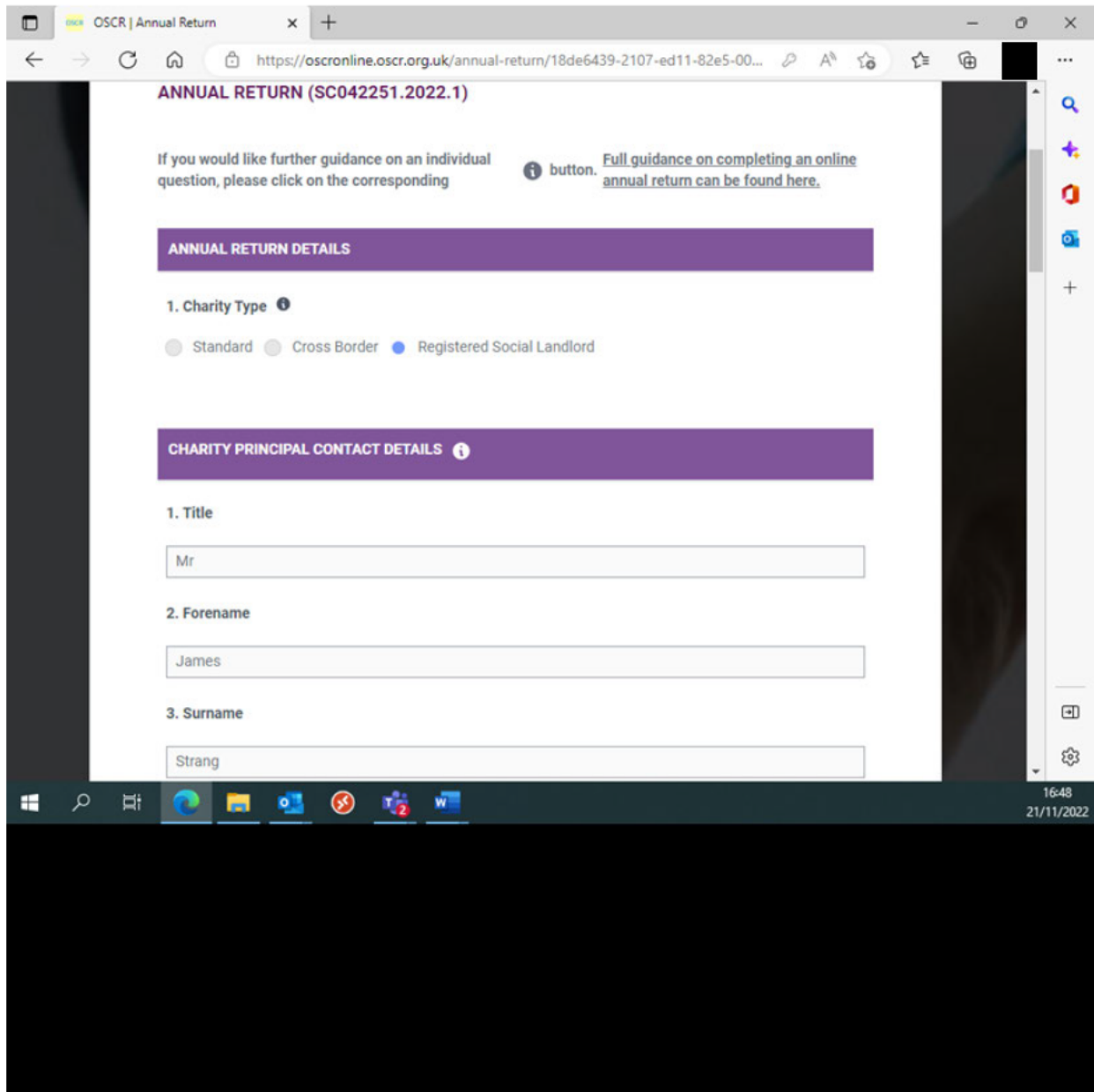
3.2 The Return has been prepared by the Governance & Company Secretarial Assistant and has been checked by the Managing Director. Subject to Board approval, the Return will be submitted to OSCR on 1 December 2022.

4. **Next Steps**

4.1 Following Board approval, the Annual Return will be submitted to OSCR via the on-line portal.

Appendix 1   **Annual Return to OSCR**

4. Suffix

--

5. Position in the Organisation

Chair

6. Address Line 1 ⊕

44-46 Bank Street

7. Address Line 2 ⊕

Irvine

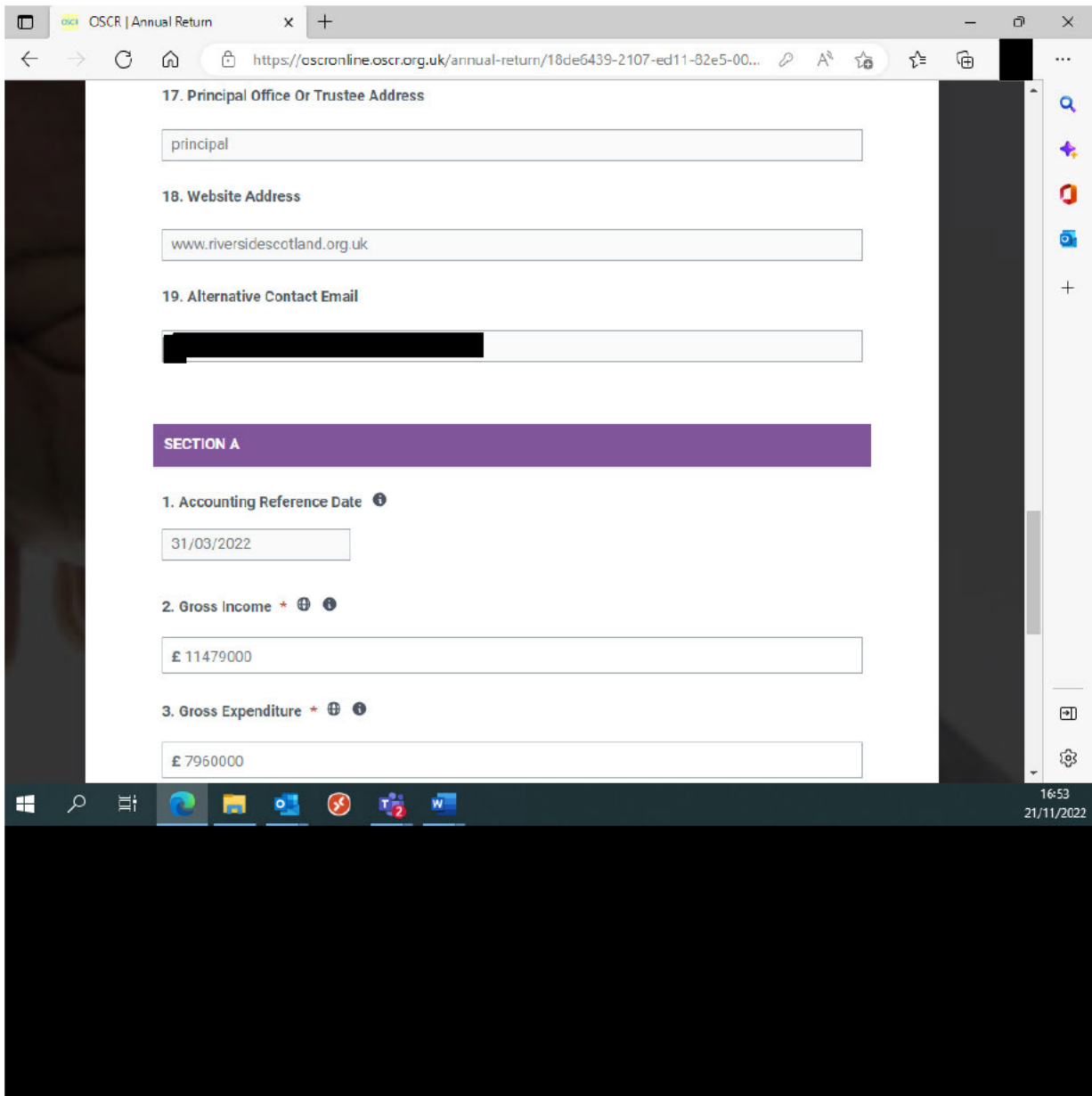**8. Address Line 3** ⊕
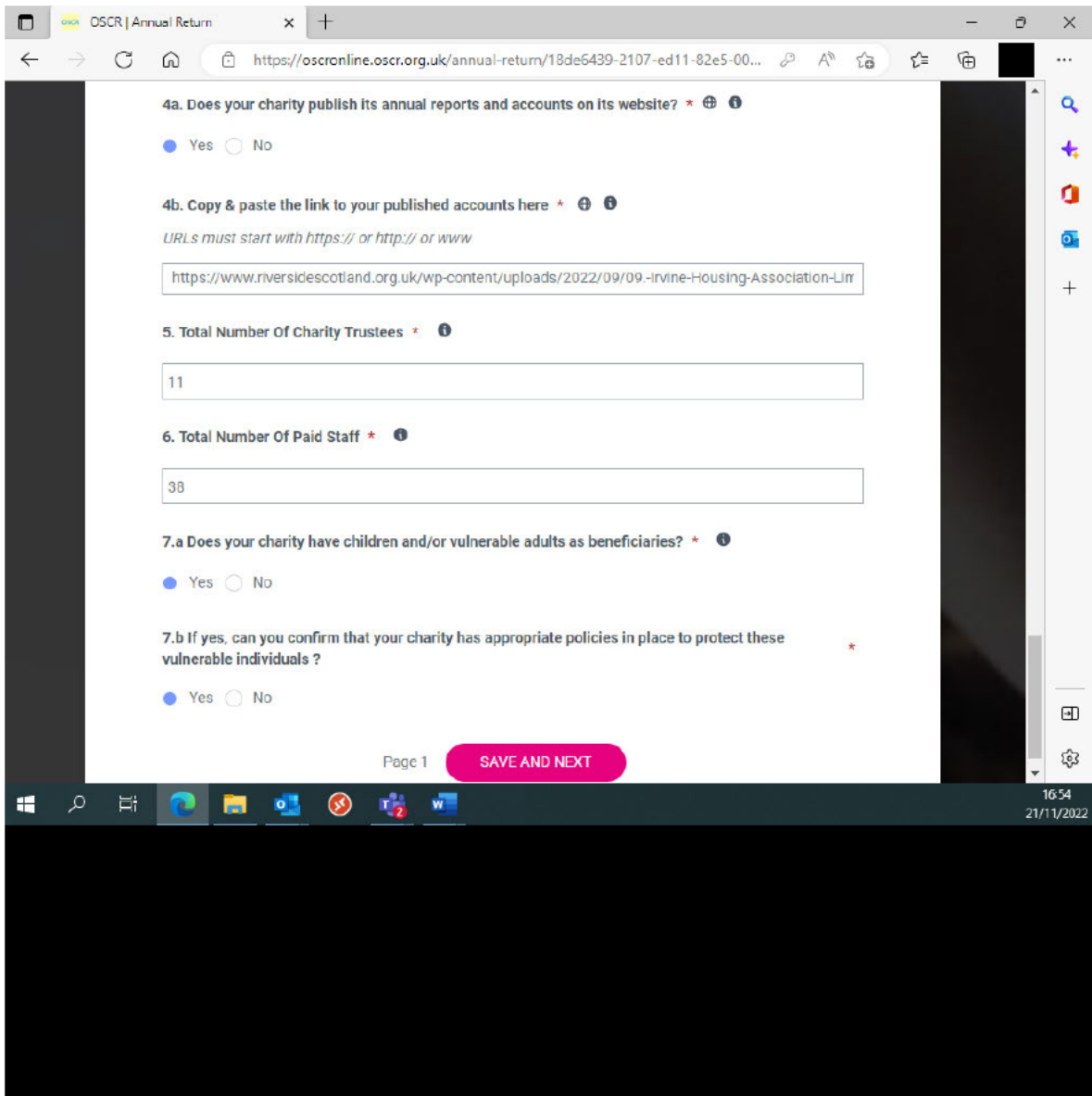
Ayrshire

9. Address Line 4 ⊕

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10. Address Line 5 ⊕

10. Address Line 5 ⊕

---

11. Post Code ⊕

KA12 0LP

12. Country

Scotland

13. Telephone Number

14. Mobile Number

---

15. Fax Number

---

16. Email

17. Principal Office Or Trustee Address

principal

18. Website Address

www.riversidescotland.org.uk

19. Alternative Contact Email

SECTION A

1. Accounting Reference Date ⓘ

31/03/2022

2. Gross Income * ⊕ ⓘ

£ 11479000

3. Gross Expenditure * ⊕ ⓘ

£ 7960000

4a. Does your charity publish its annual reports and accounts on its website? * ⊕ ❶

● Yes ○ No

4b. Copy & paste the link to your published accounts here * ❶ ❶

URLs must start with https:// or http:// or www

https://www.riversidescotland.org.uk/wp-content/uploads/2022/09/09.-Irvine-Housing-Association-Lim

5. Total Number Of Charity Trustees * ❶

11

6. Total Number Of Paid Staff * ❶

38

7.a Does your charity have children and/or vulnerable adults as beneficiaries? * ❶

● Yes ○ No

7.b If yes, can you confirm that your charity has appropriate policies in place to protect these vulnerable individuals ? *

● Yes ○ No

Page 1   SAVE AND NEXT

Page 45 of 211

ANNUAL RETURN (SC042251.2022.1)

If you would like further guidance on an individual question, please click on the corresponding (i) button. Full guidance on completing an online annual return can be found here.

DECLARATION INFORMATION

☑ I certify that the information entered in this form is correct to the best of my knowledge *

☐ I confirm the information entered has been approved by the charity trustees and I am authorised to submit this information *

Name of person submitting *

Donna Boyle

Role of person submitting *

Governance & Company Secretarial Assistant

Declaration Date *

01/12/2022

5.5. Membership Register

Title: Membership Register	Date: 30 November 2022
Author: Donna Boyle ▉▉▉▉▉▉▉▉▉▉▉▉	Sponsor: Diana MacLean
Action: Decision	Confidential: No
Appendices: Members proposed for removal following 2022 AGM	Reading Room:
Reg. Standard: Tenant Involvement and Empowerment	ORP ref: People at our heart
Strategic Risk ref: R7 Customer Experience	
Consultation: This report is not subject to consultation	

Purpose and Action:

It is recommended that the Board pass a resolution that:

"The 8 members identified at Appendix 1 shall be deemed to have withdrawn from membership of the Association and his / her ordinary share shall be cancelled and the amount paid thereon shall become the property of the Association".

Executive Summary:

The Association aims to maintain a Register of Members who are interested in the affairs of the Association.

The Association's Rules provide that the Board can pass a resolution that deems membership to have been withdrawn and an ordinary share cancelled in certain circumstances, such as failing to attend or submit apologies for five consecutive AGMs.

An analysis of attendance at the 2022 AGM has identified that 8 members have now failed to attend or submit apologies for five consecutive AGMs.

---

1. Introduction

1.1   The Association currently has 55 members on its Register of Members.

1.2   In line with the Association's Membership Policy, we aim to attract interested people into Membership of the Association.

1.3   Rule 15(a) states:

"Where the Board is satisfied that:

(ii) an ordinary member has failed to either attend or submit apologies for five consecutive annual general meetings;

that member shall be deemed to have withdrawn from membership of the Association and his / her ordinary share shall be cancelled and the amount paid thereon shall become the property of the Association with effect from the passing of a resolution by the Board to that effect."

1.4   An analysis of attendees at the 2022 AGM has identified 8 members who have now failed to attend or submit apologies for five consecutive AGMs. Details of this analysis are attached at Appendix 1.

2. Discussion

2.1 It is recommended that the members identified in Appendix 1 are removed from the Register of Members in accordance with Rule 15(a) and all associated records updated accordingly.

2.2 This will ensure that the Association has a Register of Members who remain interested in its affairs and the Association's records remain current.

3. Risk

3.1 If the Association maintains a Membership Register which is not up to date and current it could waste resources communicating with those who no longer wished to participate as a member.

