

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.

**257<sup>th</sup> Board Meeting of Irvine Housing Association Ltd:**  
**Wednesday 29 November 2023 at 5.30 p.m.**  
**At 44-46 Bank Street, Irvine, KA12 0LP and via MS Teams**

**AGENDA**

		<b>Data Class</b>
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the Special Board Meetings held on Wednesday 20 September and Saturday 28 October 2023.	Public
4.	Matters Arising	
5.	Substantive Business	
5.1	Financial Plan	Confidential
5.2	Disabled Adaptations Position	Confidential
5.3	Policy Framework	Public
5.4	Membership Register	Public
5.5	OSCR Return	Public
5.6	Complaints Performance (February – October 2023)	Confidential
5.7	Riverside Group Policies	Public
5.8	Quarterly Performance Report – Q2 2023	Public
5.9	Financial Performance Report	Confidential
5.10	Equality, Diversity & Inclusion Strategy 2023-26	Public
5.11	MD Report	Confidential
6.	Minutes/Updates: a) Unconfirmed Group Customer Experience Committee Minutes – 21 September 2023 b) Group Board Core Brief – 4 September and 12 October 2023	Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Thursday 1 February 2023 at 5.30 p.m. – 258 <sup>th</sup> Board Meeting at 44-46 Bank Street, Irvine and via MS Teams	

## 5.3. Policy Framework

<b>Title:</b> Policy Framework	<b>Date:</b> 29 November 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Morag Hutchinson
<b>Action:</b> To Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 – Riverside Scotland Policy Data	<b>Convene Document Library:</b> N/A
<b>Reg. Standard 5:</b>	<b>ORP ref:</b>
<b>Strategic Risk ref:</b> R6 - Governance & Regulation	
<b>Consultation:</b> This report was written in consultation with stakeholders across TRG	

**Purpose and Action:**

This paper provides an update to the Policy Framework & process which was presented in August 2023, to ensure the timely and accurate review of all policies in relation to Riverside Scotland, with the aim that wherever possible, Riverside Scotland can adopt Group policies. Where not possible, the intention is that any separate policies Riverside Scotland require (due to legislative or regulatory requirements) utilise the same framework as the Riverside Group to ensure visibility and standardisation of process.

The update for the policy review and the ongoing actions are detailed below.

Board are asked to note the contents of this update.

**1 Background**

1.1 The Project & Planning team identified 26 Riverside Scotland (RS) policies which are stored locally and investigated further to determine their current status in regard to review dates, policy authors and owners, and their links to equivalent Riverside Group (TRG) policies.

The results of this were;

- 8 standalone polices with no equivalent in TRG (e.g., Association Membership Policy, Freedom of Information Policy, Property Factoring Policy),
- 15 policies with varying degrees of similarity to TRG policies, where the wording is broadly similar and only the legislative references are different,
- 3 Common Allocation policies (for the local authority areas where we are in a pooled allocation process), unique to Riverside Scotland.

1.2

[Redacted content]



- 2.6 This approach will mean that all policies will be immediately managed within the central Policy Management System, however it should be noted that complete integration will not be achieved until the scheduled reviews of group policies go through a complete cycle.

### **3 POLICY SCHEDULE UPDATE**

- 3.1 An update to the Policy Data presented at August Board can be found at Appendix 1. On further investigation we have found the following;
- 6 TRG policies are due a Riverside Scotland Board review for adoption – these have been submitted to November Board under a separate paper.
  - 1 TRG People Policy is due a Riverside Scotland review for adoption – this has been submitted to November SMT
  - 3 TRG Policies are overdue for review. These are being managed by the Riverside Strategy & Planning Team who manage the review cycle.
  - 7 Riverside Scotland-specific policies are overdue for review. Of these, 4 will potentially be integrated into the TRG Policy at the next review cycle. The remaining 3 are RS standalone policies. The details have been submitted to SMT to decide a course of action.

## 5.4. Membership Register

<b>Title:</b> Membership Register	<b>Date:</b> 29 November 2023
<b>Author:</b> Donna Boyle [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Decision	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 – Potential Member Removals	<b>Reading Room:</b>
<b>Reg. Standard:</b> Tenant Involvement and Empowerment	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R7 Customer Experience	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

It is recommended that the Board pass a resolution that:

“The member(s) 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 2023 AGM has identified that 2 members had failed to attend or submit apologies for five consecutive AGMs.

