

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.

**259th Board Meeting of Irvine Housing Association Ltd:
 Thursday 21 March 2024 at 5.30 p.m. via MS Teams**

AGENDA

		Data Class
1.	Apologies for Absence	
2.	Declarations of Interest	
3.	Previous Minutes – Minutes of the 258 th Board Meeting held on Wednesday 1 February 2024.	Public
4.	Matters Arising	
5.	Substantive Business	
5.1	Financial Plan	Confidential
5.2	Annual Assurance Process	Internal
5.3	Capital Investment Programme	Confidential
5.4	RACC Report	Confidential
5.5	Financial Redress and Compensation Policy	Confidential
5.6	Performance Targets 2024/25	Internal
5.7	Common Housing Register Allocations Policy Review	Confidential
5.8	Schedule of Board Member Duties & Responsibilities	Public
5.9	Appraisal Action Plan Update & BLDP - DB	Internal
5.10	Operational Performance Report	Public
5.11	Financial Performance Report	Confidential
5.12	Equality, Diversity & Inclusion Plan Action Plan 2024/25	Public
5.13	MD Report	Confidential
6.	Minutes/Updates: a) Unconfirmed Audit & Risk Committee Meeting held on 7 March 2024 b) Confirmed Group Customer Experience Committee Minutes – 8 February 2024 c) Group Board Core Brief – 2024 Meetings	Confidential Confidential Confidential
7.	Any Other Business	
8.	Date of Next Meeting - Thursday 23 May 2024 at 5.30 p.m. – 260 th Board Meeting at 44-46 Bank Street, Irvine, Ayrshire and via MS Teams	

5.8. Schedule of Duties & Responsibilities of Board Members

Title: Schedule of Duties & Responsibilities of Board Members	Date: 21 March 2024
Author: Donna Boyle Governance & Company Secretarial Assistant [REDACTED]	Sponsor: Diana MacLean Managing Director [REDACTED]
Action: For noting	Confidential: No
Appendices: Appendix 1: Schedule of Duties & Responsibilities of Board Members	Reading Room:
Reg. Standard: Standard 6 – The governing body and senior officers have the skills and knowledge they need to be effective.	ORP ref:
Strategic Risk ref: R6 Governance and Regulation	
Consultation: This report is not subject to consultation	

Purpose and Action:

This report is presented to Board to provide information on the duties and responsibilities of a Board Member of Irvine Housing Association Ltd (Riverside Scotland).

The Board is asked TO NOTE the Schedule of Duties and Responsibilities of Board Members of Irvine Housing Association Ltd (Riverside Scotland) attached at Appendix 1.

Executive Summary:

Board members have a number of important duties and responsibilities, and failure to comply with these not only places the Association and Group at risk but may also result in personal liability. It is therefore vital that Board Members are aware of their obligations and, in case of doubt, should seek advice from the Chair or the Company Secretary.

In Riverside, there are a number of differently constituted organisations, each with different legal duties and responsibilities. Irvine Housing Association Ltd (Riverside Scotland) is constituted as a:

- Registered Society
Societies registered under the Co-operative and Community Benefit Societies Act 2014 which were formerly called 'Industrial and Provident Societies'.
- Registered Scottish Charity
Trustees and must comply with charities legislation, primarily the Charities and Trustee Investment (Scotland) Act 2005.

The responsibilities and duties of Board Members are presented annually to the Board for information. Any Board Member who feels that they would benefit from developing a better understanding of their duties and liabilities should contact the Chair or the Company Secretary, who can assist in identifying further information resources/training opportunities.

Anthony Collins Solicitors have undertaken a review of Group's schedule of duties and liabilities and made a minor amendment in relation to a recent case underlining the risks/issues associated with "shadow directors" (those not formally appointed but undertaking directors' responsibilities) and personal liability, particularly in a housing group context. The Association's solicitors, TC Young, have reviewed the Group schedule and have updated this to reflect "Scots Law" to ensure its applicability to Riverside Scotland Board Members. The updated schedule is attached at Appendix 1 for information.

APPENDIX 1**SCHEDULE OF DUTIES AND RESPONSIBILITIES OF BOARD MEMBERS OF IRVINE HOUSING ASSOCIATION LIMITED (“RIVERSIDE SCOTLAND”)****1. Duties of all Board Members (General)**

There are legal duties which apply to all board members. These duties have developed through caselaw over time and are known as ‘fiduciary’ duties. They apply because of the position of high trust which board members occupy and due to the obligations which they owe to the association and its members/shareholders as a result of the office they occupy.

