

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.

255th Board Meeting of Irvine Housing Association Ltd:
Thursday 6 July 2023 at 5.30 p.m.
At 44-46 Bank Street, Irvine, KA12 0LP and via MS Teams

AGENDA

		Data Class
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 254 th Board Meeting held on Thursday 25 May 2023.	Public
4.	Matters Arising	
5.	Substantive Business	
5.1	Corporate Plan 2023/26 – Delivery Plan	Public
5.2	Draft Financial Statements	Confidential
5.3	Membership Application	Public
5.4	Succession Planning – AGM elections schedule	Public
5.5	Code of Conduct	Confidential
5.6	Delivery of Disabled Adaptations	Confidential
5.7	Performance Targets 2023/24	Public
5.8	Regulatory Compliance Assessment	Public
5.9	Operational Performance Report	Public
5.10	Financial Performance Report	Confidential
5.11	Equality, Diversity and Inclusion Update	Public
5.12	MD Report – DMcL	Confidential
6.	Minutes/Updates: a) Unconfirmed Audit & Risk Committee Minutes – 15/6/23 b) Confirmed Group Customer Experience Committee Minutes – 27 April 2023 c) Group Board Core Brief – 11 & 18 May 2023	Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Thursday 24 August 2023 at 5.30 p.m. – 256 th Board Meeting at 44-46 Bank Street, Irvine and via MS Teams	

5.1. Corporate Delivery Plan 2023/26

Title: Corporate Delivery Plan Riverside Scotland 2023-2026	Date: 6 July 2023
Author: Diana MacLean, Managing Director	Sponsor: N/A
Action: Approve	Confidential: No
Appendices: Appendix 1 – Corporate Delivery Plan Riverside Scotland 2023-2026 – Proposed Action Plan Appendix 2 – Key themes - Plan on a Page	Reading Room:
Reg. Standard: Standard 4 The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose	ORP ref:
Strategic Risk ref: R6 Governance and Regulation	
Consultation: Riverside Scotland colleagues have been involved in the development of this Plan.	

Purpose and Action:

This paper sets out the key objectives for Riverside Scotland in line with the Riverside Corporate Plan, Forward Together 2023-2026. The Board is asked to APPROVE the Corporate Delivery Plan attached at Appendix 1.

Executive Summary

Over the past year Riverside Scotland stakeholders have been involved in the development of the Riverside Corporate Plan, which is a combined plan for the whole Group including Riverside Scotland. The Plan was launched to Riverside Scotland Colleagues in June 2023 by Carol Matthews, CEO of Riverside and Tony Blows Chief Information Officer at a session in the Gales Hotel in Irvine.

The attached Corporate Delivery Plan, to deliver the Strategy in Scotland has been created following in depth discussion at the Board Away Day in March 2023, and with colleagues at a team away day in May.

The plan takes themes from the Corporate Strategy and translates them into local delivery targets and actions. The Senior Management Team will prioritise these actions throughout 2023-26 and update the Board on progress every six months throughout the life of the Plan.

Background

Throughout 2022/23 the Riverside Scotland Board and colleagues participated in the development of the Riverside Corporate Plan. A Stakeholder Strategy Day was held in June 2022, to which all Riverside Scotland Board members were invited. Our Chair, Jim Strang, was involved in the 'Sounding Board' with the Chair and Vice Chair of the Riverside Board, providing comment on the development of the strategy; the Board was consulted at the January Board meeting and again at the Strategy Away Day in March 2023, with presentations and discussion led by Hugh Owen, Riverside's Director of Strategy and External Relations.

At the Strategy Away Day in March, significant discussion was held with the Board regarding how they would like to see the Corporate Strategy implemented in Scotland. A key theme which emerged from this was the need to use the first year of the strategy to consolidate our new structure and to lay the foundations for increased customer satisfaction. Considering this, the Plan focusses on getting the basics right in the first year.

The Riverside Scotland Corporate Plan, attached at Appendix 1, has been developed with reference to the Riverside Group Plan and has been set within the overarching framework of

- Warm, Safe and Decent Homes
- Trusted Customer Service
- Support through the Cost-of-Living Crisis
- Leadership on Care and Support
- New Homes, Better Places

These have then been matched with relevant measures of success.

