Group Governance Communications

<table>
<tr><td>Report from:</td><td colspan="2">Parent Board</td></tr>
<tr><td>Date of meeting:</td><td colspan="2">23rd September 2025</td></tr>
<tr><td>Report author:</td><td colspan="2">Hazel Makinson</td></tr>
<tr><td colspan="2">Summary of key items discussed at the meetings:</td><td>Decisions made and actions agreed:</td></tr>
<tr><td colspan="2">1. Members discussed the Regulatory Improvement Plan and the work being undertaken to strengthen Customer Voice in Decision Making.

2. Members discussed assurance on performance reporting and the role of the People and Places Committee in achieving this.

3. Members discussed the Development Programme with emphasis on some of the higher risk schemes and the options for redevelopment of Mersey Bank shops.

4. Board covered a range of performance issues including achieving targets with electrical testing and no access, productivity and sickness in the repairs service.

5. Members sought assurance that officers were prepared for the introduction of Awaab’s Law.</td><td>1. Members approved the appointment of Sharon Burns to the Parent Board Member for an initial 3-year term.

2. Members approved the Regulatory Improvement Plan.

3. Members approved a new Consumer Standards policy.

4. Board approved the following strategies

• Development
• VFM
• Data.

5. Members confirmed the Risk Appetite Statements, approved a slightly revised Risk Policy and Resilience Plan.</td></tr>
<tr><td colspan="3">Specific actions and recommendations for this Meeting
• Audit and Risk Committee to receive updates on the Regulatory Improvement Plan, Changes to the Risk Policy and a Deep Dive on Development. Significant Risk report (Item 7).</td></tr>
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