**1. Introduction**

- 1.1 The Association currently has 46 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 2023 AGM has identified 2 members who had 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 Board consider the removal of the members identified in Appendix 1 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.

2.3 [REDACTED]

**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 member(s) to be removed will be advised in writing of their removal from the Membership Register.

## 5.5. OSCR Return

<b>Title:</b> OSCR Return	<b>Date:</b> 29 November 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Decision	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - OSCR Return	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 1 The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

The 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 2023 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 Projects & Planning Analyst and has been checked by the Managing Director. Subject to Board approval, the Return will be submitted to OSCR on 1 December 2023.

**4. Next Steps**

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

### Appendix 1 – OSCR Return 2023

**OSCR ONLINE** in 📧 f 📺

DASHBOARD MANAGE CHARITY USERS ANNUAL RETURN MAKING CHANGES TO YOUR CHARITY JS

← BACK CANCEL →

**ANNUAL RETURN (SC042251.2023.1)**

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

**ANNUAL RETURN DETAILS**

1. Charity Type ⓘ

Standard  Cross Border  Registered Social Landlord

**CHARITY PRINCIPAL CONTACT DETAILS ⓘ**

1. Title

Mr

2. Forename

James

3. Surname

Strang

4. Suffix

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5. Position in the Organisation

Chair

6. Address Line 1 ⓘ

44-46 Bank Street

7. Address Line 2 ⓘ

Invine

8. Address Line 3 ⓘ

Ayrshire

9. Address Line 4 ⓘ

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10. Address Line 5 ⓘ

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11. Post Code ⓘ

KA12 0LP

12. Country

Scotland

13. Telephone Number

[REDACTED]

14. Mobile Number

-

15. Fax Number

-

16. Email

[REDACTED]

17. Principal Office Or Trustee Address

principal

18. Website Address

www.riversidescotland.org.uk

19. Alternative Contact Email

[REDACTED]

SECTION A

1. Accounting Reference Date

31/03/2023

2. Gross Income

£ 12055000

3. Gross Expenditure

£ 9334000

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

Yes  No

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

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

https://www.riversidescotland.org.uk/wp-content/uploads/2023/09/Accounts\_200\_2023\_REDACTED.pdf

5. Total Number of Charly Trustees

11

6. Total Number of Paid Staff

33

7.1 Does your charity have children and/or vulnerable adults as beneficiaries?

Yes  No

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

Yes  No

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SAVE AND NEXT

ANNUAL RETURN (SC042251.2023.1)

If you would like further guidance on an individual question, please click on the corresponding 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

Paul Dillon

Role of person submitting

[REDACTED]

Declaration Date

01/12/2023

SAVE AND GO BACK

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SAVE AND CONTINUE LATER

SUBMIT

## 5.7. Riverside Group Policies

<b>Title:</b> Riverside Group Policies	<b>Date:</b> 29 November 2023
<b>Authors:</b> Paul Dillon	<b>Sponsor:</b> Morag Hutchinson
<b>Action:</b> Adoption	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1: Anti-Bribery and Corruption Policy Appendix 2: CCTV and Surveillance Policy Appendix 3: Data Protection and Privacy Policy Appendix 4: Health Safety and Environment Policy Appendix 5: Procurement Policy Appendix 6: Treasury Policy	<b>Reading Room:</b>
<b>Reg. Requirement:</b> 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.	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b>	
<b>Consultation:</b> N/A	

**Purpose and Action:**

The purpose of this paper is to request that Board adopts the following Riverside Group Policies, attached as appendices 1-6 to this report:

Appendix 1: Anti-Bribery and Corruption Policy  
Appendix 2: CCTV and Surveillance Policy  
Appendix 3: Data Protection and Privacy Policy  
Appendix 4: Health Safety and Environment Policy  
Appendix 5: Procurement Policy  
Appendix 6: Treasury Policy

**Executive Summary:**

The Riverside Scotland Board is asked to adopt Riverside Group Policies, attached as appendices 1-6 to this report.