3.2 By removing members who no longer engage with the Association, we ensure that we maintain an active Membership Register.

4. Next Steps

4.1 It is intended that, subject to Board approval, the members in question will be advised in writing of their removal from the Membership Register.

Appendix 1   **Members Proposed for Removal**

Share No	Date Rgistered	2018	2019	2020	2021	2022
30	5/4/1998	N1	N2	N3	N4	N5
110	12/22/2000	N1	N2	N3	N4	N5
124	10/23/2003	N1	N2	N3	N4	N5
344	8/23/2010	N1	N2	N3	N4	N5
384	1/26/2011	N1	N2	N3	N4	N5
409	3/16/2011	N1	N2	N3	N4	N5
435	5/3/2011	N1	N2	N3	N4	N5
484	5/3/2011	N1	N2	N3	N4	N5

5.8. Asset Compliance Policies

Title: Asset Compliance Policies	Date: 17.11.2022
Authors: Heather Anderson ███████████████████	**Sponsor:** Diana MacLean
Action: Adoption	**Confidential: No**
Appendices: Appendix 1: Fire Safety Management Policy Appendix 2: Electrical Safety Management Policy Appendix 3: Building Safety Policy Appendix 4: Asbestos Management Policy Appendix 5: Gas Safety, Heating and Ventilation Policy Appendix 6: Mechanical Equipment Policy Appendix 7: Radon Gas Policy Appendix 8: Water Hygiene Policy	**Reading Room:**
Reg. Requirement: AN3: Each landlord must have assurance and evidence that it is meeting all its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	**ORP ref:** People at our heart
Strategic Risk ref: R3 Safety First	
Consultation: N/A	

Purpose and Action:

The purpose of this paper is to request that Board adopts the following Riverside Asset Compliance policies, attached as appendices 1-8 to this report:

Appendix 1: Fire Safety Management Policy
Appendix 2: Electrical Safety Management Policy
Appendix 3: Building Safety Policy
Appendix 4: Asbestos Management Policy
Appendix 5: Gas Safety, Heating and Ventilation Policy
Appendix 6: Mechanical Equipment Policy
Appendix 7: Radon Gas Policy
Appendix 8: Water Hygiene Policy

Executive Summary:

The Riverside Scotland Board is asked to adopt the full suite of Riverside Asset Compliance and Building Safety policies attached as appendices 1-8 to this report.

1. Background

Historically Riverside Scotland has had its own suite of Asset Compliance policies which sit separately from the wider Riverside Group and have been developed at a local level.

The aim of the ongoing organisational review is to ensure that the Association is more fully integrated into the Group wide Asset and Building Safety services, to benefit from the range of dedicated experience, skills, and expertise available. The legislation, Guidance, and Regulation governing a social landlord's responsibilities in relation to Building Safety and Asset Compliance is UK wide, therefore the policies and management plans developed by the Riverside Group are applicable to Riverside Scotland as a subsidiary organisation. Adopting Riverside policies and management plans will ensure a consistent approach is taken to maximising Building Safety for Riverside Scotland customers.

2. Context

The individual Asset Compliance and Building Safety policies are attached to this report as appendices 1-8. Each policy covers a different risk area and compliance function. The policies have been developed in a standard format and set out the following key organisational requirements in relation to Asset Compliance management:

➢ Sets out the up to date legislative and regulatory framework governing the specific area of risk.
➢ Establishes the property types that are in scope of the policy, and which fall under its provisions.
➢ The requirement for an operational management plan to sit beneath the policy for every risk area, which details how management of the specific risk area will be implemented on a day-to-day basis.
➢ The need for a competent person to be appointed within the organisation to assess Building Safety and Compliance risks based on the numbers, type, and structure of the Association's housing stock, and to implement measures to reduce and mitigate these risks effectively.
➢ To ensure that robust processes and systems are in place for recording Asset and Compliance risks, (a Risk Register), and for evidencing risk mitigation measures and actions and the performance of management plans.

3.Risk

Adoption of Riverside Asset Compliance policies will help to mitigate the following Riverside Scotland strategic risk:

• **Risk 1: Safety First:** The Association has no appetite for a risk of harm to customers, colleagues, or others coming from the provision of its services, and no appetite for a breach of health and safety legislation and regulation in its role as a landlord and employer.

4.Next Steps

An internal audit and review of Riverside Scotland Asset Compliance management is underway. An information and training session on all Asset Compliance policies and processes will be delivered to operational colleagues following completion of the ongoing Riverside Scotland restructure, and the new Asset and Compliance Manager will review existing management plans and processes within Riverside Scotland against these adopted policies upon appointment to post.

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Fire Safety Management Policy

Department Policy: Health Safety and Environment

Policy Reference:	HSE Fire Safety Management Policy	Policy Version:	03

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

The aim of this policy is to proactively manage the potential risk to life arising from fire in buildings owned or managed by Riverside or its subsidiaries.

This Policy sets the key objectives, control measures and accountabilities for ensuring fire safety and sets out the steps RIVERSIDE will take to identify, assess, and control risks of fire.

The purpose of this policy is to ensure Riverside meets its obligations under the following legislation:

➢ The Regulatory Reform (Fire Safety) Order 2005
➢ Fire (Scotland) Act 2005
➢ The Fire Safety Act 2021
➢ The Fire Safety (England) Regulations 2022
➢ Regulatory Reform (Fire Safety) Order 2005.

Other relevant code of practice and standards are referenced within the Riverside Fire Management Plan.

2. Scope

This policy applies to all fire safety risks and fire safety equipment within all buildings owned or managed by Riverside.

Riverside will undertake Fire Risk Assessments (FRAs) in qualifying buildings. Buildings are risk rated from level 1 to level 5, with the occurrence of survey carried out over the corresponding 1–5-year frequency. Riverside will carry out and document FRAs for:

➢ Offices and business premises occupied and managed by Riverside.
➢ The communal areas of blocks of flats
➢ The communal areas of Extra Care, Sheltered and Supported Housing Schemes
➢ Houses in Multiple Occupation
➢ Communal buildings
➢ Commercial buildings

N.B. FRAs are not required in individual private dwellings, including self-contained flats.

3. Principles

Riverside will undertake the following:

➢ Develop positive working relationships with Primary Authority Partner the London Fire Brigade (LFB) and local fire authorities and local housing authorities, including complying with any enforcement or fire matter notices issued in writing, ensuring all works are completed.

➢ Fire Risk Assessments
   • Carry out regular Fire Risk Assessments in all premises as required by the legislation, to the agreed 1–5-year frequencies.
   • Appoint suitably qualified and competent persons to undertake fire risk assessments.

GENERAL - INTERNAL

Policy Reference:	HSE Fire Safety Management Policy	Policy Version:	03

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- Keep a register of Fire Risk Assessments [the FRA Register] recording the date of the last assessment.
- Identify & deal with any hazards or lack of suitable fire management controls found, by taking corrective and remedial actions [Fire Actions] as appropriate.
- Keep a register of Fire Actions [the Fire Action Register] recording the due date to complete the action (as set out in the FRA) and the actual date of completion.
- Ensure general precautions are taken; including carrying out planned programmes of work in all our properties to install mains wired fire detectors over a reasonable period.

➢ External Wall systems
- In accordance with industry guidance, check external wall systems/ cladding for any non-conforming materials that are not of limited combustibility and ensure risk mitigation and risk reduction is implemented.
- Provide to their local Fire and Rescue Service information about the design and materials of a high-rise building's external wall system and to inform the Fire and Rescue Service of any material changes to these walls. And information in relation to the level of risk that the design and materials of the external wall structure gives rise to and any mitigating steps taken.

➢ Evacuation
- Provide and maintain safe means of escape from premises in the event of a fire.
- Develop specific evacuation plans, taking account of the needs of residents including those with disabilities.
- Provide their local Fire and Rescue Service with up-to-date electronic building floor plans and to place a hard copy of these plans, alongside a single page building plan which identifies key firefighting equipment, in a secure information box on site for 18m+/7 Storey + buildings.
- Carry out a practice evacuation where appropriate to ensure evacuation procedures are appropriate.
- Provide Wayfinding Signage which is visible in low light or smoky conditions that identifies flat and floor numbers in the stairwells of relevant buildings.

➢ Fire Safety Equipment

- All care & supported housing properties and all communal areas will be appropriately equipped with fire protection equipment and emergency lighting, fire doors, and safety signs.
- Ensure appropriate arrangements are in place for the effective planning, organisation, control, monitoring and review of fire prevention and protective measures,
- Maintain all fire safety equipment and installations and undertake regular inspections and operational functional testing through in building safety inspectors in line with our risk based approach (risk level classification and frequency, subject to dynamic risk assessment)

➢ Premises Information Boxes:

- install and maintain a secure information box in their building. This box must contain the name and contact details of the Responsible Person and hard copies of the building floor plans and other relevant information.

➢ Staff training & competence
- Ensure all colleagues receive training appropriate to their duties under the RRFSO and those with delegated responsibility for fire safety through our competency framework.

GENERAL - INTERNAL

Policy Reference:	HSE Fire Safety Management Policy	Policy Version:	03

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

> ➤ Provide fire related risk information to all Riverside customers and stakeholders.
>   - Provide relevant fire safety instructions to our customers, which will include instructions on how to report a fire and any other instruction which sets out what a resident must do once a fire has occurred, based on the evacuation strategy for the building.
>   - Provide Customers with information relating to the importance of fire doors in fire safety

> ➤ Lifts and other Key Fire-Fighting Equipment:
>   - undertake monthly checks on the operation of lifts intended for use by firefighters, and evacuation lifts in their building and check the functionality of other key pieces of firefighting equipment.
>   - Report any defective lifts or equipment to our local Fire and Rescue Service as soon as possible after detection if the fault cannot be fixed within 24 hours, and to record the outcome of checks and make them available to residents.

> ➤ Fire Doors
>   - Develop and maintain Fire Door register
>   - In blocks >11m in height undertake annual checks of flat entrance doors and quarterly checks of all fire doors in the common parts.
>   - In blocks <11m undertake regular inspections of all fire doors as part of the building safety inspections.

> ➤ "Fires:
> - Ensure emergency arrangements are in place and tested to protect colleagues and customers
> - Conduct thorough investigations and learn from outcomes of fire incidents "
> - Monitor false alarms

4. Further Information & Support

The Riverside Fire Management Plan provides further information regarding Riverside's approach to managing fire safety and provides further detailed requirements on key roles and responsibilities.

Fire safety management policy.url

5. Roles and Responsibilities

Managing Director for Riverside Scotland	• Responsible for overall policy implementation • Ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	• The Accountable risk lead with responsibility to appoint a responsible person and to ensure a Fire Safety Policy and Fire Management Plan is in place and a strategic risk register is in place which documents the key risks, controls and assurance required. •

GENERAL - INTERNAL

Policy Reference:	HSE Fire Safety Management Policy	Policy Version:	03

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Asset and Compliance Manager for Riverside Scotland	• The named Responsible Person for the purposes of the Regulatory Reform (Fire Safety) Order 2005 • Management of legal compliance and for delivery of the key policy objectives, ensure the implementation of the policy, implementing the fire management plan, procedures, staff training, and communication to customers and colleagues.
Building Safety Manager (Fire Strategy & Delivery)	• Accountable Person and responsible for policy setting, risk reduction strategy and setting our management response to our legal requirements and acts as the Groups lead advisor.
Asset and Compliance Manager for Riverside Scotland	• Management of FRA Survey and Fire Safety System Servicing and Maintenance contractors. • Ensuring all FRA and Servicing follow on work are carried out and maintaining and updating the compliance register C365.
Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations and monitoring Enforcement Notices.

6. Risk Thresholds

Whilst the strategic approach to Fire and Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms fire and building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to fire and building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's is embedded with the executive management and governance reporting structure.

A fire and building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	HSE Fire Safety Management Policy	Policy Version:	03

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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Electrical Safety Management Policy

Department Policy: Health Safety and Environment

GENERAL - INTERNAL

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

The overall aim of this policy, and the associated procedures and control documents is to ensure the safety from electricity, or fire caused by electrical fault, for people living and working in properties, owned or managed by The Riverside Group [TRG] and subsidiary organisations.

TRG aims to protect the occupiers of its properties, as well as other residents, visitors, staff, contractors and the general public, from the risks associated with electrical hazards so far as is reasonably practicable.

This document sets out key policy objectives, control measures and accountabilities for ensuring electrical safety.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation:

- The Health and Safety at Work etc. Act 1974;
- Housing (Scotland) Act 1987
- The Housing (Scotland) Act 2014
- Scottish Housing Quality Standard (SHQS)
- The Management of Health and Safety at Work Regulations 1999;
- The Housing Act 2004 which introduced the Housing Health and Safety Rating System (HHSRS) and the Housing Health and Safety Rating System Regulations 2005.
- The Electricity at Work Regulations 1989 (EWR)
- Electrical Equipment (Safety) Regulations 2016
- The provision & use of work equipment regulations 1998 (PUWER)
- Environmental Protection Act 1990
- Housing & Planning Act 2016
- The Management of Houses in Multiple Occupation (England) Regulations 2006

Other Legislation

- Gas Safety installation & use regulations 2010
- Building Regulations 2000 / The Building (Scotland) Act 2003
- Building Act 1984
- The Workplace (Health Safety & Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Construction, Design and Management Regulations 2015
- Defective Premises Act 1972
- Landlord and Tenant Act 1985
- Data Protection Act 1998
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

- Requirements for Electrical Installations: IET Wiring Regulations BS 7671 Current Edition
  - IET Code of Practice for In-Service Inspection and Testing of Electrical Equipment Current Edition
  - IET On-Site Guide and Guidance Notes 1-8 Current Editions
  - Electrical Safety First Best Practice Guides

GENERAL - INTERNAL

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- Electrical Safety Roundtable Code of Practice for the Management of Electrotechnical Care in Social Housing
- Protection Against Lightning. Physical Damage to Structures and Life Hazard BS EN 62305-3 Current Edition
- HSR25 The Electricity at Work Regulations 1989
- HSG85 Electricity at Work: Safe Working Practices
- GS38 Electrical Test Equipment for Use on Low Voltage Electrical Systems
- HSG107 Maintaining Portable Electrical Equipment

The application of this Policy ensures that TRG meets compliance with the outcomes of the Regulatory Framework for Social Housing in England introduced by the Homes and Communities Agency as outlined below:

(Registered Providers must) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

And the Scottish Housing Quality Standard (SHQS).

- Element 45 of the SHQS requires that electrical systems must be safe and not present a danger to occupiers

2. Scope

This policy applies to all fixed electrical installations and fixed or portable equipment installed in any areas within all buildings owned or managed by TRG which are classed as a places of work for staff. This includes general needs houses, flats, any rented accommodation, communal areas, and garages. Non-domestic buildings including offices, shops, schemes, commercial units, community centers. The obligation extends to buildings we manage including leasehold, shared ownership and all tenures including social, affordable, market rent and privately rented accommodation. All properties owned by the group and its legal subsidiaries;

Any electrical equipment used by an employee at work or by a tenant installed by TRG this includes equipment and systems;-

- Fixed wired electrical installation
- Portable appliances
- Integrated Warden Call
- Domestic social alarms
- Door Entry Systems (domestic)
- Door Entry Systems (commercial)
- Communal Digital Aerials
- Specialist electrical equipment i.e. lightning conductors

This policy does not include the following

- Fire safety electrical equipment i.e. fire alarm, AOV, emergency lighting which is include in our fire safety policy.
-

3. Principles

GENERAL - INTERNAL

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

UK regulations have an explicit duty on owners of buildings with electrical installations or with electrical equipment is installed, TRG are expected to take reasonably practicable measures to ensure that the premises, including means of access or egress and equipment provided for use, are safe and without risk to health. TRG will:

1. Identify all fixed electrical installations and metered installation
2. Identify all electrical equipment and identify and assess the nature and level of risks.
3. Manage these risks to reduce them as far as reasonably practicable.
4. Take action to reduce the risks which are proportionate
5. Provide information, instructions and training to the people who use the equipment.
6. Introduce an effective In Service Inspection and Testing of all installations and equipment and maintenance program.

