

**Minutes of the joint meeting of the Boards of
Rooftop Housing Group Limited and
Rooftop Housing Association Limited
held at 9.15 am on Wednesday 22 May 2024
at 70 High Street, Evesham**

Members present:	Sally Higham (Chair)	Boris Worrall	Group Chief Executive (GCE)
	Colum Goodchild (Vice Chair and Senior Independent Director) (CG)	Sam Morgan	Executive Director - Resources (EDR)
	Claire-Elaine Arthurs Payne (CEAP)	Lisa Nicholls	Executive Director - Operations (EDO)
	Lenna Cumberbatch-Nichols (LCN)	Rebecca Pitt	Executive Director - Investment (EDI)
	Daisy Halford (DEH)	Caroline Allen	Head of Governance (HoG)
	Myron Hrycyk (MH)	Andrew Ledger	Head of Risk and Assurance (HoRA)
	Tessa Rollings (TR)	David McCormick	Regulator of Social Housing (DM)
	Jonathan Wallbank (JW)	Stuart Armstrong	Regulator of Social Housing (SA)
		Victoria Gale	Regulator of Social Housing (VG)
		Ruth Organ	Senior Governance Officer (SGO) (minutes)

Action

The Chair welcomed the delegation from the Regulator of Social Housing who were observing the meeting as part of its inspection of Rooftop Housing Group.

3575 Apologies for absence

There were apologies for absence received from Wayne Harris (WH).

3576 Declarations of interest

There were no declarations made. Where members served on other bodies, their declaration of interest was taken as read.

3577 Any Other Business items

There were no Any Other Business items raised.

3578 Draft minutes of the joint meeting of the Boards of RHG and RHA held on 20 March 2024

RHG and RHA: It was **RESOLVED** that the draft minutes of the joint meeting of the Boards of RHG and RHA held on 20 March 2024 be approved. This included approval from WH by email.

3579 Draft summary notes of the Board workshop held on 20 March 2024

RHG and RHA: It was **RESOLVED** that the draft summary notes of the Board workshop held on 20 March 2024 be approved. This included approval from WH by email.

3580 Outstanding Actions List

RHG and RHA: Members noted the progress on the Outstanding Actions List.

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CHAIR

- 3581 Draft minutes of the Walker Hospital Trust AGM held on 11 April 2024**
RHA: Members noted the contents of the draft minutes of the Walker Hospital Trust AGM held on 11 April 2024.
- 3582 Draft minutes of the Audit and Risk Committee meeting held on 17 April 2024**
 TR summarised the key areas that were discussed at the meeting which included the transition between the two sets of Internal Auditors, the challenging annual programme of reviews set by the Customer Scrutiny Panel, the External Auditors presenting their external audit planning report, update reports on voids and lettings and complaints handling performance and a gap analysis on the Building Safety Act. There was also the regular review of risks which would be presented later in this meeting.
 CG commented that the update report on voids and lettings was informative and recommended that Members read it as it was available to view on Diligent.
RHG: Members noted the content of the draft minutes of the meeting of the Audit and Risk Committee held on 17 April 2024.
Recommendation: Revised Risk and Assurance Policy and Framework - see minute number 3596 for board approval.
Recommendation: Annual review of the Committee's terms of reference and effectiveness 2024 - see minute number 3602 for board approval.
- 3582.1 Recommendation: Discharge of Audit and Risk Committee responsibilities 2023/24**
 The HoRA explained that the report was a full year assessment of the work that the Audit and Risk Committee had undertaken and would be incorporated into the narrative of the Annual Reports and Financial Statements.
RHG: It was **RESOLVED** that the work of the Audit and Risk Committee during 2023/24 in assessing the adequacy of internal controls be approved. This included approval from WH by email.
- 3583 Draft confidential minutes of the Remuneration Committee meeting held on 1 May 2024**
 This item was minuted separately.
Recommendation: Annual review of the Committee's terms of reference and effectiveness 2024 - see minute number 3602 for board approval.
- 3584 Draft confidential minutes of the Nominations and Performance Committee held on 8 May 2024, including the Group Chief Executive targets for 2024/25**
 This item was minuted separately.
Recommendation: Annual review of the Committee's terms of reference and effectiveness 2024 - see minute number 3602 for board approval.

3585 Group Chief Executive and Executive Team overview reports

The GCE commented on the hard work undertaken to mitigate against the key risks, which was reflected in the risk report provided at this meeting. He added that customer satisfaction had performed well in the final month of the year and that rent arrears performance was also strong.