Whilst the duties under the Companies Act 2006 (see below) do not strictly apply to board members of registered societies, such as Riverside Scotland, these fiduciary duties, which have developed through caselaw over time, do apply and are similar to those set out in company law (see Schedule 1). Therefore, board members of registered societies are also advised to comply with the requirements for directors of companies (further details below).

Fiduciary duties referred to above include an obligation to exercise a reasonable degree of skill and care in carrying out duties, and also:

- 1.1 To act in good faith and in the best interests of the company – this includes ensuring that:
 - 1.1.1 His/her duty as a board member does not conflict with his/her personal interests;
 - 1.1.2 He/she must only use company property for the benefit of the company and not for personal benefit;
 - 1.1.3 He/she does not make a personal profit from his/her office as a board member;
 - 1.1.4 He/she does not compete with the company; and
 - 1.1.5 Information provided remains confidential and is not used for improper purposes;
- 1.2 To exercise powers for their proper purpose;
- 1.3 To act independently and exercise full discretion;
- 1.4 To always act in accordance with the constitution of the company;
- 1.5 To deal fairly as between shareholders; and
- 1.6 To ensure the association’s property is secured and to only use such property for purposes authorised by the association’s Rules.

Board members must exercise the degree of skill and care when carrying out their duties which might be reasonably expected of someone of their ability and experience, using any specialist skill and experience for the benefit of the company. The assessment of the appropriate standard of skill and care is a mixture of the objective (what it is reasonable to expect) and the subjective (having regard to the particular skill and experience of the board member concerned).

2. Duties of Board Members of an RSL

In addition to the general legal duties applicable to board members, board members of registered providers of social housing are of course also required to ensure that they, and the organisation, comply with the requirements of various regulators and, in particular, of the Scottish Housing Regulator, which gives prominence to ensure good governance, legality and viability in the association. The Scottish Housing Regulator emphasises that it is the responsibility of boards of registered providers of social housing to ensure that their organisation complies with the Regulatory Standards of Governance and Financial Management:

2.1.1 Regulatory standard 1: The Board leads and directs the RSL to achieve good outcomes for its tenants and other service users.

2.1.2 Regulatory Standard 2: The RSL is open about and accountable for what it does. It understands and takes account of needs and priorities of its tenants, service users and other stakeholders. And its primary focus is the sustainable achievement of these priorities.

2.1.3 Regulatory Standard 3: The RSL manages its resources to ensure its financial well being while maintaining rents at a level that tenants can afford to pay.

2.1.4 Regulatory Standard 4: The Board bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.

2.1.5 Regulatory Standard 5: The RSL conducts its affairs with honesty and integrity.

2.1.6 Regulatory Standard 6: The Board and senior staff have the skills and knowledge they need to be effective.

2.1.7 Regulatory Standard 7: The RSL ensures that any organisational changes or disposals it makes safeguard the interests of, and benefit current and future tenants.

In addition:

2.2. Board members must also comply with the organisation's governing document, and the rules of Riverside Scotland provide that the board is responsible for:

2.2.1 the leadership, strategic direction and control of the association with the aim of achieving good outcomes for tenants in accordance with the regulatory standards and guidance issued by the Scottish Housing Regulator; and

2.2.2 ensuring that the association can demonstrate its governance and financial arrangements are such as to allow the Scottish Housing Regulator to regulate effectively and exercise its full regulatory powers.

2.3 Board members must also:

2.3.1 ensure that they are and remain eligible to sit on the board in accordance with the association's rules, which include the requirements on charitable trustees set out at section 3. The rules further require that board members declare any personal or external interests on an annual basis. If any matter arises in respect of which a board member has a conflict of interest, that board member must tell the board and leave the meeting while the matter is discussed.

2.3.2 comply with the organisation's Governance Framework Document, including the Board and Committee Member Code of Conduct, which all board members must sign, and the Entitlements, Payments & Benefits Policy.

2.3.3 Board members are required to ensure that records and returns are filed on time – for example with Companies House, the FCA, the Scottish Housing Regulator etc. For example, board members should be informed of notifiable events and ensure that the RSL is appropriately notifying these to the Scottish Housing Regulator. This is a function which has been delegated to the Governance Team to undertake.