Next Steps

It is important that this delivery plan is a living document and not set in stone, as over the next three years our operating environment externally and internally can and may well change, therefore it is vital that Board and the Senior Team have the ability to work in an agile and responsive way and have an opportunity to tweak the Plan should our priorities change. To facilitate this, the Plan will be reviewed and discussed twice a year to ensure we are delivering the right things for our customers.

5.3. Membership Application

Title: Membership Application	Date: 5 July 2023
Author: Donna Boyle	Sponsor: Diana MacLean
Action: Decision	Confidential: No
Appendices: Appendix 1 – Membership Application	Reading Room:
Reg. Standard: 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.	ORP ref: People at our heart
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose:

The purpose of this Report is for the Board to consider and approve Peter Lynn's Membership Application and, subject to approval this application, authorises the Managing Director / Secretary to enter Peter Lynn's details in the Membership Register and issue him with a share certificate and a copy of the Rules of the Association.

Executive Summary:

Peter Lynn was co-opted to the Association's Board in November 2022 as a Tenant Board Member. Following discussion with the Chair, Peter wishes to continue his involvement on the Association's Board beyond the annual general meeting in September and has therefore applied for Membership of the Association which will allow him to stand for election to the Board at the annual general meeting in September.

1. Introduction

- 1.1. The Association is keen to have customer representation on the Board in order to bring the customer's perspective to its decision-making processes.
- 1.2. Peter Lynn was co-opted to the Association's Board in November 2022 as a Tenant Board Member, following his participation in the Big Conversation focus group discussions held during the Summer last year.
- 1.3. 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.
- 1.4. The Chair has recently discussed Peter's interest in participating on the Board beyond the annual general meeting, which is scheduled to take place in September.
- 1.5. Peter is keen to continue his participation on the Board and has indicated his interest in becoming a member of the Association and to stand for election to the Board at the annual general meeting. Peter has therefore submitted the attached membership application form for consideration.
- 1.6. In accordance with Rule 10(a) of the Rules of the Association, applications for membership require to be considered by the Board.
- 1.7. The application meets the criteria for membership and, in accordance with Rule 11, Peter is over 16 years of age.

2. Risks

- 2.1 There is a risk that persons applying for membership of the Association are not supportive of the aims and objectives of the Association.
- 2.2 Peter has made a positive contribution to discussions at the Board Meetings since joining the Board in November 2022 and has demonstrated his support of the aims and objectives of the Association.

3. Next Steps

- 3.1 Subject to approval of the membership application, Peter's details will be entered into the Register of Members and he will be issued with a Share Certificate and a copy of the Rules.
- 3.2 The Governance & Company Secretarial Assistant will liaise as appropriate with Peter regarding the process for standing for election to the Board at the annual general meeting in September.

5.4. Succession Planning - AGM election schedule

Title: Succession Planning – AGM election schedule	Date: 5 July 2022
Author: Donna Boyle [REDACTED]	Sponsor: Diana MacLean
Action: For noting	Confidential: No
Appendices: Appendix 1 – Board Member Election / Re-election Schedule	Reading Room:
Reg. Standard: Standard 6 The governing body and senior officers have the skills and knowledge they need to be effective.	ORP ref: xx
Strategic Risk ref: R6 Governance & Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

This paper highlights the requirements in accordance with our Rules with regard to the Election of Board Members at our Annual General Meeting (AGM) in September this year.

The Board is asked to:

- note that 3 Board Members are required to stand down at the AGM as a third of the Board (in the absence of voluntary stand downs)
- agree on 3 Board Members to stand down, based on the list provided
- note that as a co-optee, Mr P. Lynn is required to stand down from the Board at the AGM.

Executive Summary:

One third of the Board are required to stand down at the AGM together with any Board Member co-opted to the Board or who has filled a casual vacancy during the year.

If there are no voluntary stand downs as part of this process, the Board Members due to stand down will be those who served the longest on the Board since they were last elected.

This paper identifies those Board Members who could constitute the 3 required to stand down at the AGM (in the absence of voluntary stand downs).

1. Introduction

The Association's Annual General Meeting is scheduled to take place in September this year. In accordance with Rule 39 of the Association's Rules, as part of the Election of Board Members proceedings, one third of the Board are required to stand down at the Annual General Meeting.

Unless any Board Member voluntarily stands down from the Board, the retiring Board Members to be selected should be those who have served the longest on the Board since the date of their last election.