He noted that there was a minor error in his report in regard to inflation which should have stated 2025 as the year for a forecast fall in inflation to 2% and not 2026.

The GCE reported on the work undertaken on the revised Equality, Diversity and Inclusion Strategy and thanked LCN for her assistance with it.

There was a discussion on the effect of inflation on construction build costs and repairs materials and when they were expected to decrease. The EDI explained that, for new build costs, the peak had passed and that the Building Cost Information Service (BCIS) forecast had now reduced so build costs were stabilising. The EDO advised that Platform Property Care (PPC) had previously negotiated contracts for materials to address cost.

Both the Chair and JW commented on the number of construction companies that were going into administration and how Rooftop needed to be vigilant in this area. The EDR confirmed that the counterparty risk had been reviewed and increased based on this concern and this would be discussed later in the meeting under the risk report.

3585.1 Operations overview

The EDO summarised the current performance by PPC, which led into a discussion on the work to improve financial forecasting and budgeting. The EDR advised of the regular meetings held between Rooftop and PPC representatives and the need for a tighter control of costs through following our financial regulations and any overspend being reported for approval.

In response to a query from CEAP the EDO confirmed that the Neighbourhood Housing Officers (NHOs) were identifying any repairs issues as part of their Periodic Tenancy Audit visits to customers and logging these onto the QL housing management system via their laptops.

CEAP commented on the challenging issues being encountered with recruitment of a senior role in Operations and whether our approach needed to change. The EDO advised that this had been a difficult role to fill. However, feedback received from agencies noted that our approach was the correct one. The Executive Team would be discussing this issue further following planned interviews.

The EDO explained the resourcing of the Repairs team and how to address the new normal of approximately 20,000 repairs which was a key challenge.

LCN commented on the need to follow up on those customers that did not contact Rooftop and ended up with issues. The EDO confirmed that these were the customers that the NHOs were targeting to make sure that they were getting the support that they required. The Money Advisors team was also spending more time with customers and achieving good outcomes for them.

The GCE commented that the plans to reduce repairs and achieve target timescales set out in the additional report were challenging and highly dependent on PPC's ability to recruit and retain operatives. The Board would be updated on progress and if any further actions were required. The Chair noted that PPC's attendance at board meetings would now be six monthly. It was discussed how the new management arrangements at PPC were likely to refocus on the 'Direct Labour Organisation (DLO)' nature of the business and an independent review by PPC of its' systems and processes was being undertaken in late summer/autumn. The EDO added that there was a push to complete as many repairs 'Right First Time' through the updating of stock that was carried on its vans.

DEH gave an update on the out of hours provider and how she was aware that customers had flagged issues with getting through to it by telephone. The GCE confirmed that Rooftop was working to achieve a more robust service for its customers.

3585.2 Investment overview

The EDI gave a brief summary of the developments on site and how extra funding had been received from Tewkesbury Borough Council for the Marston's site in Bishop's Cleeve to cover the increased costs due to the delays through the planning process.

She advised that at the recent Matrix board meeting, which WH had attended, the Social Housing Decarbonisation Funding (SHDF) 3 programme had been discussed and Rooftop's stock was to be reviewed by Savills to assist in determining whether Rooftop would participate in this next funding.

There was a discussion on the progress being made by the ICT team in adding the Stock Condition Survey (SCS) data onto the QL housing management system and that this was expected to be completed by early quarter two. CEAP suggested that Artificial Intelligence (AI) options be explored as to how the data could be used when on the system. The EDI explained that the Stock Condition Methodology report provided details on the next steps on how the data would be used and how it could be proactively managed.

3585.3 Resources overview

The EDR provided an update on the progress with the PPC systems transfer and that it was expected to go live later today.

She noted how Aareon was being pushed on its delivery plan for this year. An update would be provided in the Target Operating Model (TOM) discussion at the June Board Strategy day.

CG queried the progress being made on driving costs down which the EDR stated would be discussed at the Board Strategy day and as part of the Financial Business Plan (FBP) report later in this meeting. She added that budget owners set their budgets using zero based budgets and that the Executive Team was challenged on these budgets. The use of consultancy was an area that was reviewed as to whether colleagues could provide this with the right skills instead of using external sources.

MH thanked all involved in undertaking the work to meet the requirements of the Cyber Essentials Plus standard, which he stated was a significant achievement for an organisation of this size.