3. Charities – Duties of Trustees

3.1 Riverside Scotland is a registered Scottish Charity. The board of Riverside Scotland are charitable trustees and must comply with charities legislation, primarily the Charities and Trustee Investment (Scotland) Act 2005. This provides that charitable trustees must:

3.1.1 Act honestly, in good faith and in the best interests of the charity.

3.1.2 Ensure that the charity acts in accordance with its purposes, ensure that the charity complies with its governing document and remains true to the charitable purpose and objects set out there, so that the association's activities and assets are used for the charitable purpose and for the public benefit.

3.1.3 Act with the care and diligence that it is reasonable to expect from someone managing the affairs of another person - This requires trustees to act as custodians of the charity's assets and to act responsibly, reasonably, honestly and with sound judgement.

3.1.4 If a conflict of interest arises, put the charity's interests first, disclose the conflict and refrain from participating in any decision-making relative to the matter.

3.1.5 Ensure the charity complies with legislation - ensure compliance with charity law, and regulatory requirements; in particular, ensure that the charity prepares the reports, annual returns and accounts required by law.

3.2 In addition, although not specifically stated in the 2005 Act, charitable trustees have over-riding duties in relation to matters such as: acting with integrity; seeking to ensure that the charity is and will remain solvent; ensuring the charity is accountable to its members and beneficiaries as well as the Scottish Charities Regulator and avoiding undertaking activities that might place the charity's funds, assets or reputation at undue risk, and take special care when investing the charity's funds or borrowing funds for it to use for its charitable purposes.

4. Statutory Liabilities

In addition to the above duties, the law lays down certain statutory responsibilities of directors including:

4.1 Environmental liabilities - Directors are under a duty to comply with legislation relating to carrying out commercial activities which may cause pollution, and not to obstruct nor to give incorrect information to inspectors in the exercise of their duties. Where an offence is found to have been committed by the company, and a director, officer or manager has consented, connived, or been negligent, then the person can also be found guilty of the offence, and proceedings may be taken against him or her.

4.2 Wrongful or fraudulent trading - Directors who know, or ought to know, that the company is unlikely to avoid insolvent liquidation must take steps to minimise loss to the company's creditors and must not act with intent to defraud creditors. A

- conviction for wrongful or fraudulent trading can have serious consequences, including disqualification as a director or (in respect of fraudulent trading) criminal prosecution.
- 4.3 Health & Safety at work - Directors have a duty to ensure that the organisation complies with health & safety legislation. Companies and their directors can incur liability for activities that lead to injury or death of a member of the public, an employee or someone who is self-employed. Where a company commits an offence under some health & safety legislation and the court finds a director or officer of a company to have consented, or connived (i.e. allowed without actually encouraging), or been negligent in relation to an offence, then the director or officer will be found guilty of the offence and proceedings may be taken against him or her. Under the Health and Safety Act 1974 both an individual director and a company can commit manslaughter in relation to a work-related death.
- 4.4 Data Protection Act (DPA) including General Data Protection Regulation (GDPR) - There are several offences under the DPA in relation to obtaining, disclosing, altering, falsifying, maintaining and destroying data and records. In addition, a director may be personally liable to criminal prosecution where an offence is committed by the body corporate and it is proven to have been committed with the consent or connivance of or be attributable to neglect on the part of a director.
- 4.5 Bribery Act - The Bribery Act introduced criminal offences for companies which fail to prevent their employees or associates from committing bribery. A bribe is 'a gift or reward given, offered or received to gain any business, commercial or personal advantage.' Companies have a defence of showing that 'adequate procedures' are in place to prevent bribery. Directors can be personally convicted of an offence where they have been involved in the giving or receiving of a bribe. Importantly, it is possible that omitting to act might be regarded as sufficient, and lead to prosecutions, fines and/or imprisonment.
- 4.6 Equality Act 2010 – A director may be personally responsible or jointly and severally liable with the company where discrimination (direct or indirect), harassment or victimisation takes place because of a person's age, disability, gender, sexual orientation, marital/civil partnership status, pregnancy, maternity, race, religion or belief, even if it takes place in the ordinary course of business or where authorised by the company.

Schedule 1 – Companies Act 2006 – Duties of Directors

1.1 Board members of companies are company directors and company law makes no distinction between non-executives and executives. In the Companies Act, an officer is defined as "including a director, manager or secretary". Board members should therefore consider themselves as directors and officers.

1.2 Legally, someone who is part of the corporate governance system of a company, and has the status and function of a director, can be treated as being a director, even if they are not formally appointed as a director of the company over which they are exercising oversight and control. The law is very clear that it does not necessarily matter what titles those carrying out such duties are given. In addition, personal liability can inadvertently accrue if someone overreaches their level of authority/control (even over a company where they are not formally appointed as a director) and/or what is acceptable in terms of fulfilling their role. So, all board/committee members, including those who are not also Group Board members, should comply with the requirements set out below.