Board Members who have been co-opted to the Board or who have filled a casual vacancy on the Board since the previous Annual General Meeting are also required to stand down.

Any Board Member standing down due to serving the longest since their previous election / re-election or having served as a co-optee or filling a casual vacancy are eligible to stand for re-election without nomination, provided they have not exceeded 9 continuous year's service on the Board.

2. Discussion

The attached schedule details each Board Member's previous election / re-election date. If no Board Member voluntarily stands down from the Board, the Board Members scheduled to stand down from the Board at the AGM are Mrs J. Galbraith (having been previously re-elected in 2020) and 2 from the following list (Mr J. Strang, Mr R. Hill, Mr T. McInnes, Mrs S. Petrie and Mr S. Stewart – all having been previously elected / re-elected in 2021).

Mr P. Lynn will also require to stand down at the AGM as a co-optee to the Board. In line with the Rules, this is in addition to the third of the Board required to stand down.

No Board member highlighted above has exceeded 9 years continuous serve on the Board and are therefore eligible to stand for re-election without nomination should they wish to.

3. Risk

There is a risk that the 3 Board Members who are due to stand down choose not to stand for re-election to the Board. This would result in there being 5 vacancies on the Board (3 who stand down plus 2 current vacancies). If there were no other nominations to the Board at the AGM, this would result in the Association's Board falling below its minimum composition requirement of 8. The Riverside Group (as parent), do however, have powers to appoint and dismiss to the Association's Board and could nominate Officers to serve on the Board until such times as new Board Members were recruited to fill casual vacancies on the Board.

4. Conclusion

If there are no voluntary stand downs by Board at the AGM, Mrs J. Galbraith plus 2 from the list of members previously elected / re-elected in 2021 shall be the third required to stand down at the AGM together with Mr Lynn as a co-optee. All Board Members identified for stand down will be eligible to stand for re-election to the Board at the AGM.

5. Next Steps

The Chair will discuss with all Board Members their intentions with regard to standing down at the AGM as part of the Board appraisals discussions taking place during July.

The Governance & Company Secretarial Assistant will liaise as appropriate with those members standing for election / re-election at the AGM regarding completion of the required paperwork.

5.7. Performance Targets 2023/24

Title: Performance Targets 2023-24	Date: 27 June 2023
Author: Paul Dillon	Sponsor: Morag Hutchinson
Action: Decision	Confidential: No
Appendices: Appendix 1 - Proposed Performance Targets 2023-24	Reading Room:
Reg. Requirement 4: The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose	ORP ref:
Strategic Risk ref:	
Consultation: This report prepared in consultation with the Riverside Scotland Leadership Team	

Purpose and Action:

The purpose of this paper is to set operational performance targets against key indicators for 2023/24.

Board is asked:

- To review the content of the attached targets against past and current performance on Appendix 1
- To agree this performance framework.

Executive Summary:

This paper outlines the current and past performance of Riverside Scotland (RS) in terms of both the period 2021/22 and 2022/23 and compares to the Scottish Housing Regulator report for 2021/22 and current Riverside Group targets (where applicable) to provide a measure of where we should realistically expect our 2023/34 performance to sit.

1 Background

- 1.1 Regular performance review of operations and measuring success/failure of the management of the Association is a key requirement, the Association must evidence the way in which it meets the outcomes of the Scottish Social Housing Charter, specifically when returning the ARC (Annual Return on the Charter).
- 1.2 Performance information also allows us to gauge where we currently are in terms of our main area of income; rent. Using performance, we can quickly identify areas of concern related to rent arrears and void loss and it is therefore an essential part of financial tracking.
- 1.3 Communicating our performance to customers, is just as important as it shows them the way in which we are ensuring that we are meeting regulatory requirements, maintaining high standards and ultimately how we spend the rent our customers pay.
- 1.4 To fulfil our duties in these areas, it is key that we get the performance we are reporting, the targets, format and reporting audience correct. This will drive decisions from the correct level of decision makers and provide the right information to those that need it.

2 Implications/Risks

- 2.1 Failure to report performance at the legislated level would mean that we were not meeting our statutory obligations to provide the Regulator and customers with the prescribed level of information as set out in the Scottish Social Housing Charter.