**1. Background**

As part of the Policy Framework Update being undertaken by the Projects and Planning Team, the attached policies have been identified as requiring adoption by Riverside Scotland Board.

**2. Context**

Group wide policies/strategies which are developed by Group and cover all subsidiaries, and which do not need to be changed or amended for Riverside Scotland, should be taken to RS Board for discussion and noting. Relevant Riverside Scotland employees, customers where required, and our Board should essentially be consultees to the

development of Group wide policy - ideally before the policy goes to Group Board for approval.

### 3. Risk

Adoption of Riverside 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.
- **Risk 2: Customer Experience:** There are many factors which affect our customers' experience of the services we provide and where these are within our control we will not tolerate the risks which they pose and will react quickly to put in place plans and interventions to improve the service. Where a negative experience for our customers is out with our immediate control we will work with partners to find solutions to mitigate any negative impact.

### 4. Next Steps

Future policy reviews will include Riverside Scotland at consultation stage with the intention that Board approval will be gained prior to publication.

To keep an overview of the system and to advise the RS team locally when policy reviews are approaching, the Project & Planning Analysts will continue to attend the quarterly Policy Forum. This will ensure that the Riverside Scotland consultation part of the process is being followed and that we have an input to any future updates or process changes.

## 5.8. Quarterly Performance Report - Q2 2023

<b>Title:</b> Quarterly Performance Report – Q2 2023	<b>Date:</b> 9/11/2023
<b>Author:</b> Jonathan Hulme [REDACTED]	<b>Sponsor:</b> Diana MacLean
<b>Action:</b> Note	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1: Riverside Scotland Board KPIs Q2 2023/24 Appendix 2: Customer Satisfaction and Asset Performance as at October 23	<b>Reading Room:</b>
<b>Reg. Standard:</b> Standard 4.2 The governing body challenges and holds the senior officer to account for their performance in achieving the RSL's purpose and objectives	<b>ORP ref:</b> Our Riverside Way: Value - Managing our resources effectively, so that we can build more homes and deliver better services
<b>Strategic Risk ref:</b> R6 Governance and Regulation	
<b>Consultation:</b> This report is not subject to consultation	

**Purpose and Action:**

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

**Executive Summary:**

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

**1. Introduction**

Progress against our operational key performance indicators (KPIs) is reported to Board on a quarterly basis. Appendix 1 to this report sets out our performance position against each of our KPIs including distance from target, and direction of travel as at the end of September 2023. This quarterly update was delayed due to the Riverside Scotland Special Board meeting which took place in October. Therefore, operational performance dashboards for Customer Satisfaction and Asset Services as at the end of October 2023 have been included as Appendix 2, to provide Board with an update on the current position.

**2. Key Points**

The key points to note from the performance analysis are:

- There has been much improvement found this quarter, especially amongst our satisfaction indicators. Firstly, our overall satisfaction has increased from last quarter. In Q2, our overall satisfaction is sitting at 73.9% which is an increase of 9.5% from Quarter 1 (64.4%). We have also seen an increased improvement of 3.3% when comparing to the same quarter last year which was sitting at 70.6%. The figure this quarter is importantly above our target of 70% for this year. As shown on Appendix 2, at the end of October our satisfaction remained above target at 72%.