MH queried the PPC systems transfer implementation and monitoring of the results following the switchover. The EDR advised that the ICT team would be undertaking this as part of the testing of the interface.

In response to a query from JW on the disposal of Dorothy Terry House and the property sales market, the EDI confirmed that the disposal was expected to complete on 3 June and that the property sales market was still buoyant with the usual seasonal interest levels.

CEAP noted the increase in colleague turnover due to pay levels and lack of career progression. The EDR confirmed that this was being reviewed.

CEAP commented positively on the communications plan and that the next step was to nurture the relationship with customers. The EDR advised that a programme on 'tone of voice' was being launched with colleagues.

The Chair questioned the work of Aareon since it last attended a board meeting which the EDR advised would be discussed at the Board Strategy Day.

RHG and RHA: Members noted the content of the Group Chief Executive and Executive Team overview reports.

3586 **Annual Plan and Corporate Plan outturn report 2023-24**

The EDR advised that the outturn figures were still being finalised and summarised the reasons for those projects that had not been completed in the year. An update on the St Oswald's Park would be provided to the Board at the next meeting along with the final outturn figures.

JW stated that there needed to be a detailed focus within the TOM this year on achieving the corporate objectives.

There was a discussion on how the Development and Lettings teams were preparing for the additional new homes to be completed and handed over this year. The EDI advised that marketing of sites had already started with 400 potential customers registered with an interest in the Broomhall, Worcester development.

RHG and RHA: Members noted the content of the Annual Plan and Corporate Plan outturn report 2023-24.

3587 **RHG Financial Business Plan May 2024**

The EDR gave a presentation on the new look FBP, summarised the high costs to Rooftop and how budget management was stronger in order to protect the long term funding requirements. She added that the new SCS data would be updated in it once it was complete and how the carbon neutral spend plan was still to be included.

JW commented that the covenant change was a great achievement but that this was only part of the financial resilience issue. The long term funding requirements would be reviewed regularly and the Treasury Strategy would be presented to the July board meeting. The EDR reported on the multi variable three 'perfect storm' stress test and that this was the tightest test against what the FBP could withstand. JW asked that the future funding be staggered instead of being updated all at the same time and that the monitoring of cash spend continued. The EDR advised that the future funding requirements would be included in the Treasury Strategy.

JW asked for a minor change in the approval so that the delegated authority to the EDR was for 'non-material' changes, which was agreed.

TR summarised that the refinancing had resulted in one less option being available when a reduction in costs was required but that the FBP was more positive compared to last year allowing Rooftop to be able to afford what it needed, to continue to provide services to customers. The Chair echoed this comment. The EDR advised that the Golden Rule now provided a 10% buffer, as compared to the 5% in the FBP last year.

TR commented on the stress tests in the report and how the majority had impacted on Rooftop in the last few years.

CG noted that the next challenge was to be more cost effective and efficient so improving the FBP further. The EDR agreed that Rooftop would continue to complete a prudent FBP.

There was a discussion on the payback on development schemes and how it was based on all known costs. The EDR stated that the agreed repayment year was 45 years for any scheme and that there was a risk buffer added to each scheme appraisal for Net Present Value (NPV) calculations.

RHG and RHA: It was **RESOLVED** that:

- i. the 2024 Financial Business Plan be approved.
- ii. delegated authority was given to the Executive Director – Resources to authorise any non-material changes to the Financial Business Plan for the Financial Forecast Return (FFR) to be submitted to the Regulator of Social Housing by 30 June 2024.

This included approval from WH by email.

3588 Health and Safety annual review and Revised Health and Safety Policy

3588.1 Health and Safety annual review

The Chair left the meeting.

The EDI summarised the progress made in the last year including the Compliance team moving from the Operations directorate to the Investment directorate, the work on the Gas and Electrical Installation Condition Report (EICR) programmes and the focus of the Team for this year in sourcing dedicated software.

The EDR left the meeting.

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CHAIR

MH, as the Board Representative for Health and Safety, expressed his thanks to the Team on its work in this area and how the Board was aware that this was a focus for the Executive Team.

The Chair rejoined the meeting.

The Chair read a comment received from WH on the excellent performance by the Team on the EICR programme.

CEAP echoed the praise for the progress made in this area which the Board had pushed hard on. She queried whether this work level could be maintained to which the EDI advised that the resourcing in the Team was being reviewed as part of the overall project with the implementation of the new software. She added that there was no undue stress on the Team at this time.