- 2.2 Performance information provides the regulator with a full set of information from all social landlords which can be used to benchmark between organisations and highlight areas of strong performance, as well as areas that are in need of improvement.

3 Performance Currently Measured

- 3.1 The excel document at Appendix 1 highlights some key areas that have been considered before target levels were suggested. These are:
- 3.1.1 Current performance
- Target for 2022/23 and RS performance up to the end of Q4 2022/23.
- 3.1.2 Past Performance
- Overall RS performance results for 2021/22.
- 3.1.3 Peer performance
- The most recent available Scottish averages from the ARC return for 2021/22
- 3.2 Based on these factors, a number of targets have been suggested for the KPIs that we currently record. There are measures that have no targets for clear reasons (e.g. evictions). The suggested targets, and the reasons behind the levels suggested, can be viewed within the columns '2023-24 Proposed Target' and 'Commentary' in 'Appendix 1 - Proposed Performance Targets 2023-24'.

5.8. Regulatory Compliance Assessment

Title: Regulatory Compliance Assessment	Date: 27 June 2023
Author: Paul Dillon	Sponsor: Diana MacLean
Action: Decision	Confidential: No
Appendices: Appendix 1 - Regulatory Compliance - AAS Process 2022-23 Appendix 2 - Annual Assurance Statement Review Process Cycle - Proposed	Reading Room:
Reg. Requirement: Standard 1: The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users	ORP ref:
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

This paper provides an update on the Annual Assurance Statement Regulatory Compliance review cycle and seek Board opinion on any areas they feel may benefit from a more thorough review.

Board are asked to;

- Approve Appendix 2 - Annual Assurance Statement Review Process Cycle - Proposed timeline and key milestones
- Agree to the distribution of Board questionnaire on Monday 10th July
- Agree if any areas of require further investigation at this or if Board are content to wait until the annual cycle for this is due again in October?

Executive Summary:

In August 2022, Board were provided with a framework for the Annual Assurance Statement Regulatory Compliance Assessment process which was duly approved.

The timeline and key milestone document was specific to the review and initial set-up of the plan, therefore has been reviewed to show the regular annual tasks needed going forward.

Due to the business restructure, a number of the set tasks have not been undertaken, therefore we endeavour to bring the process up to date.

1. Annual Assurance Statement Action Plan Update

The Annual Assurance Statement Action Plan was presented to the Audit & Risk Committee for review in June, and this will now be a regular update to the committee, as agreed by Board on 23 August 2022.

2. Annual Assurance Statement Review Process Cycle & Tasks

New officers have taken responsibility for managing the process and as part of their initial review it was felt that the process timeline document approved by board in August 2022 and included in Appendix 1 could have been clearer. As a result, a new Process Cycle document (Appendix 2) is being proposed.

Furthermore, as part of that initial review it became apparent that two tasks had not been carried out when scheduled.

The Board questionnaire was not issued in Winter 2022, and we would propose issuing a questionnaire to all Board members on 10th July with a view to feedback being compiled and actions identified before being presented to Board when it meets in August.

Audit & Risk Committee were not asked to identify areas of weakness which may benefit from further investigation. Board are therefore asked to decide if they would like some additional investigation carried out during the summer months or if they are happy for this to be picked up By Audit & Risk Committee in October.

3. Risk

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

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

5.9. Operational Performance Report

Title: Operational Performance Report – P2 2023	Date: 26 th June 2023
Author: Heather Anderson, Head of Service [REDACTED]	Sponsor: Diana MacLean, Managing Director
Action: Note	Confidential: Yes
Appendices: Appendix 1: Riverside Scotland Operational Performance P2 2023	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: R1 – Customer Experience – There are many factors which affect a customer's experience of the service we provide. Where these are within our control, we will not tolerate the risks which they pose and will act quickly to put in place plans and interventions to improve.	
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 position as at the end of P2 2023.

Executive Summary:

The Board reviews operational performance at every meeting to ensure that services are being delivered effectively. The attached report at Appendix one covers performance for the period 2 of 2023. Board is asked to note and discuss the operational performance position.

1. Introduction

At the Riverside Scotland March 2022 Board meeting, a full suite of operational key performance measures was discussed by Board, and progress against these measures are reported at every Board meeting. Our operational performance as at P2 2023 is attached to this report as Appendix 1.