TRG will:

1. Prepare and disseminate an "Electrical Safety Management Plan" for the portfolio and
2. Appoint persons with clear roles and responsibilities to manage the risk associated with electrical installations and equipment.
3. Risk Assess our portfolio against qualifying building criteria to identify presence of "electrical equipment" within our assets.
4. Establish and keep up-to-date, a record of the location and condition and type of all known electrical equipment (The "Register")
5. Ensure that In Service Inspection and Testing of all installations and equipment is undertaken, servicing and maintenance contracts in place.
6. Prioritise & complete corrective actions identified within defined timeframes and promptly repair or renew any defective part of an installation
7. Ensure electrical work is only carried out by persons that are competent to prevent danger and injury and ensure any unauthorised and defective alterations or additions to electrical installations are rectified or removed on discovery
8. Keep records of the control measures and activities
9. Implement appropriate training for all staff responsible for administering the controls

Electrical Inspection Condition Reports [EICRs]

TRG has carried out an assessment of risk as recommended by Guidance Note 3 to IET Wiring Regulations BS7671and duly decided on the following intervals of testing:

Dwellings are to be tested and a satisfactory EICR produced:

1. Every five years.
2. During major upgrade works where electrical installations are affected. E.g. kitchen replacement
3. After any significant work is carried out to the electrical installation
4. At every change of occupancy (exceptions may apply for short-term lets in certain properties – criteria will be included in the Electrical Safety Management Plan)
5. At the time of any mutual exchange (Ditto).

And:

All communal areas of Blocks (Landlord's supply), commercial premises and offices, every 5 years

GENERAL - INTERNAL

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- All EICRs shall be held in electronic format, centrally stored, logged to the Register and linked to the relevant property record by Asset ID. Only certificates denoted "satisfactory" are admissible.
- TRG recognises that it is not currently meeting its policy objectives for domestic electrical installations in respect of timescales for routine electrical testing [EICRs].
- TRG will implement an EICR programme, to recover the back-log, as follows:

Property\tenancy type	Programme start	Programme completion (=Target Date for meeting policy objective)
Domestic – General Needs Rented	01/04/18	31/03/2023

4. Further Information & Support

The Electrical Safety Management Plan provides further information regarding TRG's approach to managing electrical safety and provides further detailed requirements on key roles and responsibilities.

5. Roles and Responsibilities

Managing Director for Riverside Scotland	• Responsible for overall policy implementation • Ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	• the Accountable risk lead with responsibility to appoint a responsible person and to ensure an electrical safety Policy and management plan is in place and a strategic risk register is in place which documents the key risks, controls and assurance required. •
Asset and Compliance Manager for Riverside Scotland	• The Responsible person for managing legal compliance responsible and for delivery of the key policy objectives, ensure the implementation of the policy, the implementing electrical management plan, procedures, staff training, and communication to customers and colleagues. • Implementation and monitoring of the operational effectiveness of the Policy, operational management plan and procedures and ensuring all appointed organisations and individuals have the appropriate levels of skills, knowledge, education and training.
Compliance Manager – (Strategy & Delivery)	• Accountable Person and responsible for policy setting, risk reduction strategy and setting our management response to our legal requirements and acts as the Groups lead advisor. • Management of contractors and ensuring all work is carried out safely and maintaining and updating our compliance register.

GENERAL - INTERNAL

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Riverside Scotland	• Required to appoint a person with responsibility for ensuring all Electrical Inspections certification records (EICR) are undertaken and uploaded to our compliance register, risk reduction activity is undertaken and all other electrical safety equipment is regularly inspected and tested and remain in use. • Follow group policy and management plan or obtain individual board approval for any non-compliance.
Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations and monitoring Enforcement Notices.

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's is embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Policy Reference:	HSE Electrical Policy	Policy Version:	02

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Building Safety Management Policy

Department Policy: Health Safety and Environment

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

The aim of this policy, the associated risk specific policies and control documents is to ensure Riverside and subsidiary organisations provide 'safe houses' to our customers and a 'safe working environment' for our colleagues, contractors and those affected by our activities, and ensures we meet our statutory and regulatory obligations. This policy details the overarching legal requirements, regulatory requirements, identifies and defines the key specified risks for Riverside, which will allow risks to be managed effectively and support the business plan objectives.

This document should be used by all colleagues, customers, and stakeholders of Riverside to understand the legal obligations placed upon the group to maintain a safe environment for colleagues, customer's homes and within all communal areas of properties. This document should also be used to maintain a safe environment for customers and colleagues within all non-domestic Riverside properties.

This document sets out key policy objectives, control measures and accountabilities to protect customers, colleagues, and contractors from harm.

This document sets out key policy objectives, control measures and accountabilities to protect residents, staff and contractors from harm.

The legal framework is provided by the Health and Safety at Work etc. Act 1974 (HSWA), the main principle is that those who create risk from work activity are responsible for the protection of workers and the public from any consequences, so far as is reasonably practicable. A wide range of subordinate regulations have been made under powers introduced by the HSWA.

The Act places specific responsibilities on employers, self-employed people and those in control of workplaces, employees, designers, manufacturers, importers and suppliers and associated legislation places additional duties on owners, licensees, landlords, managers and people in charge of premises and occupiers

Some regulations clarify aspects of the general duties and are mandatory; others introduce requirements for specific hazards and sectors. They do not add to the scope of general duties but may impose a higher standard of duty – 'practicable' or 'absolute' requirements.

This policy operates within the context of regulatory legal frameworks in relation to the following legislation:

- The Health and Safety at Work Act 1974
- The Building Safety Act 2022
- The Fire Safety (England) Regulations 2022
- Higher-Risk Buildings (Descriptions and Supplementary Provisions) Regulations
- The Building (Appointment of Persons, Industry Competence and Duty holders) (England) Regulations 2021
- The Management of Health and Safety at Work Regulations 1999
- The Workplace (Health Safety & Welfare) Regulations 1992
- Defective Premises Act 1972 and Environmental Protection Act 1990
- The Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) 2013
- The Control of Substances Hazardous to Health (COSHH) Regulations 2002

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- Landlord and Tenant Act 1985
- The Provision and Use of Work Equipment Regulations (PUWER)1998

The application of this Policy ensures that Riverside meets compliance with the outcomes of the Regulatory Framework for Social Housing in England introduced by the Homes and Communities Agency as outlined below:

(Registered Providers must) meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

…and the Scottish Housing Quality Standard for social rented housing in Scotland.

Riverside acknowledges and accepts its responsibilities under the applicable regulations and legislation and that failure to properly discharge these responsibilities may result in prosecution/s, fines, or statutory notices.

2. Scope

This policy applies to all buildings owned or managed by Riverside and subsidiary organisations and places of work for Riverside colleagues. This includes general needs houses, flats, any rented accommodation, communal areas, and garages. Non domestic buildings including offices, shops, schemes, commercial units, community centres. The obligation extends to buildings we manage including leasehold, shared ownership and all tenures including social, affordable, market rent and privately rented accommodation.

3. Principles

UK regulations have an explicit duty on owners of buildings under various legislation, the key requirements are as follows.

The Health and Safety at Work Act (HSWA) 1974 places a duty on every employer, so far as is reasonably practicable, to.

- protect the health, safety, and welfare of employees at work (this includes providing safe systems of work, providing instruction supervision, and training and providing and maintaining a safe workplace and safe working environment with safe means of access and egress); and
- Protect people other than people at work against exposure to risks to health and safety arising from or in connection with the activities of people at work.

Building Safety Act 2022 imposes duty to manage high risk buildings (currently defined as those above 18m or 7 storeys and above) during design, construction, and occupation of buildings, we have a duty to.

- Define Accountable Person
- complete an assessment of the building safety risks (the spread of fire; and / or structural failure)
- take all reasonable steps to prevent a building safety risk happening; and reduce the seriousness of an incident resulting from such a risk if one happens.
- introduce measures to manage building safety risks
- Ensure anyone assisting in managing fire safety is competent

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- provide residents in higher-risk buildings with information about relevant fire safety matters and keep a register of all such matters
- register their building with the Building Safety Regulator (BSR) and apply for Building Assessment Certificate before the higher-risk building can be occupied. (April 2023 and October 2023)
- prepare a safety case report for their building to give to BSR on request
- to undertake and pay for remediation works for defects in "relevant buildings" and introduced restrictions on service charges for remedying defects under "qualifying leases" and recover costs for a specified list of "building safety measures".

Higher-Risk Buildings (Descriptions and Supplementary Provisions) Regulations

- (at least 18 metres in height or with at least 7 storeys and containing two or more dwellings.)
- clarify that height measurement will be from ground level to the top floor surface of the top storey of the building, excluding any storey which is a roof-top machinery or plant area

The Building (Appointment of Persons, Industry Competence and Duty holders) (England) Regulations impose legal requirements on Riverside to ensure

- Any works covered by the Building Regulations are properly monitored and that any appointees are compliant.
- Appointees are also required to ensure that their work complies with the Building Regulations
- on any person carrying out any building or design work that they have the skills, knowledge, experience, and behaviours necessary, and the organisational capability where the appointee is a company, to carry out their work

The Management of Health and Safety at Work Regulations 1999 (MHSWR) require Riverside to carry out a suitable and sufficient assessment of:

- the risks to which employees are exposed while at work; and
- The risks to people not in their employment arising from the conduct of their undertakings, i.e., to any third parties, such as tenants, to identify measures they need to have in place to comply with their duties under health and safety law.

The Workplace (Health, Safety & Welfare) Regulations 1992 cover a wide range of basic health, safety and welfare issues and apply to most workplaces. They place a duty on every employer to ensure.

- That workplaces meet the health, safety and welfare needs of the workforce, which may include people with disabilities
- The workplace and the equipment, devices and systems be maintained in an efficient state, in efficient working order and in good repair
- The equipment, devices and systems have a suitable system of maintenance.

The common parts of a building, even if there are no employees based on site, are considered a place of work as it is used by tenants, visitors and contractors employed by the group, therefore not only do the general requirements of the Health and Safety at Work etc. Act 1974 apply, but also the Workplace (Health, Safety and Welfare) Regulations 1992.

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Defective Premises Act 1972 and Environmental Protection Act 1990 require building owners to

- Take reasonable care to see that tenants and other people are safe from personal injury or disease caused by a defect in the state of the premises. Where the condition of any materials is in a state as to be prejudicial to health, this constitutes a statutory nuisance under section 79 Environmental Protection Act.

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), place a legal duty on:

- employers.
- self-employed people; and
- people in control of premises.

To report work-related deaths, specified injuries, over seven-day injuries, work related diseases,   and dangerous occurrences (near miss accidents) to the relevant enforcing authority.

The Control of Substances Hazardous to Health Regulations (COSHH) 2002,

Substances hazardous to health as defined by the COSHH Regulations 2002 cover virtually all materials capable of causing ill health in a work environment. The COSHH regulations require employers to

- prevent,

- reduce or

- Adequately control exposure to hazardous substances by applying principles of good control practice.

The Provision and Use of Work Equipment Regulation (PUWER) 1998 places a duty on every employer to ensure equipment provided for work.

- is suitable for the intended use

- is safe for use, maintained in a safe condition, inspected to ensure it is correctly installed and does not subsequently deteriorate

- is used only be people who have received adequate information, instruction, and training
- has up to date machinery maintenance logs, where maintenance records are kept

Landlord and Tenant Act 1985 require the Group to keep in repair and proper working order the installations in the dwelling-house for the ;

- supply of water,
- gas and
- electricity, and for
  Sanitation, space heating and heating water.

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Scottish Housing Quality Standard 2004 requires Scottish social landlords to ensure their tenant's homes are:

- energy efficient, safe and secure
- not seriously damaged
- have kitchens and bathrooms that are in good condition

Riverside will:

1. Develop Building Safety Framework which defines our strategic priorities and Building Safety management model to reduce our risks to a tolerable level

2. Complete and maintain a strategic risk assessment and define our control measures and assurance

3. Building Safety Management Model

4. Maintain Risk policies, operational management plans and procedure documents which align to our strategic risk assessment areas.

5. Introduce effective risk reduction strategies for each strategic risk

6. Develop effective ICT systems and technology to provide accurate recording and reporting of statutory & regulatory compliance activities.

Building Safety framework

Building Safety Strategy	The Building Safety Strategy sets out our Vision, Aims and objectives and strategic priorities.
Building Safety Operational Management framework	This translates our vision, objectives and introduces a compliance management model to provide guidance to staff on managing our risks to ensure we meet our statutory and regulatory obligations
Strategic risk assessment	This sets out our approach to our Landlord Health and Safety Compliance assessment and identifies the key strategic health and safety risk for Riverside.
Building Safety Risk Control Framework	Riverside have developed a risk-based Compliance control framework and monitoring programme to confirm our objectives are consistently met and ensure they continue to be met
Competence framework	Riverside will ensure that any person or organisation appointed to undertake any activity or tasks under our Compliance framework our competent.

strategic compliance risk assessment.

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- We have carried out a suitable and sufficient assessment of the asset risks to which employees are exposed while at work; and the risks to people not in our employment arising from the conduct of our undertakings and identified the key risks as follows: -
  - **Risk Item 1 –** Heating & Ventilation (including Gas Safety)
  - **Risk Item 2 –** Fire Safety (including FRA)
  - **Risk Item 3 -** Electrical Safety (including EICR)
  - **Risk Item 4 -** Asbestos Management
  - **Risk Item 5 -** Water hygiene (including Legionella)
  - **Risk Item 6 -** Mechanical & Lifting Equipment
  - **Risk Item 7 –** Shared Spaces

Building Safety Management model

- Riverside have introduced a Building Safety Management model under this policy which aims to prevent incidents through a Risk Management process. This is achieved by the identification, assessment, and prioritization of risks. Followed by coordinated and economical application of resources to minimize, monitor, and control the probability and/or impact of unfortunate events. Riverside follow the below Compliance management model which centres on five core areas:

| Risk Identification | → | Risk Analysis | → | Risk Evaluation | → | Risk Management | → | Risk Reporting & Communication |

- This Policy will be supported by specific health & safety related policies and procedures for each key risk area.
- We have analysed and evaluated all key risks through a risk assessment. Details of the main risks are contained within the specific risk policies
- The hierarchy responsibility for each key risk is defined in the risk policies, for each risk area we define the following roles and determine accountability.
  - **Duty Holder** – This is the person with overall responsibility within the organisation.
  - **Responsible Person** - This is the person in control of operational delivery.
  - **Competent Persons** – Individuals and companies appointed to implement control measures.
  - **Appointed Persons** - Individuals and companies appointed to undertake Compliance task or activity.