The Chair added her praise to the Team on the progress that had been made.

RHG: Members noted the content of the Health and Safety annual review report.

3588.2 Revised Health and Safety Policy

The EDI summarised the minor changes that had been made to the Policy.

RHG: It was **RESOLVED** that the revised Health and Safety Policy including Framework be approved.

3589 Customer Strategy

The EDR rejoined the meeting.

The EDO explained how the actions in the Strategy Action Plan were only in the short and medium term in order to meet customer expectations and provide strong communications. She acknowledged input from DEH and CEAP on the Strategy.

CEAP commented on the use of the ‘Premier Inn’ label in the Strategy and how this could be viewed differently by our customers. She suggested that the phrase be removed and a clear definition be provided, for example ‘consistently good and reliable service’. It also needed to be made clear what our aims were with this Strategy and not just our aspirations. The Chair, GCE and DEH agreed that the terminology needed to be updated with a clear definition. LCN added that having a clear definition could be used as part of the Rooftop branding.

RHG: It was **RESOLVED** that the Customer Strategy be approved, subject to the amendments requested. This included approval from WH by email.

3590 Revised Equality, Diversity and Inclusion Strategy and Policy

The EDO reported that good progress had been made in this area since the last Strategy and Policy had been approved by the Board and that Rooftop was operating in a new environment with a higher impact from these issues. She thanked LCN for her detailed approach in reviewing these documents. LCN noted the commitment of Rooftop in this area and understanding the need to change the language being used. The Chair added that the approach being taken reviewed the effect on both customers and colleagues.

EDO

The Chair read out a comment from WH on the deeper understanding of customers and whether the characteristics listed in the Policy provided a wide enough scope. The EDO and GCE explained the areas of vulnerabilities embedded in the Policy and how a review had been undertaken on what other housing associations included in their list. An alignment of the list with PPC was also required to be completed. LCN suggested using subgroups within the list and offered her assistance on this task.

CEAP thanked those involved in the updating of the two documents and challenged on the inclusion aspect especially where colleagues worked in a hybrid way. The GCE advised that the annual colleague survey had been completed and the results were shortly due to be reviewed for reporting back to the Board in September. This would include whether colleagues had a growing sense of inclusion and belonging in working at Rooftop. The EDO added that the Inclusion Alliance provided campaigns to share experience with colleagues.

There was a discussion on the action to 'Review and improve our Aids and Adaptations Policy, procedure and service delivery' in Q2 so that it covered a range of disabilities and vulnerabilities in customers, not just the aids and adaptations aspect. LCN suggested setting the minimum requirements that could be provided so that it would satisfy as many customers as possible.

EDO

RHG: It was **RESOLVED** to approve the:

- i. Revised Equality, Diversity and Inclusion Strategy and Action Plan, subject to the amendment requested.
- ii. Revised Equality, Diversity and Inclusion Policy.

This included approval from WH by email.

3591 Customer Voice

The EDO reported on the positive Tenant Satisfaction Measures (TSMs) results and how, for the year ahead, Rooftop would move to a blend of digital and telephone surveys of an equal number. LCN asked how this would be monitored and managed around digital exclusion, to which the EDO responded that customer groupings would be reviewed and any known barriers taken into account. The EDO also advised that completion of the digital surveys would be monitored to ensure equal submission numbers.

The EDO explained how the year-end data was compared with Housemark figures, although Rooftop used a telephone only survey approach. The full results would be available after the 30 June deadline for the data submissions.

LCN noted the below average scores in the TSMs and what was being done to improve them. The EDO reported that the feedback was being reviewed to see what was required to improve the necessary processes and services.

The Chair noted a comment from WH of the percentage of emergency repairs completed to target times and falling short against peer performance in this area. The EDO advised that there was an issue with the timing of when jobs undertaken by subcontractors had been marked as complete and these figures were being adjusted accordingly and would be provided to the Board.

EDO

There was a discussion on the use and management of subcontractors by PPC and the Board asked for information on the controls in place to monitor its performance. The Chair commented that Rooftop was liable if there was an incident with a customer based on work completed by a subcontractor.

EDO/
EDI

TR asked about the call handling review which the EDO confirmed was complete and recommendations would be provided in a report to the Board at the next meeting that considered future resourcing levels.

EDO

DEH commented that she was encountering fewer customer comments on repairs carried out but an increase in Anti-Social Behaviour (ASB) issues.