2. Key Points

The key points to note from the performance analysis are:

- Overall Satisfaction has improved over the reporting period by approximately 4% and current sits at an average of 65%. We are continuing to embed our new structure; [REDACTED]
[REDACTED] There are clearer lines of communication between customers and Tenant Partners, which is likely to driving forward improvements. We will be rolling out further trauma informed practice training, and customer care training to all staff over the next three months.
[REDACTED]
[REDACTED]
- Listening to views satisfaction has seen a decline over the reporting period. We now have a new monthly customer service update which is sent out to all customers, and we have a new tenant scrutiny group in place who are being supported and trained by The Tenant Information Service (TIS). Our customer engagement officer has contacted all local authority partners and is working with them to ensure Riverside Scotland are involved in a variety of community-based initiatives. We are reviewing our support of current local tenant and resident groups to ensure we are engaging with as many of our tenants as possible across all our neighbourhoods. Our Asset and Compliance Manager has also attended local tenant groups to discuss specific neighbourhood repair issues and concerns.

- Satisfaction with latest repair has declined to just over 70%. This is concerning given the improvement in recent months. The level of repairs service performance has been raised with our key contractor, [REDACTED] [REDACTED] Almost one third of repairs are being completed out-with timescales and the proportion of repairs fixed right first time is also low. [REDACTED] [REDACTED]
- Average relet time is currently at 33 days. Work is underway to review the end-to-end void process to identify delays and pinch points. [REDACTED] [REDACTED] [REDACTED] our new tenant scrutiny group is focusing on the void and re-let performance as their first service improvement project.

3. Next Steps

Board is asked to note the operational performance position as at P2 2023, attached to this report as Appendix 1.

Riverside Scotland: Operational KPIs (Board)

Period 2 2023/24 – 01 May to 28 May 2023

Riverside Scotland: Operational KPIs - Board...