Directors Code of Conduct

- 1.1 The Act introduced a statutory Code of Conduct for directors. Board members as directors have the following general duties under the Code:
- i). To act within powers (i.e. in accordance with the company constitution or other remits of authority e.g. the Governance Framework or any delegated authority) and to only exercise powers for the purposes for which they are conferred;
 - ii). To promote the success of the company for the benefit of its members having consideration to:
 - the likely consequences of any decision in the long term;
 - the interests of employees;
 - the need to foster good business relationships with suppliers, customers and others;
 - the impact of operations on the community and the environment;
 - the maintenance of high standards of business conduct; and
 - the need to act fairly as between members of the company.
 - iii). To exercise independent judgement;
 - iv). To exercise reasonable care, skill and diligence;
 - v). To avoid conflicts of interest;
 - vi). Not to accept benefits from third parties; and
 - vii). To declare any interest (direct or indirect) in any current or proposed transaction or arrangement – it should be noted that it is a criminal offence to fail to declare interests in current or ongoing transactions, where the director is or ought reasonably to have been aware of the interest.

Schedule 2 - Directors' and Officers' Liability Insurance Cover

- 1.1 All board members, directors, committee members, trustees, officers and employees are covered against liability incurred in their role under the Directors' and Officers' Insurance Policy maintained by the Group. This cover is in place to protect both the Group and board, committee and staff members as individuals in the event that legal action is taken against them by third parties, resulting from "wrongful acts".
- 1.2 "Wrongful acts" are breach of duty or trust, neglect, error, misstatement, omission, breach of warranty of authority, defamation, or any other wrongful act (but not dishonest or fraudulent acts) committed in the course of activities carried out for the Group and its subsidiaries.
- 1.3 The policy covers outside directorships, where relevant, appropriate and necessary, for any individual acting as a director or officer within a third-party organisation with the agreement, and at the specific request of Riverside.
- 1.4 An important requirement of the policy is that immediate notice should be given in writing of any claim against any board, committee or staff member, or the receipt of notice from any person of an intention to make such a claim. In order to ensure that they are covered by the policy, board and committee members should therefore inform the Company Secretary of any potential claim without delay.
- 1.5 A copy of the policy is available from the Governance Team.

5.10. Operational Performance Report

Title: Operational Performance Report – P11 2024	Date: 12/03/2024
Author: Heather Anderson, Head of Service [REDACTED]	Sponsor: Diana MacLean, Managing Director
Action: Note	Confidential: Yes
Appendices: Appendix 1: Riverside Scotland Operational Performance P11 2024	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 services 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 P11 2024.

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 period 11 of 2024. Board is asked to note and discuss the operational performance position.

1. Introduction

Operational performance information is presented to Board at every meeting to provide an up-to-date position on service delivery. Our operational performance as at P11 2024 is attached to this report as Appendix 1. Board is asked to note and discuss current levels of performance.

2. Discussion

The key points to note from the performance analysis are:

- Overall Satisfaction has improved over the reporting period and currently sits at 68.9%. There has been staff and sickness absence across the Asset and Tenant Partner teams which has impacted on workloads and capacity. Recruitment to fill vacancies is underway and we hope to have fully staffed teams by the end of May. Satisfaction with our repairs service continues to drive our overall satisfaction rating. Our new Head of Asset and Sustainability is developing more positive relationships with our key contractors, and we have a Repairs service action plan in place which will be implemented over the next 3-6 months. A key area for improvement is communication with customers when follow on works are required to an emergency repair to fully complete it, or when the contractor cannot fix the repair right first time. Customers must be informed what follow on work is required and the timescales for completion of this work and kept updated throughout the process.
- Listening to views has increased over the period. Our Community Engagement Officer has been working with partners to carry out estate clean ups, develop new tenant and resident groups across our new build developments, and introducing a new garden maintenance equipment leasing scheme across our neighbourhoods. We will also be increasing rents by 6.7% which reflects the majority of customer feedback. Our Tenant Scrutiny Group is nearing completion of their Void Management inspection which will be brought to Board in May for review. Customer engagement events will be carried out at the start of all planned maintenance and property investment projects during 2024/25 to ensure customers can input

to works programmes and are fully informed of when the works will take place at their property. Involving customers at the outset of these projects and giving them as much choice and input as possible, should help to improve the perception of our repairs and maintenance services and investment levels.