4. Further Information & Support

Specific Management Plans for each risk area provide further information regarding Riverside's approach to managing Building Safety and provide further detailed requirements on key roles and responsibilities.
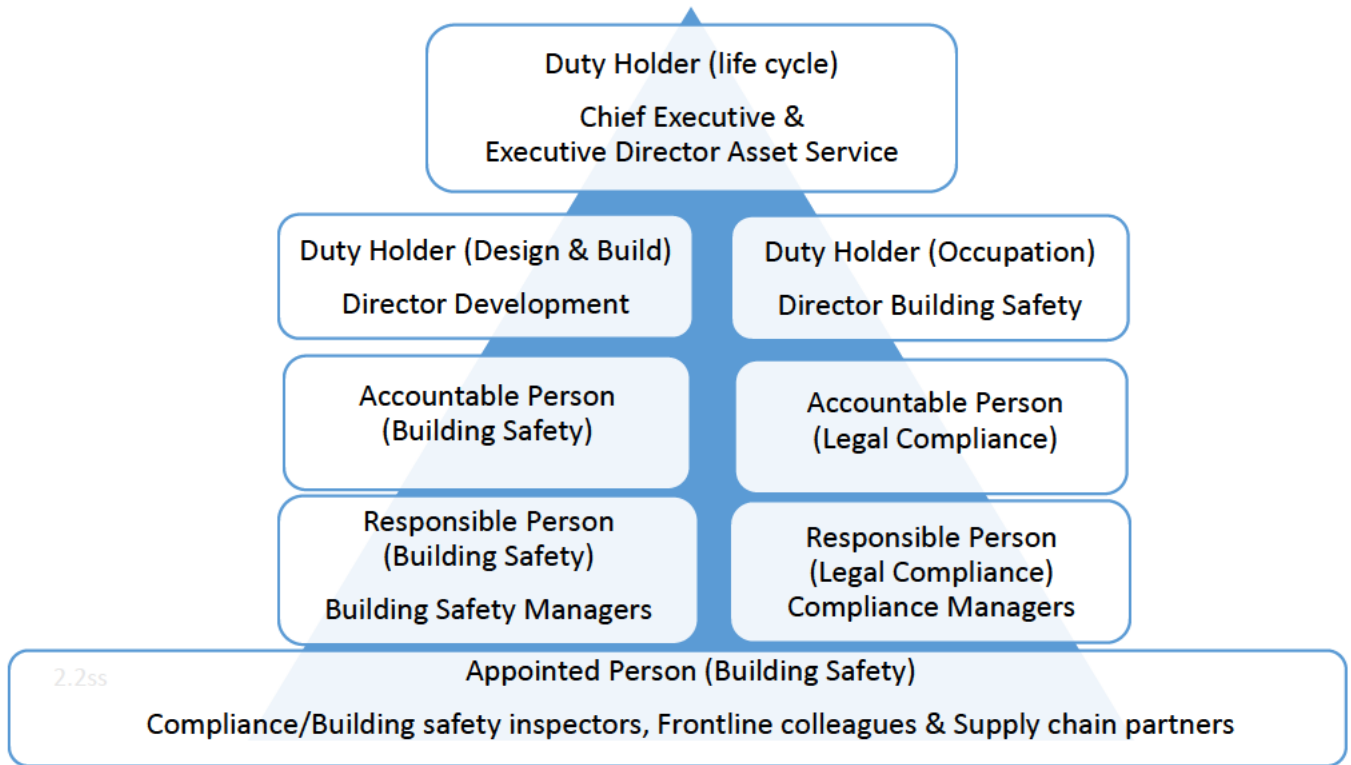
GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

5. Roles and Responsibilities

We have defined the following roles with responsibility under a hierarchy structure as follows:

The following named posts within the Riverside Scotland structure have been nominated for specific tasks allocated under the management plan and who is responsible for completion (or group subsidiary equivalent).

Managing Director for Riverside Scotland	• Responsible for overall policy implementation • Ensure that adequate resources are made available to enable the objectives of the policy to be met, so that the risks associated with building safety are adequately controlled using a risk-based approach.
Head of Service Delivery for Riverside Scotland	• the Accountable risk lead with responsibility to appoint a responsible person for buildings in occupation. • and to ensure policy and management plans are in place and a strategic risk register is in place which documents the key risks, controls and assurance required. • Where required ensures an application to the Regulator for a Building Assurance Certificate is submitted and obtained before the building is occupied.

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

	• Approve risk-based management approach. • Produce a residents' engagement strategy.
Head of Service Delivery for Riverside Scotland	• Liaise with Duty Holder (Design & Build) and ensure "golden thread" of information is obtained and submission to the regulator of prescribed documents and information on the completed building is completed. • Carry out the prescribed building safety measures in relation to HRRB. • Appoint a Building Safety Manager (BSM) with appropriate skills, knowledge, and experience • Implement & review customer engagement strategy and plans. • Register the building and obtain a "building assurance certificate" for all occupied buildings. • Ensure appointed persons have the appropriate skills, knowledge, experience, and behaviours. • Ensure building safety risks are assessed. • Ensure that there is adequate insurance against loss arising because of a building safety risk. • Take steps to prevent a major incident • Establish a system for the investigation of safety complaints. • Give the residents a notice to comply with residents' safety duties. • Co-operate with any other accountable persons for the building in connection with the carrying out of prescribed building safety measures • Apply for any relevant financial support available to the landlord for the costs of carrying out prescribed building safety measures • Monitor building safety charges • Act upon any "compliance notice" or "urgent action notice" issued by the regulator or Fire authority • Submit any relevant appeals / orders against decisions of the regulator • Support and respond to any request from a "special measures manager" appointed by the regulator. • report to the regulator any structural and fire safety occurrences that could cause a significant risk. • The Responsible person for managing legal compliance in relation to fire & structural safety with responsibility for delivery of the key policy objectives, ensure the implementation of the policy, the implementing risk specific policies & management plan, procedures, staff training, and communication to customers and colleagues. (Risk 2)
Asset and Compliance Manager for Riverside Scotland	• Ensure qualifying building safety works are budgeted for and charged to residents and appropriate consultation requirements have been either complied with or dispensed. • Give the following information to the tenant in relation to Building Safety Charges— (a) details of the accounting period

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

	(b) a budget in respect of the accounting period including an estimate of— (i) the building safety costs to be incurred, and (ii) the building safety charges to be payable by the tenant. • Support calculation of building safety charge payable by the tenant, apportion the building safety costs to all dwellings. Ensure any Building safety costs charged only to the extent that they are reasonably incurred on the provision of services or the carrying out of works, only if the services or works are of a reasonable standard. • Support Accountable person and Building Safety matters to resolve any safety concerns and customer engagement. • The Responsible person for managing legal compliance responsible and for delivery of the key policy objectives, ensure the implementation of the policy, the implementing risk specific policies & management plan, procedures, staff training, and communication to customers and colleagues. (Risk 1,3,4,5,6,7)
Asset and Compliance Manager for Riverside Scotland	• Accountable Person and responsible for policy setting, risk reduction strategy and setting our management response to our legal requirements and acts as the Groups lead advisor. • Management of contractors and ensuring all work is carried out safely and maintaining and updating our compliance register.
Asset and Compliance Manager for Riverside Scotland	• Assess the building safety risks relating to the building. • Provide customers with key building safety information. • Appoint individuals to be the nominated individual for the building (SBSI) • Take all reasonable steps to prevent major incident occurring because of a building safety risk materialising and reduce the severity of the incident. • Prepare building safety case report that assesses the building safety risk and sets out how the BSM will manage the building • Manage the building in accordance with the safety case report for the building and Management Plan. • Notify the accountable person if the manager has reason to suspect that the assessment is no longer valid, or further steps should be taken. • Keep prescribed information in accordance with prescribed standards and keep such information up to date. • Give prescribed information to the regulator, residents of the building, owners of flats in the building, or any other prescribed person. • Give each resident a copy of the building customer engagement plan and other related safety information. • Manage escalated customer safety concerns, enquiries, and complaints.

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Director Development	• Ensure works do not commence unless the Regulator is satisfied at gateway stages (Planning & Building control) that the design meets safety requirements. • Ensure that their designers and contractors can discharge the new duty holder obligations, and to ensure that risks arising from any delays from approval by the Regulator in terms of time and cost, are appropriately allocated. • Ensure all the prescribed documents and information "golden thread" of information must be handed over to the accountable person. • Submit to the regulator prescribed documents and information on the completed building.
Riverside Scotland	• Required to appoint a person with responsibility for ensuring all Building safety and compliance activities are undertaken and uploaded to our compliance register, risk reduction activity is undertaken, and policies and management plans implemented.
Asset and Compliance Manager	• take *'general precautions* to reduce the risk of fire, the risk of spread of fire, measures in relation to means of escape from the premises, including safe escape routes and emergency escape lighting, measures in relation to fighting fire and measures in relation to the detection of fire and the ability to warn of fire. • Take make a suitable and sufficient assessment of the risks to which relevant persons are exposed. • Implement precautions to reduce building safety incidents including undertaking statutory and regulatory inspections, servicing and maintenance and implementing controls to reduce risk. • Provide appropriate guidance, information, and action any safety concerns raised by Building Safety team
Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations and monitoring Enforcement Notices.
Customers	• Keep in repair and proper working order any relevant resident's item, • Take reasonable care to avoid damaging any relevant safety item in the common parts • Comply with a request, provide specified information, or do a specified thing, by a specified time, made by the accountable person or regulator • Allow the accountable person, or a person authorised by the accountable person, to enter the premises at a reasonable time on a specified date or within a specified period for the relevant purpose • Avoid actions or interfere with safety features that could pose a risk to the fire and structural safety of the building • Obtain permission to undertake any works within their dwelling which impact on the safety of building.

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's is embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

GENERAL - INTERNAL

Policy Reference:	HSE Building Safety Policy	Policy Version:	05

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Riverside

Transforming **lives**
Revitalising **neighbourhoods**

Asbestos Management Policy

Department Policy: Health, Safety & Environment

Policy Reference:	Asbestos	Policy Version:	1

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

Riverside aims to proactively manage the potential risk to health arising from asbestos containing materials in buildings owned or managed by The Riverside Group (TRG) and its subsidiaries. This policy and the associated management plan sets out the steps TRG will take to identify, assess and control asbestos related risks.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation and regulations (as amended):

➢ The Health and Safety at Work etc. Act 1974;

➢ The Management of Health and Safety at Work Regulations 1999;

➢ Control of Substances Hazardous to Health (COSHH) Regulations 2002;

➢ The Housing Act 2004 which introduced the Housing Health and Safety Rating System (HHSRS) and the Housing Health and Safety Rating System Regulations 2005;

➢ Control of Asbestos Regulations 2012

➢ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);

➢ Personal Protective Equipment at Work Regulations 1992

➢ Hazardous Waste (England & Wales) Regulations 2005

➢ Control of Substances Hazardous to Health (COSHH) Regulations (as amended) 2002

➢ Construction, Design and Management Regulations 2015

➢ Control of Pollution Act 1974

➢ Environmental Protection Act 1990

TRG will also refer to the following specific guidance and advice on how to comply with the above legislation and regulations:

- HSE Approved Code of Practice (ACOP) L143 'Managing and working with asbestos'';

2. Scope

This policy applies to all non-domestic buildings owned or managed by TRG where the responsibility for maintenance and management of the building fabric is under the control of TRG. This specifically includes communal area to residential buildings, offices, shops, commercial units and community centres.

Building specific lease or management agreements may define legal responsibility. Where clear responsibility cannot be defined, the default position for any non-domestic buildings owned or managed is that TRG will actively manage that risk until a time when clearly defined legal responsibility can be evidenced.

The policy applies to domestic dwellings to the extent of asbestos identification and control measures during maintenance and refurbishment works that are undertaken by, or behalf of TRG, as well as portfolio level archetype surveys in line with the management plan.

GENERAL - EXTERNAL

Policy Reference:	Asbestos	Policy Version:	1

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

3. Principles

UK regulations set out an explicit duty to preventing or controlling the risk from exposure to asbestos. The risks vary with circumstances, ranging from the occupation and safe use of a building to activities associated with the repair, refurbishment and demolition of premises.

The guiding principles of what TRG intends to accomplish through implementation of this policy are as follows:

➤ Prepare a management plan that's sets out exactly how TRG will manage risk and deliver compliance.

➤ Appoint a competent person or persons to manage risk.

➤ Take reasonable steps to locate asbestos containing materials or presume the presence of asbestos.

➤ Keep a written record of where asbestos has been found (the asbestos register) and make this information available to persons who could potentially disturb the asbestos.

➤ Carry out risk assessment of asbestos containing materials and set priorities for management and the monitoring of material condition to reduce the potential risk.

➤ Implement effective controls that will prevent works being undertaken to TRG homes without the appropriate safety measures first being in place.

4. Further Information & Support

This policy is to be read in conjunction with:

➤ TRG Asbestos Management Plan

➤ TRG Building Safety Framework

5. Roles and Responsibilities

Managing Director for Riverside Scotland	• Policy implementation. • Will ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	• Responsible for delivery of the key policy objectives. • Responsible for designing and implementing suitable and sufficient operational procedures, including approval of the Asbestos Management Plan.
Asset and Compliance Manager for Riverside Scotland	• Responsible for the implementation of the Asbestos Management Plan. • Will ensure all appointed individuals have the appropriate levels of skills, knowledge, education and training.

GENERAL - EXTERNAL

Policy Reference:	Asbestos	Policy Version:	1

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations. • Liaising with and monitoring enforcement actions from Health & Safety Executive (HSE) or any other enforcing authority responsible for regulating health and safety law.

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's are embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction and control.

6. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	Asbestos	Policy Version:	1

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

| Policy Reference: | Asbestos | Policy Version: | 1 |

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Gas Safety, Heating & Ventilation Systems Policy

Department Policy: Health, Safety & Environment

GENERAL - EXTERNAL

Policy Reference:	HSE Gas Safety	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

Riverside aims to proactively manage the potential risk to health arising from gas installations and other heating ventilations systems in buildings owned or managed by The Riverside Group (TRG) and its subsidiaries. This policy and the associated management plan set out the steps TRG will take to maintain an effective safety testing and servicing regime to all installations.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation and regulations (as amended):

- ➢ The Health and Safety at Work etc. Act 1974.
- ➢ Gas Safety (Installation and Use) Regulations 1998.
- ➢ The Management of Health and Safety at Work Regulations 1999.
- ➢ Control of Substances Hazardous to Health (COSHH) Regulations 2002.
- ➢ The Housing Act 2004 which introduced the Housing Health and Safety Rating System (HHSRS) and the Housing Health and Safety Rating System Regulations 2005.
- ➢ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- ➢ Workplace (Health Safety & Welfare) Regulations 1992
- ➢ Landlord and Tenant Act 1985
- ➢ The Scottish Housing Quality Standard 2004

TRG will also refer to the following specific guidance and advice on how to comply with the above legislation and regulations:

- ➢ HSE Approved Code of Practice (ACOP) L56: Safety in the installation and use of gas systems and appliances Gas Safety (Installation and Use) Regulations 1998.
- ➢ HSE Approved Code of Practice (ACOP) L122: Safety of pressure systems

2. Scope

This policy applies to all domestic and non-domestic buildings owned or managed by TRG where the gas supply, gas appliances, associated equipment and/or alternative form, of heating or ventilation system present a requirement for a statutory safety check or servicing regime.

Building specific lease or management agreements may define legal responsibility. Where clear responsibility cannot be defined, the default position for any domestic or non-domestic buildings owned or managed is that TRG will actively manage that risk until a time when clearly defined legal responsibility can be evidenced.

3. Principles

UK regulations set out an explicit duty for landlords and building owners to safely maintain gas supply pipework, appliances, equipment as well as other forms of heating and/or ventilation systems.

The guiding principles of what TRG intends to accomplish through implementation of this policy are as follows:

2   GENERAL - EXTERNAL

| Policy Reference: | HSE Gas Safety | Policy Version: | 01 |

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

> ➢ Prepare a management plan that is sets out exactly how TRG will manage and deliver an effective safety check and servicing regime to all relevant installations and systems.

> ➢ Appoint a competent person or persons to manage risk.

> ➢ Take reasonable steps to identify and assess sources of risk.

> ➢ Undertake a cyclical programme of servicing and safety checks to all relevant heating & ventilation systems, and specifically an annual safety check of any gas supplies and installations.

> ➢ Work closely with and provide management oversight of internal delivery partners Evolve & Riverside Direct in relation to domestic heating servicing and repair programmes.

> ➢ Appoint and manage competent external contractors to deliver communal servicing and repairs activities, and any other heating & ventilation activities that fall outside of the scope of internal delivery partners.

> ➢ Establish and keep up-to-date a record of all installations and equipment within TRG buildings.

> ➢ Ensure that detailed records are kept and administered, and residents provided with safety information and certificates on completion of safety checks.