- Satisfaction with repairs and maintenance (Indicator 12) has increased significantly from 55.5% in Q1 to 74.3% in Q2. Although this is below our target of 80%, we are heading in the right direction. Again, improvements have been made from the same quarter last year. Last year at Q2 our figure was 57% which further emphasises the improvements we have made so far this year. Satisfaction with the management of neighbourhoods tenants live in (Indicator 13) has also increased. We were sitting at 52.1% in Q1 and have increased that figure to 69.9% in Q2. We are closing in on our target of 75%.
- We have seen great progress in two areas specifically. These are keeping tenants informed (Indicator 2) and satisfaction with quality of home (Indicator 7). Last quarter saw a percentage of 65.1% for keeping tenants informed. We have increased this quarter by 15.8% to 80.9% which is considerably above our target of 70%. The monthly newsletter has helped greatly. The satisfaction with quality of home this quarter has reached 87.5% which is a large increase of 17.6% from Q1 (69.9%) and ahead of our target of 73%. There has been lots of focus on repairs improving and estate tidy ups.
- **The improvement in performance has been due largely to the following actions:**
  - Fully embedding our new operating model which places Tenant Partners as the key point of contact with customers, and smaller patch sizes to enable them time to develop relationships with tenants.
  - A more proactive approach to community engagement which is being implemented by our new Community Engagement Officer – addressing local issues which matter most to tenants.
  - Further work to develop a positive and constructive relationship with our external contractors and placing customer satisfaction at the heart of our contractor performance management framework.
  - Increasing our communication with customers by introducing monthly service updates and increased presence on social media.
  - Work we have done to review our complaints handling processes and complaint handling training we have rolled out to all colleagues, included an increased focus on lessons learned and reflective practice.
  - Progress made against our property investment programmes – new kitchen, window, and internal wall insulation programme in Dumfries, and Irvine and Kilwinning.

### 3. Next Steps

Board is asked to note the content of the operational performance position as at Q2 2023.

	Major difference/decline (over 10% or relative measure)
	Minimal difference/decline (within 5% or relative measure)
	Represents better performance/improvement

Sub Area	Indicator Ref	Indicator Description	Owner	2022/23 Result	2023/24 Target	Frequency	Quarter Performance Q1 2023/24	Quarter Performance Q2 2023/24	Quarter Performance Q3 2023/24	Quarter Performance Q4 2023/24	Measured Against Last Quarter (RAG see key above)	Measured Against Same Quarter from Last Year	Target ON TRACK NEARING (10%) OFF (<10%)
Organisational	Org	Stock numbers	[REDACTED]	2443	2496	Quarterly	2496	2497					2496
People	C1	Staff numbers (FTE) Staff turnover	[REDACTED]	Staff Number = 33.11 Turnover = 6.04%	No target	Quarterly	Staff Number = 36.3 Turnover = 0.00%	Staff Number = 38.4 Turnover = 0.00%					
Satisfaction	1	Percentage of tenants satisfied with the overall service provided by their landlord.	[REDACTED]	66.8%	70%	Quarterly	64.4%	73.9%					70%
Communication	2	Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions	[REDACTED]	73.6%	70%	Quarterly	65.1%	80.9%					70%
Participation	5	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	[REDACTED]	60.6%	70%	Quarterly	58.9%	72.8%					70%
Quality of Housing	7	Percentage of existing tenants satisfied with the quality of their home.	[REDACTED]	73.4%	73%	Quarterly	69.9%	87.50%					73%
Repairs, Maintenance and Improvement	8	Average length of time taken to complete emergency repairs.	[REDACTED]	4.65 hours	4 hours (H&S) 12 hours emergency	Quarterly	04:19	05:34					4 hours (H&S) 12 hours emergency
	9	Average length of time taken to complete non-emergency repairs	[REDACTED]	13.02 days	Urgent 5 days Routine 15 days	Quarterly	13.2	7.5					Urgent 5 days Routine 15 days
	Local	% of repairs appointments kept	[REDACTED]	78.0%	80%	Quarterly	69.1%	55.10%					80%
	10	Percentage of reactive repairs carried out in the last year completed right first time.	[REDACTED]	80.2%	80%	Quarterly	70.9%	68.6%					80%
	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	[REDACTED]	99.9%	0 (100%)	Quarterly	99.79%	100%					0 (100%)
	Local	Safe Electrical Systems - Percentage of properties with valid EICR (Electrical Installation Condition Report) certificates	[REDACTED]	89.5%	100%	Quarterly	88.74%	94.35%					100%
	Local	The percentage of Fire Risk Assessments in communal areas that are in place	[REDACTED]	100.0%	100%	Quarterly	100.00%	100%					100%
	Local	The number of overdue Fire Risk Assessment Actions	[REDACTED]	0	0	Quarterly	23	15					0
	Local	The percentage of up to date communal asbestos surveys	[REDACTED]	100%	100%	Quarterly	100%	100%					100%
	Local	The percentage of up to date Legionella Risk Assessments in place	[REDACTED]	100%	100%	Quarterly	Stats unavailable	Stats unavailable					100%
	12	Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	[REDACTED]	64.4%	80%	Quarterly	55.5%	74.3%					80%
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.	[REDACTED]	96% at Stage 1 4% at Stage 2 14 days at Stage 1 20 days at Stage 2	100% at Stage 1 100% at Stage 2 5 days at Stage 1 20 days at Stage 2	Quarterly	97% at Stage 1 100% at Stage 2 7 days at Stage 1 11 days at Stage 2	89% at Stage 1 11% at Stage 2 10 days at Stage 1 9 days at Stage 2					100% at each stage; 5 days for Stage 1 20 days for Stage 2
	13	Percentage of tenants satisfied with the management of neighbourhood they live in	[REDACTED]	74.8%	75%	Quarterly	52.1%	69.90%					75%
Housing Options	19	Number of households currently waiting for adaptations to home.	[REDACTED]	52	No target	Annual							

