

CUSTOMER CASE STUDY

The Riverside Group



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Paul Kennedy, Health & Safety Manager, The Riverside Group

 **Riverside**

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Managing Health & Safety Compliance

The Riverside Group has circa 55,000 properties operated across 8 Divisions UK Wide. The portfolio is complex and comprises of differing property types with varied service users, each with its own statutory compliance requirements. C365Cloud was implemented to bring transparency and assurance for areas of statutory compliance specifically related to Health and Safety. Through C365Cloud, the Senior Management Team is able to measure relevant KPI's and has a full and realistic picture of compliance across three major areas of Health and Safety Compliance; Asbestos, Legionella and Fire. Divisional Staff are able to focus their efforts in managing the risks associated with statutory compliance inspections, prioritising these and using the information available to educate budget decisions and drive economy through national programmes of remedial works.

Paul Kennedy, Health & Safety Manager, The Riverside Group

Overview

Name:

The Riverside Group

Sector:

Registered Social Landlord

Headquarters:

Speke

Number of Sites:

55,000

Services:

- Statutory (Health & Safety)
- Asbestos
- Legionella
- Fire Safety
- 1st Line Help Desk Support

Challenge

The Riverside Group is challenged with managing Health & Safety across approximately 55,000 properties including general needs domestic and communal areas, supported living, sheltered housing, offices and a small number of commercial properties. Each of these property groups presents a different array of needs with regards to property compliance and in relation to the three key areas of property related Health and Safety. Riverside needed a reliable system with the ability to reflect differing compliance requirements. One which can give an aggregated compliance view within a specific property group and/or region. They required the ability to see clearly where risk lay across the estate giving them the opportunity to direct resource. TRG also need to ensure that compliance inspection programmes and remedial works are capitalised wherever possible and that the resulting programmes of work are nationally procured to ensure best value in accordance with 'The Riverside Plan'.

Solution

TRG partnered with C365Cloud for the management of Health & Safety Compliance across all Riverside Divisions. With its granular configuration, C365Cloud was set up to reflect not only the divisional structure of Riverside but also the differing property types and service users and associated compliance requirements offering;

Access to the full property list referenced by UPRN updated in line with the current asset management system (Academy). Riverside used the implementation phase of the system as an opportunity to cleanse property information ensuring confidence in the resulting compliance dashboards.

- In excess of 40 Property groups reflective of each of the 8 Riverside Divisions and further broken down into property types.
- Dynamic dashboards reporting with reference to the appropriate policy within a property group across a transient estate.
- Access for staff to upload historical compliance information with the provision of a bureau service to assist.
- Engagement with key suppliers to ensure a seamless process for upload of current compliance reports through a simplistic file share.
- A reduction in the administration workload of Riverside staff, particularly in relation to the handling of compliance reports.
- Performance Management of the key suppliers involved with the provision of Asbestos, Legionella and Fire.

A central repository accessed by staff, suppliers and contractors, for all compliance reports, policies and procedures. Within a short period of time several hundred users had role-specific access to the system and received comprehensive training on how to upload and retrieve documentation. The system became quickly the most reliable source of compliance related information.

Benefits

TRG were able to manage with greater ease a KPI for Health & Safety, associated with compliance inspections. Using the detailed data held in C365 a monthly KPI report has been developed and the focus has turned to active actions with timescales for completion appropriate to risk, allowing TRG to monitor performance at a Group and Divisional level. Confidence in the compliance position was achieved throughout TRG and evidence of the financial benefits of the system were noted.