4. Further Information & Support

This policy is to be read in conjunction with:

> ➢ Gas Safety, Heating & Ventilation Systems Management Plan

> ➢ TRG Building Safety Framework

5. Roles and Responsibilities

Managing Director for Riverside Scotland	• Policy implementation. • Will ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	• Responsible for delivery of the key policy objectives. • Responsible for designing and implementing suitable and sufficient operational procedures, including approval of the Gas Safety, Heating & Ventilation Management Plan.
Asset and Compliance Manager for Riverside Scotland	• Responsible for the implementation of the Gas Safety, Heating & Ventilation Management Plan. • Will ensure all appointed individuals have the appropriate levels of skills, knowledge, education, and training.
Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations. • Liaising with and monitoring enforcement actions from Health & Safety Executive (HSE) or any other enforcing authority responsible for regulating health and safety law.

Policy Reference:	HSE Gas Safety	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's is embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	HSE Gas Safety	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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Mechanical Equipment Policy

(Including Lifting Equipment)

Department Policy Name: Health, Safety & Environment

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

This Policy aims to proactively manage the risk to health arising from mechanical equipment in buildings owned or managed by The Riverside Group (TRG) and its subsidiaries. This policy sets out the steps TRG will take to identify, assess, and control risks from mechanical and lifting equipment failure.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation:

- ➢ Health and Safety at Work Act 1974
- ➢ The Provision and Use of Work Equipment Regulations (PUWER) 1998
- ➢ The Management of Health and Safety at Work Regulations 1999
- ➢ The Workplace (Health Safety & Welfare) Regulations 1992
- ➢ Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- ➢ Defective Premises Act 1972
- ➢ Landlord and Tenant Act 1985
- ➢ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- ➢ Supply of Machinery (Safety) Regulations 2008 (MSR)
- ➢ The Machinery Directive 2006/42/EC
- ➢ HSIS4 How the Lifting Operations and Lifting Equipment Regulations apply to health and social care (ACoP)
- ➢ Indg422 Thorough examination of lifting equipment (ACoP)
- ➢ L113: Safe use of lifting equipment. Lifting Operations and Lifting Equipment Regulations 1998 (ACoP)
- ➢ Scottish Housing Quality Standard 2004

2. Scope

The scope of this policy applies to all mechanical equipment including all lifting equipment installed in any areas within all buildings owned or managed by TRG. This includes general needs houses, flats, any rented accommodation, communal areas, and garages. As well as non-domestic buildings including offices, shops, schemes, commercial units, community centers. The obligation extends to buildings we manage including leasehold, shared ownership and all tenures including social, affordable, market rent and privately rented accommodation.

TRG has a duty of care to ensure the safety of users of mechanical equipment and take steps to ensure that the equipment is properly maintained and safe to use i.e. To provide safe equipment and maintain it, so far as is reasonably practicable.

TRG will maintain all lifting equipment in compliance with LOLER 1998 to demonstrate a 'duty of care' in this respect.

Any lifting equipment used by a colleague at work or by a tenant installed by TRG for lifting or lowering loads including its attachments used for anchoring, fixing or supporting it' is covered by this policy. Load includes a person/s.

3. Principles

TRG will undertake the following:

GENERAL - EXTERNAL

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- ➢ Prepare and disseminate a "Mechanical Equipment Management Plan" for the portfolio and
- ➢ Appoint persons with clear roles and responsibilities to manage the risk associated with mechanical equipment.
- ➢ Risk Assess our portfolio against qualifying building criteria to identify presence of "mechanical equipment" within our assets.
- ➢ Establish and keep up-to-date, a record of the location and condition and type of all known mechanical equipment (The "Register")
- ➢ Ensure that Thorough Examinations are undertaken in accordance with LOLER and MSR, servicing and maintenance contracts in place.
- ➢ Prioritise & complete corrective actions identified within defined timeframes.
- ➢ Keep records of the control measures and activities.
- ➢ Implement appropriate training for all colleagues responsible for administering the controls.
- ➢ Employ competent contractors to inspect and maintain all equipment.

All mechanical equipment will be thoroughly examined as follows:

- ➢ Before using it for the first time – unless the equipment has an EC Declaration of Conformity less than one year old and was not assembled on site. If it was assembled on site, it must be examined by a competent person.
- ➢ After assembly and before use at each location for equipment that requires assembly or installation before use, e.g., re-use of stair lifts.
- ➢ Regularly in service - if the equipment is exposed to conditions causing deterioration that is likely to result in dangerous situations.
- ➢ Following any significant change - which may affect the safe operation of the lifting equipment.

Compliance will be monitored against the anniversary date and may be undertaken up to one month before the date due. This date can only be changed where there has been a change of equipment or through a planned renewal of the lift equipment.

Equipment may also need to be inspected at suitable intervals between thorough examinations, this is to ensure the equipment continues to operate as intended, and risks associated with wear or deterioration are avoided. If they are required:

- ➢ inspections should be regular (e.g., monthly or every 6 months)
- ➢ the scope and frequency will be determined by the competent person; or the manufacturers of equipment and detailed within the operational management plan.

4. Further Information & Support

Riverside's Mechanical Equipment Management Plan – RIC Link

http://ric/sorce/beacon/singlepageview.aspx?pii=589&row=8203&SPVPrimaryMenu=5&SPVReferrer= Compliance

Further Guidance

- ➢ (SAFed) Guidelines on the thorough examination and testing of lifts 1998.
- ➢ BS 7036:1996 Code of practice for safety at powered doors for pedestrian use
- ➢ EN 16005. Power operated pedestrian door sets - Safety in use - Requirements and test methods
- ➢ BS EN 795– Personal fall protection equipment – Anchor devices

GENERAL - EXTERNAL

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

5. Roles and Responsibilities

Managing Director for Riverside Scotland	➢ Responsible for overall policy implementation ➢ Ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	➢ Responsible for delivery of the key policy objectives as set out herein including designing and implementing procedures, colleagues training, system capability and communication to customers.
Asset and Compliance Manager for Riverside Scotland	➢ Responsible for the implementation and monitoring of the operational effectiveness of the Policy, operational management plan and procedures. ➢ Ensure all appointed individuals have the appropriate levels of skills, knowledge, education, and training.
Asset and Compliance Manager	➢ Responsible for ensuring all risk assessments are undertaken, risk reduction activity is undertaken, and all relevant mechanical equipment is regularly inspected and tested and remain in use. ➢ Management of contractors and ensuring all work is carried out safely and maintaining and updating our compliance register.
Head of Health Safety & Environment	➢ Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations and monitoring Enforcement Notices.

For more detail on roles and responsibilities for relevant areas of the business and colleagues see the management plan.

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's are embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

GENERAL - EXTERNAL

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Policy Reference:	Mechanical Equipment	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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Radon Gas Policy

Department Policy Name: Health Safety and Environment

Policy Reference:		Policy Version:	

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

Radon is a colourless, odourless, radioactive gas that occurs in rocks and soils, some building materials and water. The Riverside Group (TRG) aims to proactively manage the potential risk to health arising from radon gas, or the decay products of radon, in buildings owned or managed by TRG and its subsidiaries. This policy sets out the steps TRG will take to identify, assess and control risks related to radon gas.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation and regulations (as amended):

- The Health and Safety at Work etc. Act 1974;

- The Management of Health and Safety at Work Regulations 1999;

- The Housing Act 2004 which introduced the Housing Health and Safety Rating System (HHSRS) and the Housing Health and Safety Rating System Regulations 2005;

- The Ionising Radiation Regulations 2017;

- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR);

- Control of Substances Hazardous to Health (COSHH) Regulations 2002

- Construction, Design and Management Regulations 2015

- Scottish Housing Quality Standard 2004

TRG will also refer to the following specific guidance and advice on how to comply with the above legislation and regulations:

- HSE Approved Code of Practice (ACOP) L121 Working with Ionising Radiation

2. Scope

This policy applies to all buildings owned or managed by TRG, including domestic dwellings, commercial building and any building used as a workplace. Building specific lease or management agreements may define legal responsibility. Where clear responsibility cannot be defined the default position for any building is that TRG will actively manage that risk until a time when clearly defined legal responsibility can be evidenced.

Whilst every TRG building is potentially within scope of this policy, a desktop review of published radon mapping data along with a risk assessment of building construction and occupancy will determine if a hazard exists, and if there is a need to measure radon levels.

3. Principles

GENERAL - EXTERNAL

Policy Reference:		Policy Version:	

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

UK regulations set out an explicit duty for building owners and employers to assess for potential radon gas hazards, measure radon gas levels and then take appropriate actions if radon levels exceed a defined threshold.

The guiding principles of what TRG intends to accomplish through implementation of this policy are as follows:

- Undertake a suitable and sufficient desktop review to identify TRG buildings that are a potential hazard in relation to elevated radon gas levels.

- Appoint a competent person or persons to manage risk.

- Carry out a cyclical programme of on-site radon testing to buildings identified as a potential hazard.

- Keep a written record of radon test results and make this information available to persons who could potentially be at risk.

- Implements corrective actions or effective control measures to reduce high levels of radon gas identified though testing.

4. Further Information & Support

This policy is to be read in conjunction with:

- TRG Radon Gas Management Plan
- TRG Building Safety Framework

5. Roles and Responsibilities

Managing Director for Riverside Scotland	• Responsible for overall policy implementation. • Will ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery for Riverside Scotland	• Responsible for delivery of the key policy objectives. • Responsible for designing and implementing suitable and sufficient operational procedures, including approval of the Radon Gas Management Plan.
Asset and Compliance Manager	• Responsible for the implementation of the Radon Gas Management Plan. • Will ensure all appointed individuals have the appropriate levels of skills, knowledge, education and training.

Policy Reference:		Policy Version:	

Head of Health Safety & Environment	• Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations. • Liaising with and monitoring enforcement actions from Health & Safety Executive (HSE) or any other enforcing authority responsible for regulating health and safety law.

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore there is no appetite for risk in terms building safety and compliance with the law.

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's are embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction and control.

6. Equality, Diversity and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities and organisations, taking into account the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:		Policy Version:	

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Policy Reference:		Policy Version:	

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Water Hygiene Policy

Department Policy Health, Safety & Environment

Policy Reference:	Water Hygiene	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

Riverside aims to proactively manage the potential risk to health arising from water systems in buildings owned or managed by The Riverside Group (TRG) and its subsidiaries. This policy and the associated management plan set out the steps TRG will take to identify, assess, and control water hygiene risks.

This purpose of this policy is to ensure TRG meets its obligations under the following legislation and regulations (as amended):

➢ The Health and Safety at Work etc. Act 1974.

➢ The Management of Health and Safety at Work Regulations 1999.

➢ Control of Substances Hazardous to Health (COSHH) Regulations 2002.

➢ The Housing Act 2004 which introduced the Housing Health and Safety Rating System (HHSRS) and the Housing Health and Safety Rating System Regulations 2005.

➢ The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

➢ The Water Supply (Water Fittings) Regulations 1999.

TRG will also refer to the following specific guidance and advice on how to comply with the above legislation and regulations:

➢ HSE Approved Code of Practice (ACOP) L8 – 'Legionnaires Disease: The Control of Legionella Bacteria in Water Systems'

2. Scope

This policy applies to all non-domestic buildings owned or managed by TRG where the responsibility for water systems is under the control of TRG. This specifically includes communal area to residential buildings, offices, shops, commercial units, and community centres.

Building specific lease or management agreements may define legal responsibility. Where clear responsibility cannot be defined, the default position for any non-domestic buildings owned or managed is that TRG will actively manage that risk until a time when clearly defined legal responsibility can be evidenced.

The policy applies to domestic dwellings to the extent of control measures during vacant tenancy periods, when the property is under TRG control, as well as portfolio level risk identification and controls in line with the management plan.

3. Principles

UK regulations set out an explicit duty to preventing or controlling the risk from exposure to water borne bacteria. The risks vary with circumstances, ranging from the occupation of a building to activities associated with the repair, refurbishment, and demolition of premises.

The guiding principles of what TRG intends to accomplish through implementation of this policy are as follows:

➢ Prepare a management plan that is sets out exactly how TRG will manage risk and deliver compliance.

Policy Reference:	Water Hygiene	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

- ➢ Appoint a competent person or persons to manage risk.
- ➢ Take reasonable steps to identify and assess sources of risk.
- ➢ Prepare a written scheme to prevent or control the risk of exposure to water borne (legionella) bacteria.
- ➢ Implement appropriate management and monitoring arrangements for water systems.
- ➢ Keep a written record of assessments and monitoring activities.

4. Further Information & Support

This policy is to be read in conjunction with:

- ➢ TRG Water Hygiene Management Plan
- ➢ TRG Building Safety Framework

5. Roles and Responsibilities

Managing Director for Riverside Scotland	➢ Policy implementation. ➢ Will ensure that adequate resources are made available to enable the objectives of the policy to be met.
Head of Service Delivery	➢ Responsible for delivery of the key policy objectives. ➢ Responsible for designing and implementing suitable and sufficient operational procedures, including approval of the Water Hygiene Management Plan.
Asset and Compliance Manager	➢ Responsible for the implementation of the Water Hygiene Management Plan. ➢ Will ensure all appointed individuals have the appropriate levels of skills, knowledge, education, and training.
Head of Health Safety & Environment	➢ Responsible for ensuring the policy is kept up to date with prevailing legislation and statutory obligations. ➢ Liaising with and monitoring enforcement actions from Health & Safety Executive (HSE) or any other enforcing authority responsible for regulating health and safety law.

6. Risk Thresholds

Whilst the strategic approach to Building Safety is not risk averse in terms of adopting innovation and striving to be a leader in the sector, the safety of Riverside customers and colleagues is a key priority for the organisation. Therefore, there is no appetite for risk in terms building safety and compliance with the law.

GENERAL - EXTERNAL

Policy Reference:	Water Hygiene	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

There is however a tolerance for risk in adopting a proportionate approach to building safety activities, risk assessment and the controls implemented.

Key risks are monitored through a set of monthly Key Performance Indicators (KPI's). The suite of KPI's is embedded with the executive management and governance reporting structure.

A building safety risk register is maintained and regularly reviewed to ensure a proactive approach to risk identification, reduction, and control.

6. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

Policy Reference:	Water Hygiene	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Policy Reference:	Water Hygiene	Policy Version:	01

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

5.9. Damp and Mould Policy

Title: Damp & Mould policy	Date: 30th November 2022
Author: Lindsay Parker, Riverside Standards Manager ██████████████████	Sponsor: Phil Pemberton, Director of Asset Strategy and Delivery
Action: Adopt	Confidential: No
Appendices: Appendix 1: Damp & Mould Policy Appendix 2: Consultation Outcome	Document Library: Damp & Mould policy and EIA
Reg. Requirement AN3: Each landlord must have assurance and evidence that it is meeting all of its legal obligations associated with housing and homelessness services, equality and human rights, and tenant and resident safety.	ORP ref: People and Homes
Strategic Risk ref: R5 Quality of Homes	
Consultation: Consultation has taken place across Group, with all Asset Services teams, including those responsible for the delivery of our repairs service, together with Riverside Scotland's Board, their customer panel, and Registered Tenant Organisations.	
Scope: TRGL	

Purpose and Action:

The Riverside Scotland Board is asked to adopt the Riverside Group new Damp and Mould Policy, attached to this report as Appendix 1.

Executive Summary:

In October 2021, the English Housing Ombudsman published a spotlight report on damp and mould which urged social landlords to adopt a zero-tolerance approach that required a change from being reactive to becoming proactive and solving problems to improve the experience of tenants.

Following a groupwide consultation and self-assessment of Riverside's working practices relating to damp, mould, and condensation, the evidence indicated that a new policy approach was needed to address damp and mould issues being experienced by customers. This new approach is based on on the understanding that the occurrence of damp and mould is not wholly related to tenant lifestyle, and that landlords should work with customers to offer a range of solutions including housing management, tenancy support, and advice and information, as well as any required repair work needed.

In line with the requirements of the Group Policy Framework, this new policy has undergone extensive consultation to ensure it is meeting any change in legislation, current sector best practice, and is in accordance with all regulatory requirements, including the Scottish Housing Quality Standard.

Introducing this new policy should result in better outcomes for customers who have reported damp and mould within their properties and reduces the risk to tenant health and safety potentially caused by long term dampness and condensation problems.