Riverside Scotland 255th Board Meeting

Rent Evictions

0

Repairs Completed in Time

70.3%

Total Repairs: 802

Gas Compliance

99.50%

Expired: 12

Tenancy Turnover

1.2%

Tenancies Ended: 30

Tenancy Sustainability

1

Evictions (any reason) and abandonments

Refusals

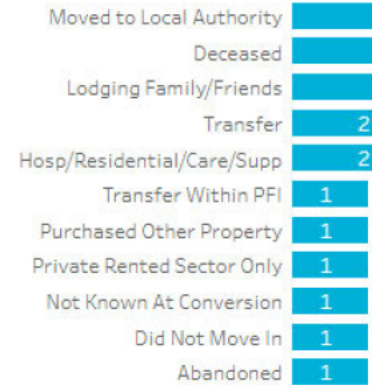
8.0%

75 Lets with 6 refusals

Average Relet Days Week by Week

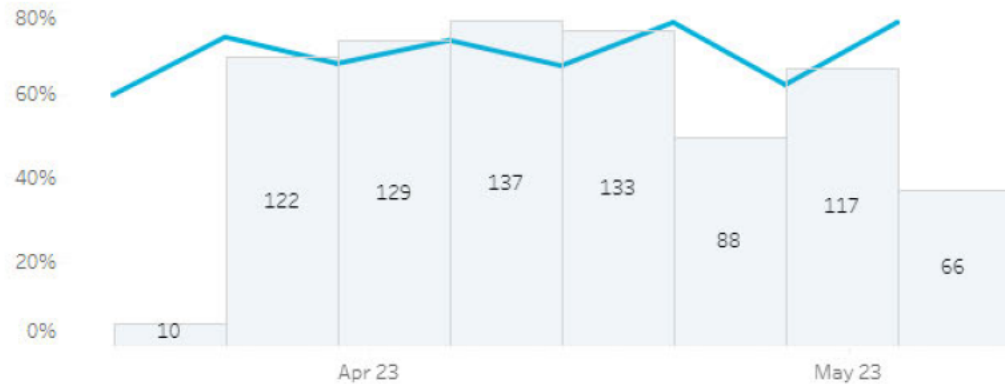


All Ended Tenancies

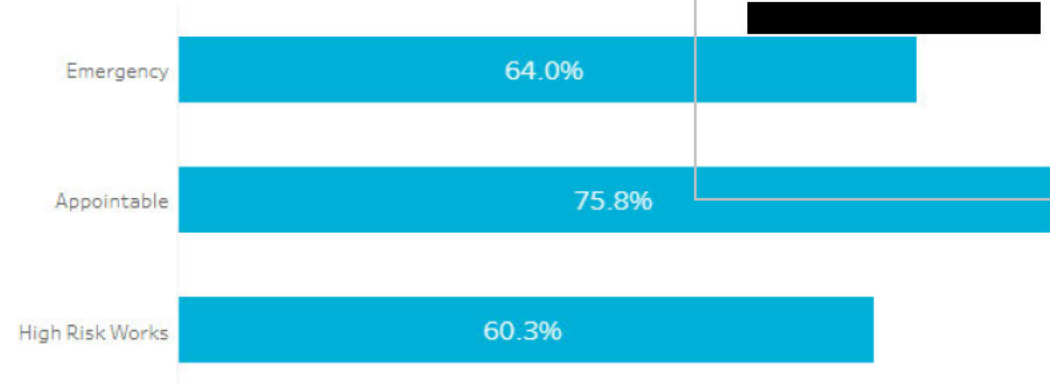


- Average re-let days is currently 33 days. A new Voids task force has been created to review the end to end process, and the new tenant scrutiny group will also be focusing on this service area for their first project.
- Approximately one third of repairs are completed out-with target timescales.

Repairs Completed in Time vs Volume of Repairs



Repairs Completed in Time by Priority



Social Housing Cash Leakage - [REDACTED]

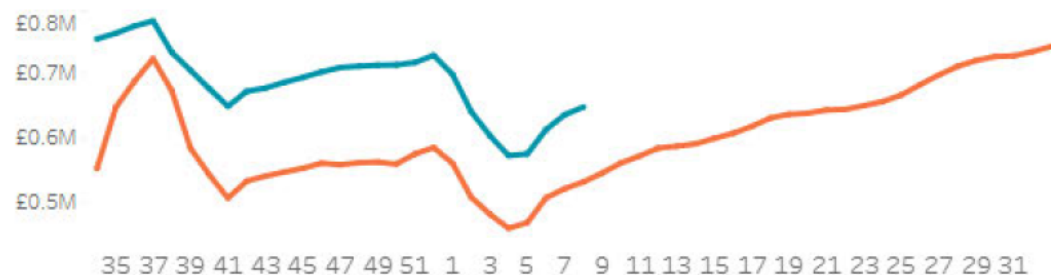
Current Arrears

£0.65M

£12.44M (5.20%)

Arrears 4 Week Average **This Year** vs **Last Year**

The latest week is fixed at the centre of the chart



Commentary

- A new and detailed income collection action plan has been developed for Riverside Scotland and reviewed by the Audit and Risk committee. This sets out specific improvement actions for Riverside Scotland accounts.
- A new arrears recovery process has been put in place for Factoring debt, since this went live over 100 owners have cleared their Factoring arrears.

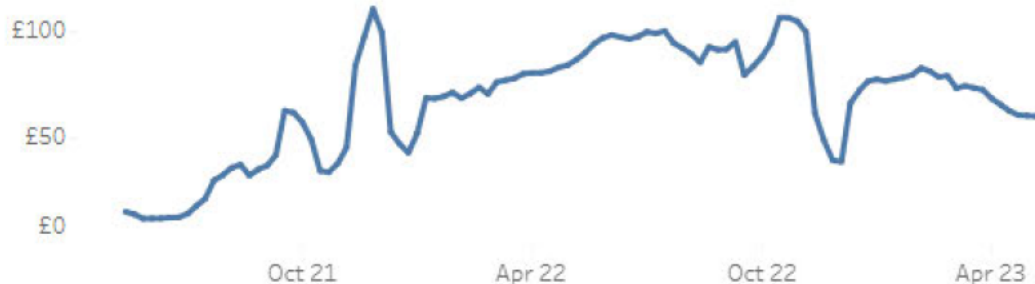
Year Movement Per Unit

+£60

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

- Tenant Partners continue to carry out arrears visits and meet with their income collection officers every fortnight to discuss high level and risk cases.
- Our new Affordability Officer is in post and is working with new tenants to set them off on right foot financially and to maximise income to the household, she has also been involve din distributing our Social Housing Fuel support fund.