	20	Total cost of adaptations completed in the year (£) by source of funding	████████	£202,989	No target	Annual						
	21	The average time to complete adaptations.	████████	57.2 days	91 days	Annual						
	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	████████	36.99% 100%	No target	Quarterly	50% 100%	54.5% 100%				
	30	Average length of time taken to re-let properties in the last year	████████	37.2 days	25 days	Quarterly	31.9 Days	32.6 Days				25 Days
Tenancy Sustainment	16	Percentage of new tenancies sustained for more than a year (by source of let measured annually)	████████	87.5%	90%	Quarterly	90.0%	90.7%				90%
Rents & Service Charges	C5	Rent Increase.	████████	5%	No target	Annual						
	C7	Amount and percentage of former tenant rent arrears written off at the year end.	████████	33.43%	No target	Annual						
	18	Percentage of rent due lost through properties being empty during the quarter	████████	0.76%	0.70%	Quarterly	0.81%	0.61%				0.70%
	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 2023 to date)	████████	98.49%	No target	Quarterly	99.50%	110.70%				
	27	Gross rent arrears (all tenants) as a percentage of rent due in the last year (12 month rolling)	████████	5.99%	5.70%	Quarterly	5.90%	6.38%				5.70%
Value For Money	25	Percentage of tenants who feel that the rent for their property represents good value for money	████████	63.2%	75%	Quarterly	55.5%	75.00%				75%
	29	Percentage of factored owners satisfied with the factoring service they receive.	████████	50.0%	60% at next survey	Three Yearly	*Survey last undertaken 2020/21 - Satisfaction 50%	*Survey last undertaken 2020/21 - Satisfaction 50% Next survey will commence December 2023				60% at next survey
Health & Safety	Local	RIDDOR incidents (Reporting of Injuries, Diseases and Dangerous Occurrences)	████████	0	No target	Quarterly	0	0				

# Asset Executive Dashboard... Contractor – Bell Group

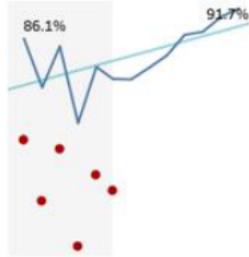
Region/Area: **Scotland** Contractors: **All** | **October 2023**

Data subject to change before 5th working day of the month, please use caution with data. Hover over headline figure for latest refresh time.