- Satisfaction with latest repair has declined to just over 71%. This is concerning given the improvement in recent months. The level of repairs service performance has been raised with our key contractor, The Bell Group, by the Head of Asset and Sustainability, and weekly meetings now take place where dissatisfied responses and complaints cases are discussed in detail. A deep dive has been carried out on dissatisfied responses and the following are key areas for improvement:
 - Clear communication with customers when a repair is attended to but follow on works are required to complete it in full – with details and timescales of the further work needed, with updates provided to the customer by Riverside Scotland.
 - Customer Service Centre to ensure that if a tenant reports three or more repairs within a 7-day period that a property inspection by the Riverside Scotland Asset Team is requested - to deal with all repairs needed at the same time in a holistic way.
 - Contractors must inform customers when they visit a property to complete external works – to ensure the customer knows they have been and what they have done.
 - Customer Service Centre to ensure that if customers advise that a contractor has not attended an appointment that the contractor's Liaison Officer is contacted directly in the first instance.

These actions have now been incorporated into the Repairs Service action plan for implementation over the next 3 months.

- So far this year there has been 10 tenancy abandonments. The Tenant Partner's are carrying out annual tenancy visits to try and intervene as early as possible if a tenancy is at risk. Drop-in surgeries take place across all our neighbourhoods providing an opportunity for customers to speak with their Tenant Partner about any issue when they need to. Arrears have reduced over the period to 5.4%, and the Income Collection and Tenant Partner teams continue to work together to manage arrears cases supported by the Affordability Officer.
- Average void re-let days are just over 40. The Asset and Housing Teams meet every week to monitor the progress of every void property, and weekly discussions also takes place with the contractor. Staff absence within the Asset Team has impacted on the progress of some void properties, and we continue to have a disproportionate number of more challenging void properties in the Dumfries area. We are exploring the option of a scheme where tenants who leave their properties clean and tidy are offered a cash incentive, which has been successful for other organisations.

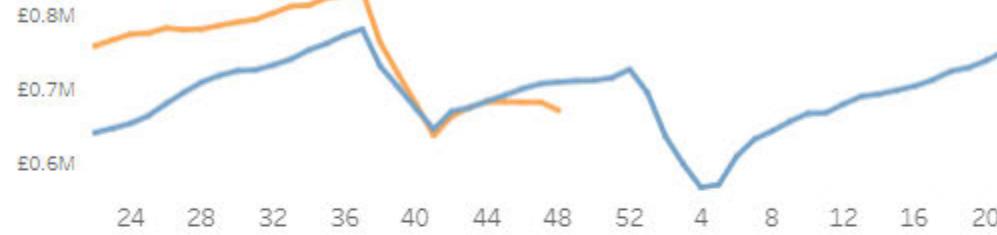
4. Next Steps

Board is asked to note the operational performance position as at P11 2024, attached to this report as Appendix 1.

Commentary

Arrears 4 Week Average **This Year** vs **Last Year** and FY 23/24 Target

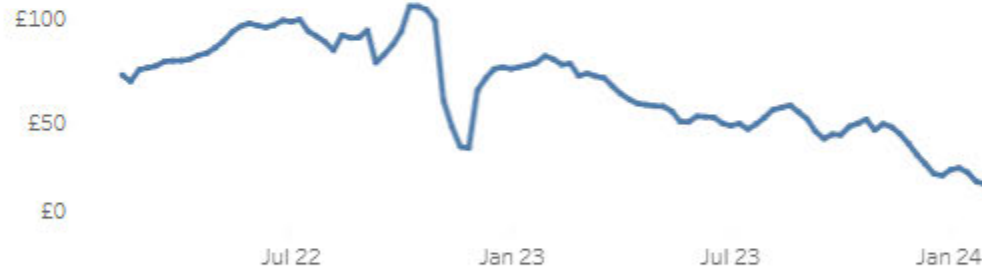
The latest week is fixed at the centre of the chart



Commentary

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 Weekly

The Rent Loss for each individual week



Current Arrears
£0.67M
 £12.47M (5.40%)

Year Movement Per Unit
+£16
 Moved to Former: **£0.04M**

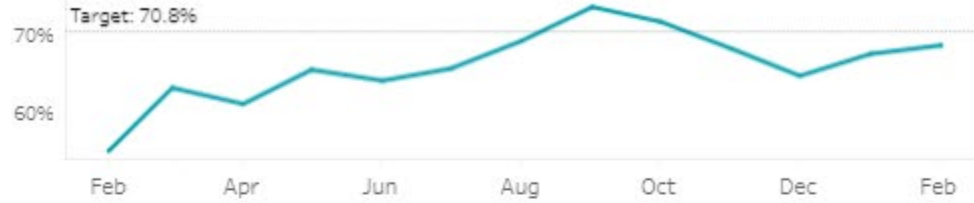
Empty Homes Rent Loss
0.69%
 £78,673 / £11.46M

Social Housing Customer Satisfaction Performance Review Meeting...