Empty Homes Rent Loss

0.95%

£14,679 / £1.54M

Empty Homes Rent Loss Weekly

The Rent Loss for each individual week



Commentary

- Void rent loss is out with target and has increased during the previous year. We are reviewing the end to end voids process to identify delays and pinch points, [REDACTED]

Social Housing Customer Satisfaction - [REDACTED]

Riverside Scotland 255th Board Meeting
 Currently Showing: IRV
 Rolling 3 Month Measures

Report Date
 May 2023

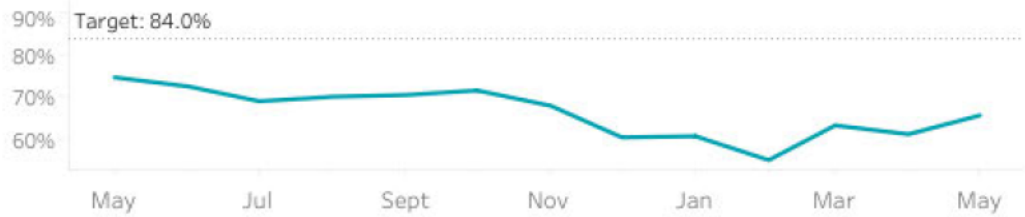
Region
 IRV



Overall Satisfaction

65.8%

Responses: 152



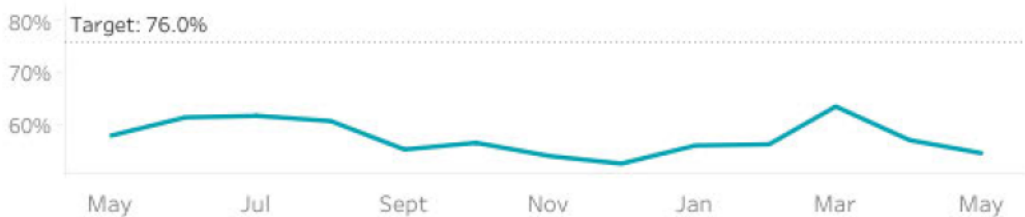
Commentary

Overall satisfaction has increased by about 4%. We are continuing to embed our new structure and processes and the actions arising from our Big Conversation with customers last summer. [REDACTED]

Listening to Views

54.7%

Responses: 139



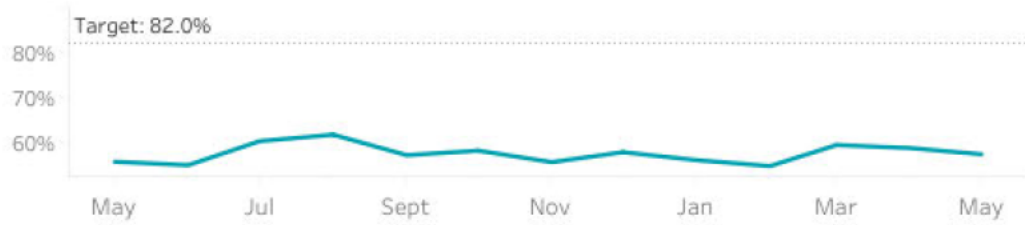
Commentary

Listening to views has declined during the reporting period. Our new Customer Involvement Officer has created a new tenant scrutiny group who will initially focus on our voids processes, and is coordinating locally based neighbourhood projects, such as community gardens in Dumfries, and an anti fly tipping project in Pennyburn. We have also introduced a new monthly customer update – Word on the Street to keep customers more informed of service changes and performance.

Repairs

56.2%

Responses: 152



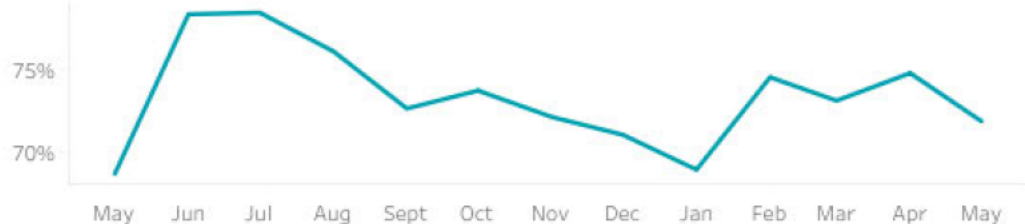
Commentary

Overall repairs and maintenance service perception remains low. We have an extensive internal wall insulation and window programme starting in Dumfries, and are in the process of tendering to appoint a new energy efficiency strategic partner for roof and render works in Pennyburn. Our full property investment project for 2023/24 has been approved by Board and will be underway in the next two months – this will also be published to tenants.