The Board is asked to adopt the new Riverside Damp and Mould Policy attached to this report as Appendix 1.

1. Introduction

This is a new policy that has been created following the Housing Ombudsman "Spotlight on Damp & Mould" report in October 2021. It was clear that from this report that the effects of damp and mould to customers and their homes was far reaching across the Riverside Group, and that a new policy was needed to ensure a more proactive, supportive, and understanding approach is taken to resolving this issue. There has been extensive research, benchmarking and consultation completed to ensure this new policy reflects Regulatory requirements, Good Practice, and customer feedback.

The Scottish Social Housing Charter[1] has two outcomes that relate to housing quality and maintenance. These outcomes state that, '*Social landlords manage their businesses so that:*
- *tenants' homes, as a minimum, when they are allocated are always clean, tidy and in a good state of repair, meet the Scottish Housing Quality Standard (SHQS), and any other building quality standard in place throughout the tenancy; and also meet the relevant Energy Efficiency and Zero Emission Heat Standard'* (Outcome 4: Quality of Housing, Housing quality and maintenance), and;
- *'tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done'* (Outcome 5: Repairs, maintenance and improvements, Neighbourhood and community).

This policy provides further support to our approach to maintaining our customer's homes and ensuring that they are in a good state of repair. The policy also reflects Our Riverside Way and the associated values of We Care, We are Courageous, and We are Trusted, as well as incorporating our Corporate Plan themes of People, Homes, Places.

2. Consultation

Consultation took place internally across the whole organisation, including with the Board of Riverside Scotland. Externally, we consulted with our Customer Panel and Registered Tenant Organisations, their feedback is summarised at appendix two to this report.

3. Discussion

The Board are asked to adopt the policy to ensure that the whole of the Group have a clear directive for all associated repairs relating to damp and mould.

We will be introducing new positive working practices to improve service delivery and our data intelligence and governance, ensuring our customers are valued, and treated with respect, always.

These are listed below:
- o Data intelligence framework to create a risk profile.
- o Customer and colleague communications strategy – including a customer champion framework, and the introduction of a 6-month customer service call back.
- o Introduction of decoration vouchers for works that significantly impact our customers' homes.
- o Inclusion of full roles and responsibilities for colleagues and customers
- o Identifying all supporting documents within TRG and relevant legislation.
- o Inspections for all cases reported by customers and colleagues.
- o Incorporating best practice methods, to improve our service offering and experience for our customers that may present as vulnerable.

The policy has incorporated the "Our Riverside Way" principles.

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[1] Scottish Social Housing Charter 2022, which came into effect on 1 November 2022.

4. Risk

This new policy will support Riverside Scotland to mitigate the following strategic risk:

R3: Safety First

'The Association has no appetite for a risk of harm to customers, colleagues, or others coming from the provision of its services, and no appetite for a breach of health and safety legislation and regulation in its role as a landlord or employer'.

5. Next Steps

Additional budget within Group has been allocated to ensure that there are new learning and development programmes on damp and mould for front line colleagues, new data intelligence framework in place, and damp and mould detection equipment, all of which will be made available to Riverside Scotland employees.

Transforming **lives**
Revitalising **neighbourhoods**

Damp and Mould Policy

Department Policy: Asset Services

Policy Reference:		Policy Version:	

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

1. Purpose

The aim of this policy is to proactively manage the potential risks arising from damp and mould in our properties including communal areas. Committing to meeting the needs of our customers and providing homes that are safe, warm, and dry.

Through this policy, we will establish appropriate processes, guidance, and knowledge to ensure all our properties are well maintained and free of damp and mould that could risk the health and safety of customers living in homes or buildings owned or managed by Riverside and its subsidiaries.

This policy is to ensure we assist our customers, supporting them to provide remedial work for damp and mould and improve the homes they live in, this will also ensure that The Riverside Group meets its legal, contractual, regulatory, and statutory obligations.

2. Scope

This policy explains how we will control, manage, and eliminate damp, including but not limited to:

Who the policy applies to:

- Customers who rent their home under a tenancy agreement, including Riverside Scotland and One Housing; customers under a licence.
- Customers who own their home through shared ownership where Riverside has a repairing obligation under the terms of the lease.
- All property communal areas.
- Emergency or temporary accommodation.

What this policy will cover:

- Identifying the types of damp: rising, penetrating and condensation dampness, including internal leaks.
- Identifying the responsibilities for The Riverside Group and our customers in dealing with damp and condensation.
- Offering guidance, advice, and assistance throughout the process to all customers living in our properties.
- Data gathering and reporting, identifying proactive methods in mitigating risk of all dampness.

3. Principles

Riverside will:

- Ensure that customers are treated in a fair and consistent way. Taking into account all circumstances, so where we provide advice, that advice is suitable and assists our customers' needs.

- Focus on working in partnership with customers ensuring that a safe and healthy internal environment is provided.

- Communicate effectively to our customers at all times in relation to the delivery of our responsive repairs service and enable them to communicate effectively with us.

- Undertake effective investigations and implement all reasonable repair solutions and improvements to eliminate damp including, managing, and controlling condensation.

- Ensure that customers have access to and are provided with comprehensive advice and guidance on managing and controlling damp and condensation.

- Comply with statutory, regulatory, and contractual requirements and good practice.

- Ensure budgets are used effectively and efficiently to deal with damp, mould, and condensation problems.

- Implement new data quality and insight measures to assist with informing us of the possible risks to our properties so that we can undertake proactive measures to eliminate damp, mould, and condensation before it becomes a problem for our customers.

- Ensure that the fabric of our properties is protected from deterioration and damage resulting from damp, mould, and condensation

- Respond to all reports of damp and condensation and complete any repair works/measures in line with their Responsive Repairs policy, or Repairs and Maintenance Policy if in Scotland, complying with all legislation. This will be dependent on the severity and urgency of the problem, the complexity of the solution and the repair works/actions required.

- We will make reasonable attempts to access the property to inspect and carry out the works. **All logged repairs must have evidence of at least three attempts to contact the customer. Written communication must then be provided to the customer asking them to contact us to organise a new repair and record each attempt on our customer database.**

- We will follow up each completed repair within six months of any damp and mould repair work being carried out.

4. Definitions

4.1 Rising Damp

The movement of moisture from the ground rising through the structure of the building through capillary action.

4.2 Penetrating Damp (including internal leaks)

Water penetrating the external structure of the building or internal leaks causing damp, rot and damage to internal surfaces and structure.

4.3 Condensation Damp

Condensation occurs when moisture held in warm air comes into contact with a cold surface and then condenses producing water droplets.

The conditions that may increase the risk of condensation are:
- Lack of ventilation within the property.
- Inadequate heating
- Inadequate loft insulation.
- High humidity
- Overcrowding

5. Further Information & Support

Riverside England and Wales

- Housing Act 1985
- Homes (Fitness For Human Habitation) Act 2018
- The Health And Safety At Work Act 1974
- Landlord And Tenant Act 1985 (Section 11)
- Housing Act 2004 - Housing Health And Safety Recording System
- Defective Premises Act 1973 (Section 4)
- Home Standard – Inc. Decent Homes Standard

Riverside Scotland

- The Scottish Housing Regulator Performance Standards.
- The Scottish Housing Quality Standard / EESSH (Energy Efficiency Standard for Social Housing)
- The Scottish Social Housing Charter
- Housing (Scotland) Act 1987
- Housing (Scotland) Act 2001
- Housing (Scotland) Act 2006
- Housing (Scotland) Act 2010

- Neighbourhood And Community Standard
- Tenancy Standard
- Tenant Involvement And Empowerment Standard
- Riverside Decant Procedure
- Riverside Empty Homes Standard
- Riverside Our Planned Standard
- Riverside Responsive Repairs Policy
- Riverside Customer Home Improvement Procedure
- Riverside Complaints Policy
- Tenancy Agreements
- Safeguarding Policy
- Riverside Financial Redress Procedure

- Housing (Scotland) Act 2014
- Disability Discrimination Act 2005
- The Equality Act 2010
- The Environmental Health Protection Act 1990
- Property Factors (Scotland) Act 2004
- Tenements Scotland Act 2004
- Procurement Regulations
- Right To Repair

6. Roles & Responsibilities

6.1 Our Responsibilities

- We shall investigate to determine the cause of damp and condensation and carry out remedial repairs and actions in accordance with our repairs policy.
- Diagnose the cause of damp correctly and deliver effective solutions based on the ethos of dealing with the cause of the damp not just the symptom and wherever possible fixing first time.
- We will introduce a new data intelligence framework to enhance our customer and property information, which will shape our future investment programmes.
- Promote and provide general advice and guidance on how to control damp and condensation.
- Ensure that all employees have training and are aware of and understand the delivery of the service that will meet the aims of this policy.
- Undertake a property inspection when a repair is reported relating to suspected Damp, Mould & Condensation.
- Inform the customer of the findings of the investigations following a property visit. This will include identifying the possible causes of damp, recommending effective solutions and all necessary remedial works / actions / enhancements and the estimated timescales to complete the works /measures; keeping the customer updated throughout the process from inception to completion.

- Ensure that only competent contractors will be employed to carry out any works and that the customer's possessions are adequately protected during the works.
- We are responsible for insulating the customers' home in accordance with Decent Homes Standard / Scottish Quality Housing Standard / Energy Efficiency Standard for Social Housing (EESSH) to help reduce the likelihood of condensation occurring.
- We are responsible for maintaining customers' homes to avoid penetrating and rising damp and for carrying out remedial action if these problems occur.
- We will undertake reasonable improvement works required to assist in the management and control of condensation dampness. This may include but is not limited to: upgraded ventilation system installation, improved indoor air movement and quality best practices.
- We will make good internal surfaces following any repairs work carried out ensuring that surfaces are prepared to a condition ready for the Customer to redecorate. Where there is need to decorate following remedial work carried out by RIVERSIDE we will provide a decoration voucher to cover the cost of the materials needed to make good the decoration. Please see Section 6.3.

In some cases, remedial work may not be necessary requiring additional support and advice to be provided to the customer on managing and controlling the occurrences of condensation damp. This support will be provided through a framework in partnership with our co-creation with our customer champion network.

If it is unsafe for the occupants to remain in the property while the works are carried out, alternative accommodation arrangements will be made. This may be on a day-by-day basis or a temporary decant to an alternative property. The customer will be supported through this process to find suitable accommodation.

6.2 Customer Responsibilities

- Immediately report any evidence of rising and penetrating damp (see definitions) and faulty equipment that will affect the management of humidity and moisture in the home (faulty extract fan, unable to open windows, heating system failure etc.)
- Customers can help reduce the conditions that lead to condensation dampness by:
  - Keeping the presence of moisture to a minimum e.g., covering pans when cooking, drying laundry outside (where possible), where it is safe to do so, keeping the kitchen or bathroom door closed when cooking or bathing.
  - Adequately heating rooms – ideally at 18°c.
  - Keeping the house well ventilated e.g., opening windows during cooking / bathing, turning on and ensuring that the extractor fan or ventilation system installed in their

home is regularly cleaned and working, keeping trickle vents in windows open, and allowing air to circulate around furniture.

- Follow all advice and guidance issued by us on managing humidity and moisture in the home which can lead to condensation. This information can be found on the Riverside website.

- If all reasonable efforts have been made to manage and control the presence of condensation and mould, and this has not been successful contact us immediately.

- Allow access for inspections and for the carrying out of all remedial works.

- If following an inspection by a surveyor, the outcome shows that all reasonable measures are in place for the customer to adequately control condensation and mould, further advice and support will be given to the customer.

- The tenancy agreement, licenses and long leases recommends that the customer arranges adequate household contents insurance for the home that they occupy.

- Where customers are considering making any changes within their home: for example, converting rooms into one room, adding extensions, converting non–habitable buildings/spaces into habitable, they must seek advice and permission from us in accordance with their tenancy agreement.

6.3 Assisting our customers

Where internal conditions within a home for example, overcrowding and excessive hoarding of personal belongs are influencing health and wellbeing of the occupants or are preventing inspections or repairs works being carried out, we will provide support and assistance to review the customer's options that may include moving to more appropriate or alternative suitable accommodation.

We also recognise that some of our customers may need help when it comes to meeting their repair responsibilities. We may, entirely at our discretion, provide a service in addition to the statutory and contractual responsibilities, to assist our customers who may need support to meet the conditions of their tenancy. We will make this assessment with the customer based on their individual needs, including whether there is anyone else who might reasonably assist them, and whether there are any immediate risks to their health or safety. This may include an extension to the scope of repairs which we carry out. Each request will be considered on a case-by-case basis.

Where decoration is required after works associated with damp and mould, decoration vouchers will be provided to assist with the provision of paint and equipment. Further consideration will be given to customers and their specific individual or family circumstances, with a view to providing assistance

which may include painting of finished surfaces. The nature of the decoration will solely be at our discretion.

7. Risk Thresholds

Risk Appetite	Risk Thresholds	Risk Indicators
- We seek to avoid any health and safety concerns for our customers and others. - We seek to avoid legal, contractual or regulatory breaches regarding Disrepair. - We have zero tolerance for service failures including abandoned repairs.	- Compliance with all legal and regulatory requirements. - Compliance with all Asset Key Performance Indicators. - Completing all necessary damp inspection checklists.	- Number of damp and mould repairs received. - Number of Disrepair claims received. - Number of abandoned jobs relating to damp and mould. - Monthly monitoring of KPI performance. - Number of complaints received - Customer satisfaction scores

8. Equality, Diversity, and Inclusion

Riverside is committed to Equality, Diversity & Inclusion. We strive to be fair in our dealings with all people, communities, and organisations, considering the diverse nature of their culture and background and actively promoting inclusion. This policy aligns with Riverside's Equality, Diversity and Inclusion Policy and has been subject to an Equality Impact Assessment.

5.10. Collecting Equalities Data

Title: Collecting Equalities Data	**Date:** 30 November 2022
Author: Anne-Marie Fox-Smith ████████████████████	**Sponsor:** Diana MacLean
Action: Decision	**Confidential:** No
Appendices/links: National Guidance – Collecting equality information: National guidance for Scottish social landlords (June 2022).	**Reading Room:** None.
Reg. Standard 5.3: The RSL pays due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of its work, including its governance arrangements	**ORP ref:** People at our heart
Strategic Risk ref: R1: Customer Experience & R6 Governance and Regulation	
Consultation: This report was written in consultation with Richard Brameld (DPO) & Lyn Bowker (Equality Manager)	

Purpose and Action:

This paper sets out the context for the collection of equalities data, gives a position on current data collection and related tasks, and seeks to put in place an action plan to ensure we work towards achieving compliance with our statutory duties and the regulatory standards.

Recommendations:

Board are asked to:

1. Review and discuss the contents of the paper

2. Agree our approach to the collection of Equalities Data

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1. Introduction and background

1.1   Riverside Scotland has a number of statutory and regulatory duties in relation to equality. These duties relate both to the collection of equality information as well as the way in which we carry out and provide housing functions.

In June 2021, the Scottish Housing Regulator (SHR) wrote to RSLs to ask them to provide assurance within their Annual Assurance Statement that they had plans in place to implement an effective approach to the collection of equality data and in a letter in July 2022 asked landlords to provide assurance that they had or were in the process of implementing an effective approach to the collection of equalities data.

1.2   In August 2021, the Scottish Federation of Housing Associations (SFHA) along with the Glasgow & West of Scotland Forum of Housing Associations (GWSF), the Association of Local Authority Chief Housing Officers and the Scottish Housing Regulator (the Regulator) produced new, national guidance for all social housing providers in Scotland. This new advisory guidance is designed to support housing providers meet requirements in relation to their existing statutory and regulatory duties whilst providing flexibility for landlords.

Following a number or queries from members about the anonymisation of data, the SFHA published a revised version of the guidance in April 2022 which incorporated the previously separate Frequently Asked Questions document. A virtual Q&A session with the Regulator, the SFHA and the GWSF which took place at the end of April, resulted in the June 2022 version of the guidance being published.