## Responsive Repairs Completed on Time

**91.7%**

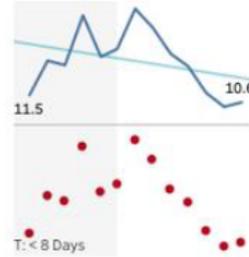
▲ 1.5%



## Responsive Repairs Avg. Days to Complete

**10.6**

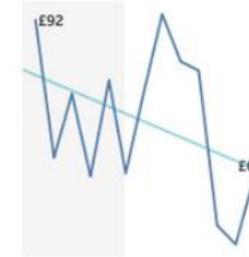
▲ 0.5



## Responsive Repairs Average Spend

**£65**

▲ £11

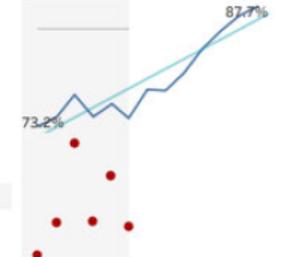


## Repairs Fixed First Time (R3M)

**87.7%**

▲ 1.1%

SH  
87.7%



# Asset Executive Dashboard... Contractor – James Frew

Region/Area: **Scotland** Contractors: **All** | **October 2023**

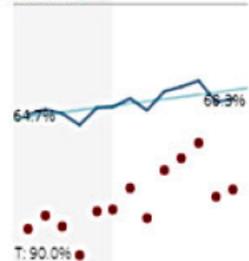
Data subject to change before 5th working day of the month, please use caution with data. Hover over headline figure for latest refresh time.

## Satisfaction with Improvement Works (T)

Data from Tableau Asset Executive Dashboard

**68.3%**

▲ 0.6%



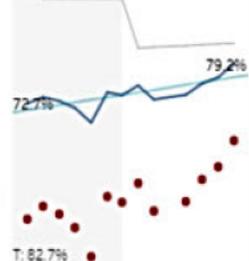
Contractor Filter not active for 'Satisfaction with Improvement Works' - data will show Group %