Latest Repair

71.9%

Responses: 153



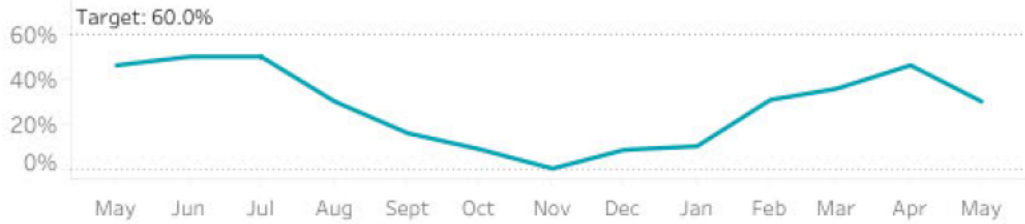
Commentary

Latest repair satisfaction has fallen since April. Our new Asset Manager has put in place new performance management framework with our contractors and new quality inspection regime for Asset Officers. Toolbox talks have been completed with Operatives and a customer care and Trauma Informed Practice session will be delivered to all operatives in August 2023. Work is still ongoing to fully resolve the interface issues, and a new process is in place for monthly reconciliation of performance data.

Complaints Handling

30.0%

Responses: 10



Commentary

Complaints handling performance has fallen during April. Tenant Partners continue to be the single point of contact for complaints resolution. [REDACTED] We have also had complaints regarding Factoring payments since our new Factoring arrears recovery process was put in place in May.

5.11. Equality, Diversity and Inclusion Action Plan 2022-23

Title: Equality, Diversity & Inclusion Action Plan 2022-23	Date: 28 th June 2023
Author: Paul Dillon	Sponsor: Morag Hutchinson
Action: To Note	Confidential: No
Appendices: Appendix 1 - 2022-23 RS EDI Action Plan Update	Convene Document Library: N/A
Reg. Standard 5: The RSL conducts its affairs with honesty and integrity	ORP ref: People at our heart
Strategic Risk ref: R1: Customer Experience & R6 Governance and Regulation	
Consultation: This report was written in consultation with action plan activity owners	
Scope:	

Purpose and Action:

This paper provides an update on the 2022-23 Equality, Diversity & Inclusion Action Plan.

Recommendation:

The Board is asked:

- To note the contents of the 2022-23 EDI Action Plan Update

1 Background

- 1.1 In November 2020, the new Equality, Diversity & Inclusion (EDI) action plan was presented to Board, and it was agreed that progress on actions would be presented to the Board bi-annually thereafter. The last update was shared with Board at their meeting in December 2021; the updated Equality, Diversity & Inclusion Policy was presented to Board and adopted in May 2022, and the National Guidance for collecting equality information was presented to Board in November 2022, where it was agreed that Riverside Scotland would continue to collect equalities data and link it to customers and colleague accounts.

2 Action Plan

- 2.1 The updated 2022-23 EDI Action Plan Update can be found at appendix one and shows our progress and results to date.
- 2.2 Since the action plan was last presented to Board, work has continued within the Association to embed the ethos of equality and to ensure that the environment we create is inclusive for customers and staff alike. A rolling training programme for staff and managers on equality, diversity and unconscious bias was completed through our online learning platform.
- 2.3 In its *Regulation of Social Housing in Scotland, Our Regulatory Framework*, the SHR has underlined the importance it places on equalities and human rights, by introducing a requirement for social landlords to:

- *Have assurance and evidence that it considers 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.*

As well as to continue collecting data relating to each of the protected characteristics for existing and new tenants, waiting list applicants, governing body members and staff.

3 Risk

3.1 Failing to implement the EDI Policy could result in a number of significant risks arising including:

- reputational damage caused by not providing services equally to all parts of the community;
- exposure to legal claims for unfair treatment;
- not providing the right support to those who need it; and
- not harnessing the skills of employees and the governance community.

8. Date of Next Meeting - Thursday 24
August 2023 at 5.30 p.m. at 44-46 Bank
Street, Irvine