Whilst the decision on whether to link data to individual accounts or to keep it anonymous sits firmly with the landlord, it is not recommended that this approach is taken without robust processes and systems in place, or without expert advice.

1.2   Following discussions with the subject matter experts within Group, this paper is designed to:
- summarise the key duties that apply to Riverside Scotland
- outline our current approach to equalities data collection
- agree / confirm our future approach to the collection of equalities data

2   Our Regulatory and Statutory Duties

2.1   The Scotland Act 1998, which established a devolved Scottish Parliament, gives the Scottish Government powers to encourage equal opportunities and impose duties on Scottish public authorities which means that the duties in Scotland are slightly different from those south of the border.

The Housing (Scotland) Act 2010 cements this by requiring social landlords to *'act in a manner which encourages equal opportunities…'*

2.2   The Equality Act 2010 is the UK-wide act which brought together a number of separate pieces of equality legislation and strengthened the law on equality. This Act defines the protected characteristics and is the framework for protection against discrimination and harassment in the provision of services and in society.

2.3   The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 goes on to define the Public Sector Equality Duty. As a registered social landlord, we are subject to the general duties (as we are not a listed authority), so whilst we don't have reporting obligations, we do need to ensure that we follow the guidelines in relation to equalities, particularly in relation to practices that are public in nature, of which housing services form a part.

2.4   The Scottish Housing Regulator's Regulatory Standard 5.3 reflects our statutory duties by stating,
> *'The RSL pays due regard to the need to eliminate discrimination, advance equality and human rights, and foster good relations across the range of protected characteristics in all areas of its work, including its governance.'*

And the Scottish Social Housing Charter once again confirms this approach in Outcome 1,
> *'…every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services'.*

2.5   It is therefore clear from the legislation and the regulatory framework, that working towards the elimination of discrimination, and actively promoting equal opportunities must form an integral part of all that we do, in terms of the services we deliver and the decisions that we take.

In order to take those decisions and shape services in a way that takes account of individual needs, we must first collect data to understand who our customers are.

3   **Current Data Collection**

<u>Customer Data</u>

3.1   Currently, the equalities data that we collect is linked to the customer's profile. The first point at which the partners use an equality monitoring form is when someone applies to one of our three common housing registers. Each register has its own policy, agreed by the partner organisations with all practices flowing from this. This means that procedures differ across the three partnerships, as does the software and therefore the reporting mechanisms.

3.2   Riverside Scotland then complete equality monitoring forms when a person becomes a tenant. The provision of this information is optional, and collection and use of the data are explained at the point of collection. Consent is the basis used for its collection. With consent, we collect information for every household member at this stage, although we do not ask the questions relating to sex and gender for anyone under the age of 18. If there is a change to the tenancy, for example, if a succession takes place, if the tenancy is converted from sole to joint, or someone moves in, we collect the information again.

3.3   Information is held against the person record in OPEN and is available to view, however access to OPEN is restricted. Reports are subject to tight controls; if we require this information, we need to request it from the Business Information and Insight team explaining why we are requesting it, what we will be using it for and what we will do with the data once we have used it for the intended purpose.

<u>Colleague Data</u>

3.4   Once an individual is a colleague at Riverside Scotland, they can use our online 'self-service' application on our People Hub to provide or update, information about themselves. Providing this information is not mandatory and colleagues can add, amend or remove this information at any time, and can also manage their consent, or remove it. People Hub is our secure Oracle based platform. Oracle were subject to enhanced due diligence prior to selection and implementation of the platform included mandatory completion of Data Protection Impact Assessments based on functionality and sensitivity of data.

3.5   This information is only visible to the individual and a small number of colleagues in People Services who collate, anonymise and provide statistical data for monitoring and reporting purposes. This information is used at a local and national level to help Riverside Scotland build a picture of the diversity of our colleagues and to inform future training, education and awareness across our organisation. We may also share anonymised data with our partners or commissioners of our services to ensure that we share values and a genuine commitment to equality, diversity and inclusion and to demonstrate our colleagues are representative to the customers and areas we serve.

    Completion rates are relatively high, with only a couple of areas potentially needing some more attention (marital status and disability).

<u>Board Member Data</u>

3.6   We collect information on Board members, but like colleagues, the provision of the information is not mandatory and is based on consent and a full explanation at the point of collection. Data is stored securely with limited access.

3.7   The guidance FAQs allows for different forms to be used for the collection of information from different groups of people.

4 Equality Impact Assessments (EIAs)

4.1 There is a regulatory requirement to,

'Have assurance and evidence that (each social landlord) considers the equality and human rights issues properly when making all of its decisions, in the design and review of internal and external policies, and in its day-to-day service delivery...' and to,

'...collect data relating to each of the protected characteristics for their existing tenants, new tenants, people on waiting lists, governing body members and staff.'

4.2 Whilst it is known that EIAs should be carried out and there is guidance in place to assist with these, in practice, this has not always happened in relation to policies or when decisions have been taken that relate to service delivery. In order to achieve compliance in this area, our approach to EIAs is included within our Equalities Strategy action plan.

5 Employment

5.1 The Recruitment policy and recruitment process support is provided by central services. The policy was reviewed in 2022 and an Equalities Impact Assessment was completed. In terms of the recruitment process, further information will be required to ensure that we are meeting our obligations and ensuring that reasonable adjustments can be made for anyone requiring them.

6 Consent

6.1 A privacy statement is issued when an applicant becomes a tenant. All of our data collection points for equalities data are currently under review as the Riverside Group merges with One Housing Group. This is to ensure consistency across the group and to ensure that they provide adequate assurance to customers.

In terms of explicit consent, further information will be required to understand how frequently and in what circumstances this is currently obtained.

7 Collecting Data Anonymously or Linking it to the Individual

7.1 The purpose of collecting equalities data and conducting EIAs whilst writing/reviewing policies and before taking decisions that affect service delivery serves a number of purposes, namely:

- to better understand the needs of our customers, colleagues and Board members
- to ensure that the services we offer meet the needs of our customers
- to enable us to encourage engagement from customers and colleagues in a representative and meaningful way, and recruit Board members which are reflective of and understand our communities
- to safeguard against making decisions that may otherwise have an adverse impact on certain customers, colleagues or Board members
- to ensure that we are a responsible employer, that takes care of its current and prospective employees, providing them with the tools they need to access employment and carry out their duties wherever possible.

7.2 The National guidance provides two model forms for collecting equalities data. The first provides the form for collecting data completely anonymously, whilst the second links the data to the individual.

One of the benefits of collecting the data anonymously is that it is therefore no longer classified as personal data and data protection considerations would no longer apply. However, this methodology does pose other problems, for instance, collecting the data cannot be done in person, and once collected it would represent a snapshot in time and require frequent and wholescale review.

GENERAL - INTERNAL

7.3　In a meeting between the Group Data Protection Officer, the Equality and Diversity Manager, and the Policy & Performance Manager, the pros and cons for collecting information anonymously were discussed. Whilst there is more risk attached to linking data to the individual, it creates the following benefits:

　　a　The data can be maintained in real time and gaps in the data can be identified and addressed

　　b　The data can be used in a more meaningful way, for example, to ensure:
- the right services are provided in the right locations
- customer insight is representative of our overall customer base
- discrimination is not occurring

8　Risk

8.1　To minimise risks, the following technical and organisational controls are in place:
- Role based access rights
- Access and activity logs
- Monitoring of colleagues for compliance with relevant security Policies and Standards or processes
- Delivery of appropriate training throughout the Riverside Group
- Measures that consider the reliability of colleagues, such as references, right to work and Disclosure Scotland checks
- The inclusion of Data Protection obligations in employment contracts
- Identification of disciplinary measures where an Information Security or Data Protection breach relates to unauthorised access, use or disclosure of Personal Data; particularly where intent was malicious or for personal gain, or that of others.
- Monitoring of colleagues for compliance with relevant security Policies and Standards or processes
- Password protection
- Removal of access rights for USB and other memory media
- Virus checking software and firewalls
- Role based access rights, including those assigned to temporary colleagues
- Encryption of devices that leave Riverside premises

9　Recommendation:

9.1　After consideration and discussion, it is recommended that Riverside Scotland continue to collect equalities data and link it to customers and colleague accounts.

5.11. Quarterly Performance Report

Title: Quarterly Performance Report – Q2 2022	Date: 23.11.2022
Author: Caroline Cameron-Russell ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮	Sponsor: Diana MacLean
Action: Note	Confidential: No
Appendices: Appendix 1: Riverside Scotland Board KPIS 2022-23 - Q1	Reading Room:
Reg. Standard: 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	ORP ref: Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
Strategic Risk ref: R6 Governance and Regulation	
Consultation: 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 performance key performance indicators (KPIs) covering quarter two of 2022.

Executive Summary:

The Board reviews the Board level KPIs on a quarterly basis to ensure that performance is being managed effectively. The attached report at Appendix one covers performance for the period of 1st July to 30 September 2022. It is recommended that Board discuss and note the contents of the Quarterly Performance Report.

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1. Introduction

At the Riverside Scotland March 2022 Board meeting, a full suite of proposed quarterly performance measures were discussed by Board, and the measures to be reported at Board level agreed, along with acceptance of the suggested reporting methodology. Previous performance spanning four years, most recent performance, and peer benchmarking were also considered as part of this exercise, to agree realistic targets. The attached report highlights quarter two of 2022/23 performance in the agreed format.

2. Key Points

The key points to note from the performance analysis are:

- Overall Satisfaction (Ref 1) has shown a decline from Q1. We are confident however, that the new organisational restructure, specifically the creation of our new 'Customer Partner' roles, will enable closer relationships to be developed with customers and will provide a single point of contact for all customer enquiries resulting in performance improvements.

- Keeping tenants informed (Ref 2) has declined since the last quarter. We are aware that we need to increase our visibility and build better relationships with customers at a local level, and review how we work with customers to develop new services and projects and assess our performance. We are also aware that we need to increase and improve the range of communication methods available to customers and ensure they are getting the right information in the right way. We are in the process of developing our new customer involvement strategy which will set out actions to improve these areas. We will continue the effort to drive this result upwards, and we will be reviewing our structures for ongoing customer engagement through our new operating model.

- Overall repairs and maintenance satisfaction (Ref 12) has shown a decline since Q1 22/23; however, 'satisfaction with latest repair completed' has improved. We are working closely

with our key contractors, The Bell Group, to improve service delivery. The ongoing restructure has impacted the Riverside Scotland Asset Team significantly, and there will be a period of transition until a new Asset and Compliance Manager is in place, in the interim we are being supported by the Riverside Asset service and Repairs and Maintenance Delivery Manager.

- Average relet time (Ref 30) is higher than we would usually expect to see and far from target at Q2 end. This is due to the fact there have been long term voids because of fire damage, and we have also held several properties for Ukrainian families. There were issues with the Bell Group not providing sufficient resources to manage void repair works which resulted in longer turnaround times, this issue has now been addressed with Bells, and they now have a dedicated operative focusing solely on void repairs.

3. Next Steps

Board is asked to note the content of the attached and to continue monitoring at quarterly reporting intervals.

Appendix 1

KEY:

🟥	Major difference/decline (over 10% or relative measure)
🟧	Minimal difference/decline (within 10% or relative measure)
🟩	Represents better performance/improvement

Sub Area	Indicator Ref	Indicator Description	Owner	2021/22 Result	2022/23 Target	Frequency	Quarter Performance Q1 2022/23	Quarter Performance Q2 2022/23	Quarter Performance Q3 2022/23	Quarter Performance Q4 2022/23	Measured Against Last Quarter (RAG see key above)	Year to Date Total (if applicable)	Target ON TRACK NEARING (10%) OFF (<10%)
Organisational	Org	Stock numbers	DM	2326	2500	Quarterly	2332	2361					2500
People	C1	Staff numbers (FTE)	MH	34.96	No target	Quarterly	33.11	34.11					No target
Satisfaction	1	Percentage of tenants satisfied with the overall service provided by their landlord.	HA	74.48%	80%	Quarterly	72.6%	70.6%			🟧		80%
Communication	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	HA	75.69%	85%	Quarterly	80 0%	76.9%			🟧		85%
Participation	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	HA	64.58%	75%	Quarterly	61 5%	55.4%			🟧		75%
Quality of Housing	7	Percentage of existing tenants satisfied with the quality of their home.	HA	72.05%	80%	Quarterly	76 5%	71.9%			🟧		80%
Repairs, Maintenance and Improvement	8	Average length of time taken to complete emergency repairs.	JW	6 39 hrs	4 hours (H&S), 12 hours emergency	Quarterly	5.84	10.63			🟧		4 hours (H&S), 12 hours emergency
	9	Average length of time taken to complete non-emergency repairs	JW	9 05 days	Urgent 5 days, Routine 28 days	Quarterly	6.88	8.69			🟧		Urgent 5 days, Routine 28 days
	Local	% of repairs appointments kept	JW	96.4%	98%	Quarterly	97 8%	96.0%			🟧		98%
	10	Percentage of reactive repairs carried out in the last year completed right first time.	JW	95%	98%	Quarterly	92 8%	94 81%			🟩		98%
	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	JW	74%	80%	Quarterly	54 8%	57.0%			🟩		80%
Compliance	11	The number of times in the reporting year that you did not meet your statutory obligation to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	JW	22	0 (100%)	Quarterly	100%	100%					0 (100%)
	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates	JW	88.99%	100%	Quarterly	78.62%	84 88%					100%
	Local	The percentage of Fire Risk Assessments in communal areas that are in place	JW		100%	Quarterly	100 00%	100.00%					100%
	Local	The number of overdue Fire Risk Assessment Actions	JW		0	Quarterly	1	1					0
	Local	The percentage of up to date communal asbestos surveys	JW		100%	Quarterly	100%	100%					100%
	Local	The percentage of up to date Legionella Risk Assessments in place	JW		100%	Quarterly	100%	100%					100%
Estate Management and ASB	3 & 4	The % of all complaints responded to in full at Stage 1 and the % of all complaints responded to in full at Stage 2. The average time in working days for a full response at Stage 1 and the average time in working days for a full response at Stage 2.	HA	97.19%/100% 7 02/4.75 days	95%	Quarterly	S1 60 & S2 4 100% S1 10 days S2 9 days	S1 81 & S2 8 100% S1 5 days S2 8 days					95%
	13	Percentage of tenants satisfied with the management of neighbourhood they live in	HA	64.76%	75%	Quarterly	87 3%	77.7%			🟥		75%
Housing Options	23	Homelessness (RSLs only) – the percentage of referrals under Section 5 that result in an offer, and the percentage of those offers that result in a let	PA	18.33%/100%	No target	Quarterly	12.16% 100%	26.14% 95.65%					No target
	30	Average length of time taken to re-let properties in the last year	JW/PA	21.05 days	15 days	Quarterly	39.61	30.19			🟩		15 days
Tenancy Sustainment	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)	PA	87.85% (exist 100 s5 91.38 List 100 Other 60)	90%	Quarterly	91.4%	89.74%			🟧		90%
Rents & Service Charges	18	Percentage of rent due lost through properties being empty during the quarter	HA	0.33%	0 35%	Quarterly	0.57%	0.81%			🟧		0.35%
	26	The total amount of rent collected in the reporting year to date as a percentage of the total amount of rent due to be collected in the reporting year to date (1st April 2022 to date)	HA	98.82%	No target	Quarterly	93.78%	94 88%					No target
	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)	HA	5.09%	4.70%	Quarterly	5.27%	6.12%			🟧		4.70%
Value For Money	25	Percentage of tenants who feel that the rent for their property represents good value for money	HA	65.45%	75%	Quarterly	61 5%	61.2%			🟧		75%
Health & Safety	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)	JW (JB)	NEW	No target (0)	Quarterly	0	0					No target (0)

5.12. Operational Performance Report

Date:	19.11.2022
Subject:	Operational Performance
Author:	Heather Anderson ██████████████████
Sponsor:	N/A
Appendices:	Yes
Action:	Information
Data Class:	Public

EXECUTIVE SUMMARY

This paper and appendix set out operational performance against our current KPIs as at the end of Period 7 2022. The performance dashboards are attached to this report as Appendix 1.