MH queried how PPC could improve its customer interaction skills which the EDO reported was being covered in an organisation wide training campaign so that consistency on customer service was provided by all contractors and subcontractors.

CEAP echoed the comment made by DEH on the fewer number of repairs comments she was receiving from customers. She added that she had received a positive comment from a member of the public who had had to report an ASB issue with a Rooftop customer to the ASB team and how well it was handled.

CEAP noted that it was good to see the positive direction of travel in customer service and that she expected it to become more consistent and reliable. The next step was making the connection with the customer by providing empathy and understanding. The EDO commented that the second phase of 'We Care' customer service training included this, along with 'tone of voice'. The GCE added that he had talked to colleagues on the importance of providing an understanding of diversity and showing empathy. This was a cultural agenda which the Executive Team would continue to pursue.

LCN asked for clarification on the values/customer service levels provided by Rooftop contractors and service suppliers. The EDO confirmed that she would ask for assurance on this and report back to LCN on the response.

EDO/
EDI

RHG and RHA: Members noted the content of the Customer Voice report.

3592

Complaints Performance and Service Improvement annual review

The EDO reported on the challenges encountered in complaints management over the last 18 months, including the two internal audit reports and their recommendations.

She advised that Rooftop was fully compliant in all but three areas of the Housing Ombudsman Complaint Handling Code (HOCHC) which were partially compliant. She added that CG, as the Member Responsible for Complaints (MRC), had been consulted on the self-assessment against the HOCHC.

The EDO noted that the centralised Complaints team had made significant progress and was working hard to close down all outstanding complaints as well as looking at trends and learning points from each case.

CEAP commented on the positive work undertaken to provide the compliance against the HOCHC and queried what the latest position was with the older complaints. Note: the EDO later confirmed in the meeting that these had all been provided with a resolution and were at the acceptance stage with the customer.

CEAP queried the number of complaints that had moved to Stage Two due to the points in the initial complaint not being fully addressed. The EDO explained the investigation process and how meetings were held with the Customer Experience Manager and the colleagues involved to agree the single point of contact for the customer.

CG explained his involvement with the Complaints team on the new processes and how this was an improvement. Focus in this area was still required within the organisation and this needed to be embedded before the next internal audit was undertaken.

RHG: It was **RESOLVED** that the Statement for publication before the 30 June deadline be approved. This included approval from WH by email.

3593 Stock Condition Methodology

The EDI summarised the report.

Both the Chair and CG commented positively on the detailed and comprehensive methodology.

JW raised a point on how contractors should be seen as representing Rooftop by following the Rooftop service delivery framework. The EDR confirmed that all contractors signed up to this as part of the procurement process. The HoG added that this was enshrined within the Code of Conduct for contractors which was part of the Procurement Policy.

LCN commented on the impact of contractor visits to those customers who may require adjustments to be made to the normal processes to which the EDI advised she would take on board and seek assurance from our contractors on.

EDI

RHG and RHA: Members noted the content of the Stock Condition Methodology report.

3594 Compliance, Health and Safety report to 31 March 2024

The HoRA noted the strong year end performance including the progress made with the Fire Risk Assessment (FRA) actions and Damp, Mould and Condensation (DMC) assurance.

He explained how the revised FRA process had provided clarity on the schedule of works required. TR queried whether the actions due in April had been completed to which the EDI advised that this information was not yet available as it was due to be included in the next monthly Compliance, Health and Safety report.

EDI

CEAP asked about the three new cases of voids repair works within the complaints update to which the EDO noted that she would need to investigate and report back to her.

EDO

There was a discussion on the remediation works and extension of deadlines and how this was set out in the DMC Policy. The EDI reported that hazards were remediated as soon as possible but there could be a delay due to the availability of the customer being in the property. However, conscious control was applied wherever possible. The Chair commented on whether the fact that customers were returning back to places of work was an issue in the setting of appointments for the works to be undertaken. The EDI agreed that adjustments were made but the importance was that the contractor attended at the agreed time and date.

RHG and RHA: Members noted the assurance given in the report and actions being taken to address areas of non-compliance.

3595 **Q4 2023/24 Risk update including any new or emerging risks**

The HoRA commented on the earlier risk discussions and noted that the risk score for the Housing with Care viability risk has been reduced following clarification of the process with the local authorities.

The Chair reported that the continual focus by the Executive Team had helped to reduce the risk scores for Poor complaint handling and DMC.

CEAP stated that the Poor complaints handling risk score should be reduced with caution as only the timescales had improved and there needed to be more evidence which the HoRA agreed with.