Overall Satisfaction

68.9%

Responses: 103



Commentary

Listening to Views

70.2%

Responses: 94

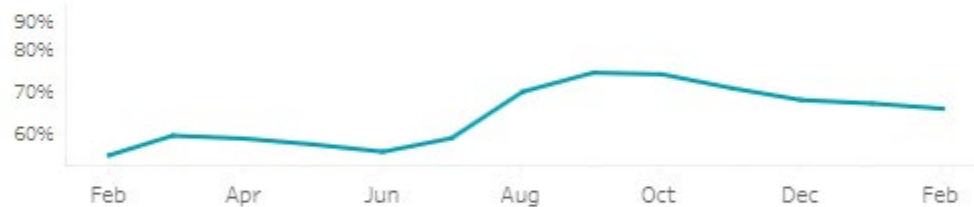


Commentary

Repairs

65.7%

Responses: 105



Commentary

Latest Repair

71.7%

Responses: 184



Commentary

Complaints Handling

53.3%

Responses: 15



Commentary

Caution: Low survey response volumes

5.12. Equality, Diversity & Inclusion Strategy 2023-26

Title: Equality, Diversity & Inclusion Strategy 2023-26	Date: 21 March 2024
Author: Paul Dillon	Sponsor: Morag Hutchinson
Action: To Note	Confidential: No
Appendices: Appendix 1 - Riverside Scotland E,D&I Action Plan - March 2024 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	

Purpose and Action:

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

Recommendation:

The Board is asked:

- To note the contents of the Riverside Scotland supplementary action plan.

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.

Board agreed to follow the Riverside Group strategy action plan and monitor progress against the plan on a 6-monthly basis.

Further to this, any Riverside Scotland-specific actions suggested by SMT or Board will be logged and updated on a supplementary action plan – this currently details 5 actions;

- 4 are amber (are within initial date and are in progress)
- 1 is blue (not started – due by end-March 24)
- 0 are red (overdue)

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 Risk

2.1 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.

E,D & I Action Plan
Riverside Scotland Supplementary Actions

KEY	Not Started
	In Progress
	Complete / not being progressed
	Overdue

Actions	Ref.	Description	Target Date	Revised Date	Owner	Comments & RAG
Website	1.1	Review the Equality, Diversity & Inclusion page on the Riverside website and replicate content on the Riverside Scotland website, taking account of local variations to legislation and regulation	Mar-24		P&P Team Marketing Team	On launch of new Riverside website, the current Group page will also apply to Riverside Scotland, therefore no need for a separate Scotland-specific page. The current E,D&I Policy was adopted by Riverside Scotland Board in June 2022. Gender Identity and Trans Inclusion Policy adopted at November SMT as per the guidelines for People Policies.
Colleagues	2.1	We aim to introduce quarterly training sessions for all staff around the protected characteristics and how to deal with people who identify as having a protected characteristic	Mar-24		HSD	This decision was made at June 2023 SMT, therefore will be implemented in the coming months.
	2.2	Recruit volunteer to serve as Equality, Diversity & Inclusion Champion, representing Riverside Scotland at the national forum and link in with the strategy implementation plan 2023-26	Mar-24		EDI Champion	Paul Dillon recruited as EDI Champion, induction session attended in Feb 2024. To discuss with EDI lead on how best to report the national updates and identify any Scotland-specific issues or actions.
Networking / Group	3.1	Contact made with the Housing Diversity Network to make use of HDN membership	Mar-24		EDI Champion	Diana MacLean and Paul Dillon had a introductory meeting with Caroline Gitsam from HDN, who discussed the topic of an EDI network for Scottish Housing providers; this will be progressed over the next few months
	3.2	P&P Team attended introductory training session on EDI Model for use across the business	Mar-24		EDI Champion	To cascade to Riverside Scotland managers for use going forward.

8. Date of Next Meeting - Thursday 23
May 2024 at 5.30 p.m. - 260th Board
Meeting at 44-46 Bank Street, Irvine and
via MS Teams