## Latest Repair (T)

Data from Tableau Asset Executive Dashboard

**79.2%**

▲ 2.2%



Filtered to Scotland level - not able to filter to Contractor level

## Repairs Fixed First Time (YTD)

**72.2%**

Current period data

▲ 5.3%  
% Change from previous period



## Appointments Made and Kept

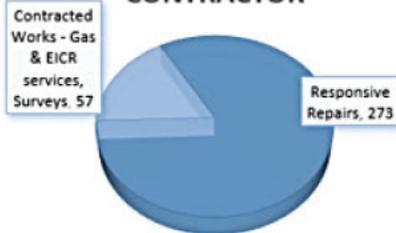
**99.0%**

Current period data

▼ -1.0%  
% Change from previous period



## JOBS RAISED WITH CONTRACTOR



## Responsive Repairs Completed on Time

**90.9%**

Current period data

▼ -3.7%  
% Change from previous period



## Responsive Repairs Avg. Days to Complete

**2.3**

Current period data

▼ 0.1  
% Change from previous period



## Responsive Repairs Average Spend

Data from Tableau Asset Executive Dashboard

**£18**

▲ £8

Filtered to Scotland and Contractor level



# Social Housing Customer Satisfaction Performance Review

Report Date

October 2023

Region

Scotland

Currently Showing: Scotland

Rolling 3 Month Measures

## Overall Satisfaction

# 72.0%

Responses: 132

## Listening to Views

# 72.5%

Responses: 120

## Repairs

# 73.9%

Responses: 134

## Latest Repair

# 79.2%

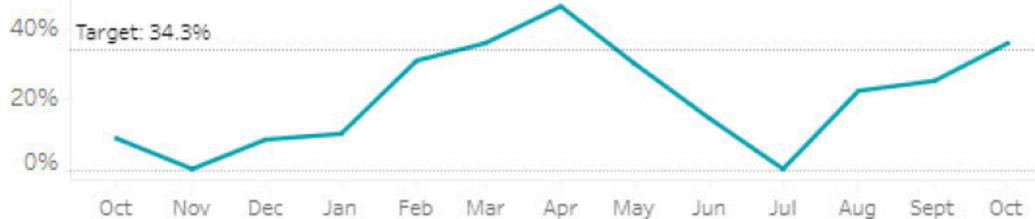
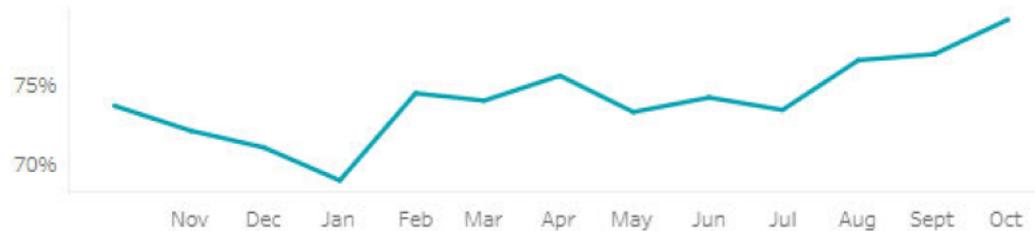
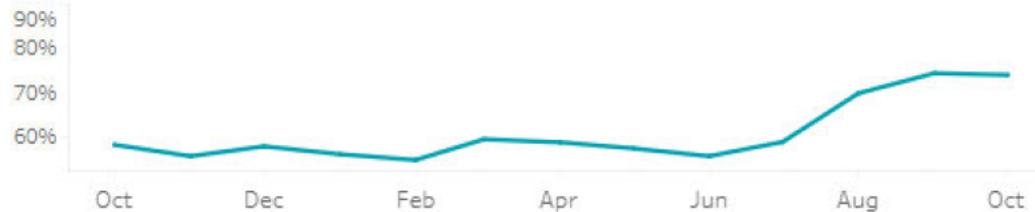
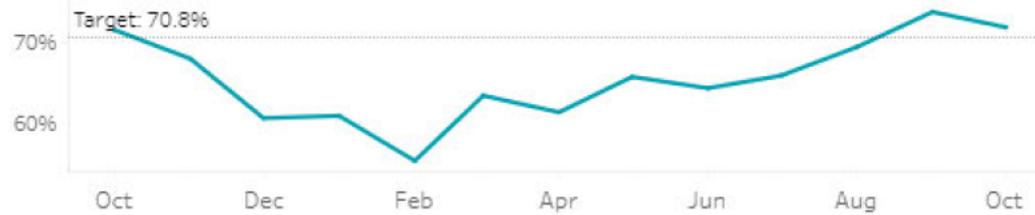
Responses: 197

## Complaints Handling

# 35.7%

Responses: 14

Caution: Low survey response volumes



## 5.10. Equality, Diversity & Inclusion Strategy 2023-26

<b>Title:</b> Equality, Diversity & Inclusion Strategy 2023-26	<b>Date:</b> 29 November 2023
<b>Author:</b> Paul Dillon	<b>Sponsor:</b> Morag Hutchinson
<b>Action:</b> To Note/Approve	<b>Confidential:</b> No
<b>Appendices:</b> Appendix 1 - Equality Diversity and Inclusion Strategy 2023-26 Appendix 2 – Plan on a Page EDI Strategy 2023-26	<b>Convene Document Library:</b> N/A
<b>Reg. Standard 5:</b> The RSL conducts its affairs with honesty and integrity	<b>ORP ref:</b> People at our heart
<b>Strategic Risk ref:</b> R1: Customer Experience & R6 Governance and Regulation	
<b>Consultation:</b> This report was written in consultation with action plan activity owners	

### Purpose and Action:

This paper provides an introduction to the Riverside Group Equality, Diversity and Inclusion Strategy 2023-26 and the Riverside Scotland supplementary action plan.

### Recommendation:

The Board is asked to note the contents of the Equality Diversity and Inclusion Strategy 2023-26 and the Riverside Scotland supplementary action plan, and approve the suggested approach.

## 1 Background

1.1 In September 2023, The Riverside Group published the new Equality, Diversity & Inclusion Strategy, one of the strategies that underpins the delivery of the Corporate Plan for 2023-26. This document sets out specific objectives and measurable actions (with targets) which will drive the Group approach to ED&I over the next three years.

This strategy can be found at appendix 1, alongside a 'Plan on a Page' summary document at appendix 2.

1.2 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.*

## 2 Action Plan

2.1 The proposal is that Riverside Scotland follow the Riverside Group strategy action plan, and report progress to Board on a 6 monthly basis.

2.2 The Riverside Scotland E,D & I Champion will attend the steering group and have input into, and updates of, all actions being undertaken, with involvement in any tasks being undertaken, e.g., steering groups, colleague surveys, etc.

- 2.3 Further to this, any Riverside Scotland-specific actions suggested by SMT or Board will be logged and updated on a supplementary action plan, this is currently being developed and will be reported to Board at a future date.
- 2.4 This will ensure we remain aligned with any Riverside Group improvements and also have the ability to implement any local measures.

### **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.