TR commented on the ongoing work to improve the DMC risk and the control actions which she appreciated.

The Chair explained to the delegation from the Regulator of Social Housing the reason for the attendance of the HoRA for the entire meeting in order to identify any risks arising from the discussion.

RHG and RHA: Members noted the content of the Q4 2023/24 Risk update report.

3596 **Revised Risk and Assurance Policy and Framework**

The HoRA noted that there had been minor changes in this annual review of the Policy and Framework to show the current risk position of Rooftop.

MH commented that there had been a shift in the theme of the documents to being more evidence based and he appreciated this change.

RHG: It was **RESOLVED** that the revised Risk and Assurance Policy and Framework be approved. This included approval from WH by email.

3597 **Broadway Lane, Fladbury**

There was a discussion held on the proposed scheme.

RHG and RHA: It was **RESOLVED** that entering into contract and the total scheme cost be approved.

3598 **Revised Data Protection and Privacy Policy**

The EDR reported on the minor changes to the Policy and that it had been shared with LCN. LCN noted that she had raised a question on the specificity data being held and that this had been covered within the Policy.

RHG: It was **RESOLVED** that the revised Data Protection and Privacy Policy be approved. This included approval from WH by email.

3599 Tax Strategy 2024 - 2027

RHG: It was **RESOLVED** that the Tax Strategy be approved. This included approval from WH by email.

3600 Annual Plan 2024/25

RHG: Members noted the content of the decision taken report.

3601 Dorothy Terry House disposal – revised sale price

RHG and RHA: Members noted the content of the decision taken report.

3602 Annual review of the Committees' terms of reference and effectiveness 2024

The HoG explained how the Committees had completed their annual review of their effectiveness and terms of reference over the last month at their individual meetings. There were no major changes proposed apart from the addition of the Independent Member in the Audit and Risk Committee terms of reference.

RHG: It was **RESOLVED** to approve the proposed amendments to the following terms of reference and note the review of effectiveness for the Audit and Risk Committee, Remuneration Committee and Nominations and Performance Committee. This included approval from WH by email.

3603 Regulator of Social Housing (RSH) framework: self-assessment 2023-24

The HoG explained how the self-assessment process had started in January with evidence gathering by Heads of Service. The self-assessments against the Consumer Standards were reviewed by the Customer Scrutiny Panel and, finally, all self-assessments were signed off by the Executive Team prior to presentation to the Boards for approval. She commented that the report provided a snapshot of the key points from each Standard's self-assessment and that Members should be satisfied with the evidence provided in order to confirm the statement of compliance to be included within the annual accounts.

The HoG noted that the 2023-24 Consumer Standards self-assessments were against the RSH Standards that were in place up to 31 March 2024. A revised set of Consumer Standards applied from 1 April 2024.

RHG and RHA: It was **RESOLVED** that the evidence was considered and compliance with the regulatory standards for a statement to be included in the 2022-23 annual accounts be confirmed. This included confirmation from WH by email.

3604 NHF Code of Governance (2020) - annual compliance for 2023-2024

The HoG explained that the self-assessment had been undertaken with assistance from the SGO and it had been reviewed by the GCE. She noted that Members should be satisfied with the evidence provided in order to confirm the statement of compliance to be included within the annual accounts.

RHG and RHA: It was **RESOLVED** that:

- i. the completed 2023-2024 self-assessment of the Group’s compliance with the NHF Code of Governance (2020) be approved; and
- ii. agreement was given to publish a statement declaring full compliance in the annual financial statements for 2023-2024.

This included approval from WH by email.

3605 Board recruitment 2024 – progress update

The HoG summarised the report and the progress being made in the recruitment process with 20 applications received for both roles, Board Member and Independent Member of the Audit and Risk Committee, being recruited for. The successful candidate for Independent Member would be invited to observe the July meeting of the Committee before being formally appointed at the July board meeting, and the two Board Members would be invited to observe the July board meeting before formally appointed at the September board meeting.

RHG: Members noted the content of the Board recruitment 2024 – progress update report.

3606 Joint meeting of the Boards Forward Plan

RHG and RHA: Members noted the content of the Joint meeting of the Boards Forward Plan report.

3607 Growth update

This item was minuted separately.

3608 Any Other Business

The HoRA confirmed that there were no new or emerging risks arising from this meeting that he was not already aware of.

There being no other business the meeting closed at 12.47 pm.