RECOMMENDATION(S)

The Board is asked:

▪ To note the position against the operational KPIs as at Period 7 2022 including the key risk areas and identified improvement actions.

1   Background

Performance against the current KPIs is reported to each Board meeting using the performance reporting system, Tableau. The dashboards for operational performance as at the end of Period 7 2022 are attached to this report as Appendix 1.

2   Performance Context

The current KPIs and targets for 2022/23 for Riverside Scotland are:

KPI	2022/23 Target
Total Unadjusted Arrears	4.7%
Void Rent Loss	0.6%
Average re-let days	15
Repairs Completed within Timescales	100%
Tenancy Failures (Abandonments and Evictions)	<7
Gas Safety Check Compliance	100%
Overall Satisfaction	80%
Listening to Views of Customers	75%
Overall Repairs and Maintenance Satisfaction	80%
Satisfaction with Latest Repair	90%
Complaints Handling Satisfaction	60%

3   Performance Update and Analysis

Customer Satisfaction

Overall satisfaction has improved slightly over the period. We are in the process of developing an action plan arising from the outcomes of our recent Big Conversation consultation exercise with customers. The new organisational structure, which will be in place from early 2023, addresses many of the issues raised by both customers and colleagues, specifically, increasing frontline customer service roles and the focus on tenancy sustainment, building trusting relationships with tenants, and offering a single point of contact for customer enquiries.

A key driver of dissatisfaction is the delivery of repairs and maintenance services. Over the past year we have managed the transition to new repairs and maintenance contractors, which has impacted negatively on service quality. Our new contractors have been in place from 1st April 2022, however, there have been ongoing performance issues due to IT capability and resource challenges across both key contracts. Performance review meetings have taken place with both providers which were attended by the Riverside Scotland Head of Service and the Riverside Asset Performance and Delivery Manager. Changes have been made to staff structures by both contractors and there has been an increase dedicated resources for the River-side Scotland contract by the Bell Group, because of this improvements have been evident in recent weeks.

Complaints handling satisfaction remains a key area for improvement. Trauma Informed Practice training has been rolled out to all staff to promote a culture of empathy, understanding, and compassion when investigating and responding to customer complaints, and a complaints handling session was delivered to all operational colleagues in early October 2022. Complaints handling performance will be discussed with individual colleagues through monthly 121s from the new year, and the new Customer Partner Team Leaders will provide weekly oversight of all ongoing complaints going forward.

Compliance
A new end to end Electrical Safety check process (EICR) has been put in place which will ensure that every property has a valid EICR completed every 5 years, and for every property where an EICR has not been carried out, there is auditable evidence of meaningful contact attempts that have been made by both contractors and Riverside Scotland Housing teams to complete this work.

4 Next steps
The ongoing reorganisation will be complete in early 2023. Improving customer satisfaction remains the Association's top priority, and once the new structure is in place, we will be working with all colleagues to embed our new model of service delivery and implement the Big Conversation action plan.

5 Recommendations
To note the position against the operational KPIs as at period 7 2022 including the key risk areas and identified improvement actions.

Riverside Scotland: Operational KPIs - Board...

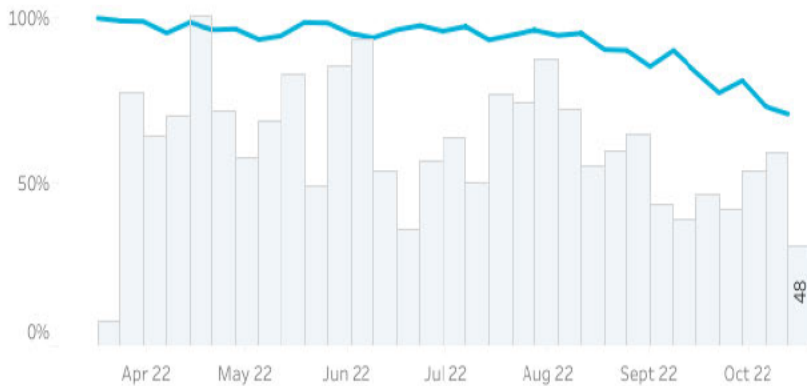| Rent Evictions	Repairs Completed in Ti..	Gas Compliance	Tenancy Turnover	Tenancy Sustainability		Refusals
0	**93.3%**	**99.95%**	**3.4%**	**7**		**7.26%**
	Total Repairs: **2,982**	Expired: **1**	Tenancies Ended: **81**		Evictions (any reason) and abandonments	124 Lets with 9 refusals

Average Relet Days Week by Week

All Ended Tenancies

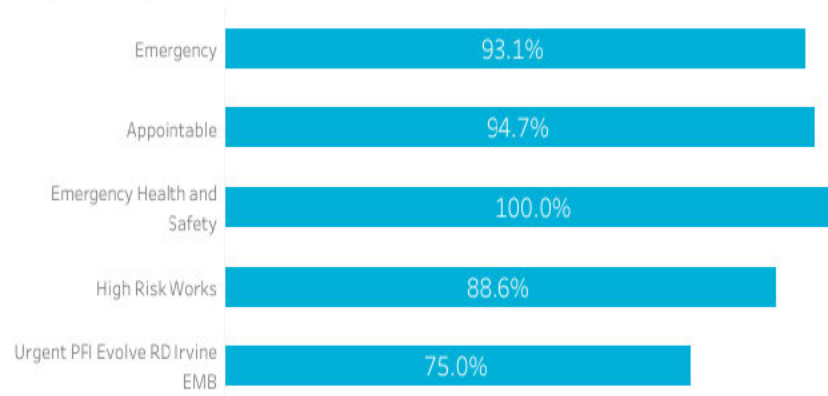|	
Moved to Local Authority	16
Deceased	14
Lodging Family/Friends	12
Hosp/Residential/Care/Supp	8
Transfer	7
Abandoned	7
Moved To Other Reg Prov	5
Not Known At Conversion	4
Purchased Other Property	3
Transfer Within PFI	2
Private Rented Sector Only	2
Prison Custody	1
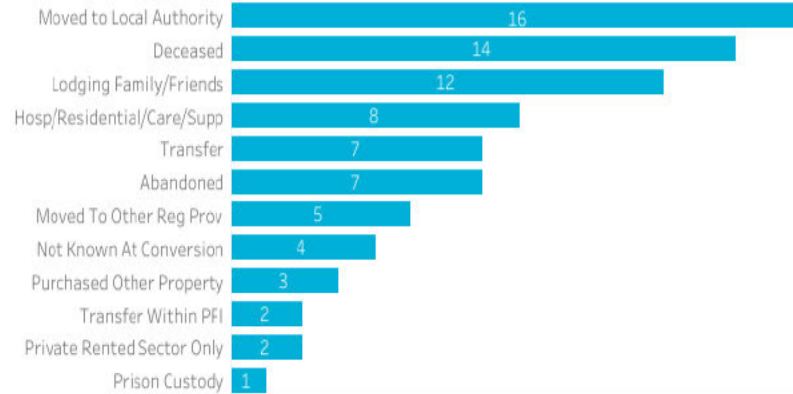
Commentary:

- Gas Compliance should show as 100% as ██████████ is showing as Gas Compliance failure, this newbuild property has not yet been handed over to Riverside Scotland. Data Management Team are aware of issue.

## Repairs Completed in Time vs Volume of Repairs

Repairs Completed in Time by Priority

Emergency	93.1%
Appointable	94.7%
Emergency Health and Safety	100.0%
High Risk Works	88.6%
Urgent PFI Evolve RD Irvine EMB	75.0%

Riverside Scotland 251st Board Meeting
Currently Showing: **Irvine A**

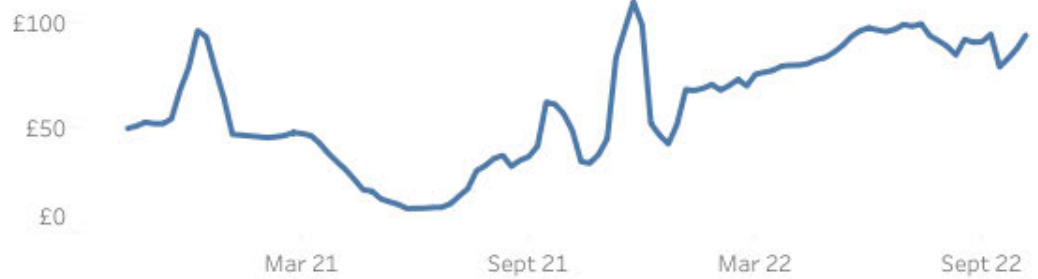## Current Arrears

£0.73M

£11.28M **(6.44%)**

Arrears 4 Week Average **This Year** vs **Last Year**
The latest week is fixed at the centre of the chart
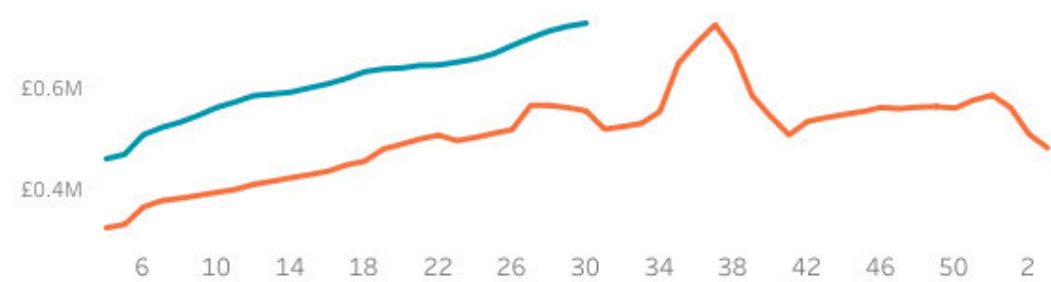
Commentary

Year Movement Per Unit

+£94

Moved to Former: **£0.04M**

Yearly Movement Per Unit
(Arrears Per Unit - Arrears Per Unit 1 Year Ago) + Arrears Moved to Former in Year per Unit

Commentary

Empty Homes Rent Loss

0.85%

£55,062 / £6.51M

Empty Homes Rent Loss Weekly
The Rent Loss for each individual week

Commentary

- Void rent loss remains out-with target due to the impact of two severely fire damaged properties and the request from local Council's to hold voids for Ukrainian families. There has also been some issues with our voids repairs contractor who was not allocating sufficient resource to this area of the business. Meetings have been held with contractors, a dedicated resource is now in place and a void property action plan being implemented.
- The Housing and Voids teams continue to meet on a weekly basis to monitor the end to end process. An Asset Officer is now dedicated to Voids repairs work.
- We will be creating a Voids task force in the New Year to look at reducing void costs and identifying efficiencies within the process.
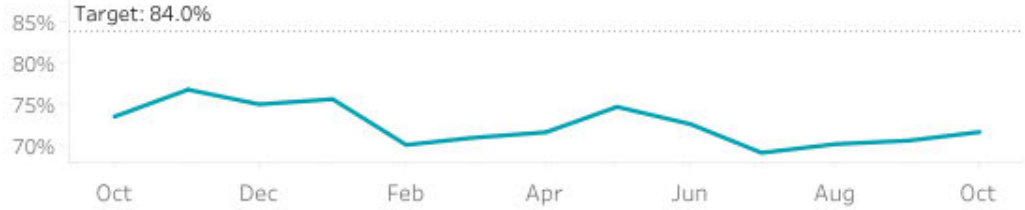
Social Housing Customer Satisfaction - NSC Paper...

Riverside Scotland 251st Board Meeting
Currently Showing: IRV
Rolling 3 Month Measures

Overall Satisfaction

71.6%

Responses: 141

Target: 84.0%

Listening to Views

56.6%

Responses: 143

Target: 76.0%

Repairs and Maintenance

58.0%

Responses: 143

Target: 82.0%

Latest Repair

73.7%

Responses: 118

Complaints Handling

8.7%

Responses: 23

Target: 60.0%

Commentary

- Overall satisfaction has improved slightly over the reporting period. We are currently going through a full structure review. Our new structure will enable closer working with customers and increased focus on customer involvement and engagement.

Commentary

  - Performance has improved slightly over the reporting period. We are working on developing an action plan from our Big Conversation customer consultation and implementing some quick wins via our next service update for customers – introducing our new Housing Officers and providing contact details and patch information.

Commentary

- Day to day repairs delivery is improving following recent performance meetings with our key contractors. The Riverside Asset team will be supporting Riverside Scotland through the ongoing restructure process to ensure repairs and maintenance services continue to be delivered to standard. Going forward, more technical and strategic support and expertise will be provided by Riverside to support service improvement.

Commentary

- This current position for complaints handling is disappointing following the full training session that was held for all operational staff in October.
- The complaints received remain largely due to repair and maintenance issues. A further refresher session will be held with all staff, and we are continuing with our Stage 2 lessons learned process.

5.15. Formal Registers

Title: Formal Registers	**Date:** 30 November 2022
Author: Donna Boyle ██████████████	**Sponsor:** Diana MacLean
Action: Decision	**Confidential:** No
Appendices:	**Reading Room:**
Reg. Standard: Standard 5 The RSL conducts its affairs with honesty and integrity.	**ORP ref:** People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:
It is recommended that:

a. the Board notes the entries in the following Registers which will be uploaded to Convene:

- Declaration of Interests
- Fraud and Loss
- Gifts and Hospitality
- Grant of Benefits

b. notes that the Board Members' Declaration of Interests Register is published on the Association's website.

Executive Summary:
In line with governance procedures, the Board are required to annually note the entries in the Association's Formal Registers.

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1. Introduction

1.1 The Association's governance procedures require that its formal registers are presented annually to the Board. This report is usually provided to Board in May, however, was held off this year due to the prioritisation of other agenda items.

1.2 The Association's Registers are held electronically in line with Group's approach.

1.3 The Association's Code of Conduct for Board and Committee Members states that the Board's Register of Interests will be published on the website.

2. Discussion
Declaration of Interests Register

2.1 Board Members were asked to either complete or review and update their previously completed Board Members' Declaration of Interests Form earlier this year and all information returned was updated in the Board Declarations of Interests Register.

2.2 Staff are asked annually to complete a Declaration of Interest form. All information from the forms completed earlier this year has been added to the Staff Declaration of Interests Register.

Fraud and Loss Register

2.3 The Audit and Risk Committee reviews any Fraud and Loss entries in the Register at each of its Meetings. There have been no entries in the Fraud and Loss Register for 2021/22.

Gifts and Hospitality Register and Grant of Benefits Register

2.4 The Gifts and Hospitality Register is updated to reflect any gifts / hospitality received or given, reported by Staff or Board Members during the year in line with the Code of Conduct for Board and Committee Members and the Code of Conduct for Employees. The declarations made up to September have been included in the Register.

2.5 The Grant of Benefits Register is updated to reflect any benefits approved and recorded during the year in accordance with the Table 1 – Grant of Benefits guidance. The declarations made up to September have been included in the Register.

2.6 The Board approved a new Entitlement, Payments and Benefits Policy in September and updates to the reporting processes are currently being worked on. This means that any entries to these Registers from September onwards will be included in next year's annual report.

3. Risk

3.1 The Association could be left open to the suggestion of Board or Staff improperly using their positions to attain benefits / advantage for themselves or persons related closely to them.

3.2 Any suspected Fraud or Loss is not properly investigated leaving the Association open to fraud and theft.

3.3 All interests, benefits, gifts / hospitality etc. are therefore declared and recorded in the appropriate Registers. The Registers are reviewed by the Managing Director and are presented annually to the Board for inspection. The Executive Team are also provided with details of the Staff Declaration of Interests Register in order to manage any interests declared, if appropriate.

3.4 There are clear processes in place for investigating actual or suspected fraud. Any actual or suspected Fraud or Loss is recorded in the Fraud and Loss Register. This is also reported to Group via an on-line quarterly return. The Audit and Risk Committee receive a report at every Meeting advising if any fraud or losses have been investigated. The Fraud and Loss Register is presented annually to the Board for inspection.