



### Meeting Minutes

<b>Board/Committee:</b>	The Riverside Group Ltd Board (the “Board”)		
<b>Date and time:</b>	9am 16 May 2024		
<b>Location:</b>	Malmaison Manchester - 1-3 Piccadilly, Manchester M1 3AQ		
<b>Present:</b>	• Terrie Alafat	(TA)	Chair
	• Sandy Murray	(SM)	Board Member
	• Olwen Lintott	(OL)	Board Member
	• Nigel Holland	(NH)	Board Member
	• Fenella Edge	(FE)	Board Member
	• Sam Scott	(SS)	Board Member
	• Kei-Retta Farrell	(KF)	Board Member
	• Richard Williams	(RW)	Board Member
	• Pauline Ford	(PF)	Board Member
	• Paul Dolan	(PD)	Co-opted Board Member
<b>In attendance:</b>	• Tony Blows	(TB)	Chief Information Officer
	• John Glenton	(JG)	Executive Director Care and Support Services
	• Ian Gregg	(IG)	Executive Director Asset Services
	• Cris McGuinness	(CAM)	Chief Financial Officer
	• Patrick New	(PN)	Executive Director Customer Service
	• Jehan Weerasinghe	(JW)	Managing Director for OHG
	• Sara Shanab	(SSh)	Group Director of Governance and General Counsel
	• Russell Hall	(RJH)	Head of Governance (TRGL)
	• Hugh Owen	(HO)	Director of Strategy & Public Affairs
	• Stuart Gambling	(SG)	Director of Internal Audit & Risk
<b>Apologies:</b>	• Erfana Mahmood	(EM)	Board Member
	• Mona Shah	(MS)	Board Member
	• Keith Harkness	(KH)	Board Observer

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084/24	<p><u>Apologies for Absence (Item 1.1) VERBAL</u></p> <p>There were apologies received from Erfana Mahmood, Mona Shah and Keith Harkness.</p>	
085/24	<p><u>Declarations of Interest (Item 1.2) VERBAL</u></p> <p>There were no declarations of interest made.</p>	
086/24	<p><u>Chair's Matters (Item 1.3) VERBAL</u></p> <p>The Chair thanked colleagues for organising the site visits the previous day, it had been good to see the schemes and the Langley Estate and to have the opportunity to talk with colleagues from housing services. The Chair also thanked colleagues for the presentation the evening before Board on Baycroft which had been very informative. TA informed the Board that the agenda for the meeting was extensive so it would be important to keep an eye on time to ensure all items were given the time needed for consideration.</p> <p>The Board <b>NOTED</b> the Chair's update.</p>	
087/24	<p><u>Customer Story (Item 1.4) PRESENTATION</u></p> <p>The Board received the Customer story in relation to a community initiative funded through the sustainability fund. The project was devised by and is led by members of the community from an estate in West Cumbria and revolves around recycling used paint to prevent it going into landfill. The customers collect the paint and use it to recycle and upcycle all types of furniture. This was an example of a project supported by Riverside but developed by customers and 1 of circa 18 similar projects currently running.</p> <p>The Board members recognised what a good project this was and asked how the opportunity for similar projects was shared with customers, PN explained how that worked, in particular the communications within communities to encourage others.</p> <p>The Board <b>NOTED</b> the customer story.</p>	
088/24	<p><u>Chief Executive Officer's Report (Item 2.1) CONF.</u></p> <p>PD updated the Board on a number of matters including an update on the following:</p> <ul style="list-style-type: none"> <li>• He reported on how well he had been welcomed in his new role, he could see colleagues really cared about customers and the communities.</li> <li>• PD had reflected on the business plan and budget how tight it was and had asked ED's to revisit the budget to look for extra capacity and was pleased with the progress being made to drive more efficiency and reconsider non-critical spend.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Referred to the extension to the rent guarantee and the impact that would have for the Group.</li> <li>• The need to have a focus on shared ownership and service charges across the group, particularly in light of the recently published report into shared ownership failings.</li> <li>• PD made reference to the planned review into customer engagement, confirming that not only was it was the right thing to do but also the right time for the review, to deliver a sector leading approach to customer engagement.</li> </ul> <div style="background-color: black; width: 100%; height: 150px; margin-top: 10px;"></div> <div style="background-color: black; width: 100%; height: 30px; margin-top: 10px;"></div> <p>The Board <b>NOTED</b> the Chief Executive Officer's Report.</p>	
089/24	<p><u>Group Risk Register (Item 2.2)</u> <b>CONF.</b></p> <p>SG presented the first iteration of the refreshed risk register. It reflected the discussion on the risk appetite statements at the Board event on 13 March and the session on risk at the joint meeting of the Care &amp; Support, Customer Experience and Group Audit Committees on 25 April as well as multiple informal and formal discussions with Executive Directors.</p> <p>SG drew Board members attention to the positive feedback received during the IDA on the management of risk and to the areas for improvement which had been incorporated into the latest risk register, including listing of board and committees reports within the board assurance section of the register and an ED statement added to each risk summarising the key mitigations and assurance and whether the risks were within appetite.</p> <p>The Board discussed the new risk register, recognising the improvements made. They highlighted a small number of corrections to be picked up and considered it may be helpful to be more explicit on where ultimate risk responsibility sat within the governance structure. The Board also queried whether the nuances around reviewing customer engagement</p>	

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	<p>should be reflected in the register, these were issues which would be picked up by SG in the next round of reporting.</p> <p>SS made reference to risk 6 and the changing regulatory environment [REDACTED]</p> <p>[REDACTED] In relation to the query around the self-reported rent matter, it was confirmed that the team were working through the enhanced scrutiny which may identify other areas, such as service charge inaccuracies. JW confirmed that the team were working to understand the quantum and once that work was done would present the findings to CEC and then an update would come to the Board [REDACTED]</p> <p>[REDACTED]</p> <p>PF referred to risk 9 and the new risk around sickness absence and the mitigation within the wellbeing strategy. JG responded by informing the Board about the recruitment of additional wellbeing officers and the refresh and improvements contained within that renewed strategy which would be going to the next ED meeting for approval. TA requested that the Board should spend some time discussing the people strategy next time it was presented to them.</p> <p>The Board <b>REVIEWED</b> the Group Risk Register.</p>	<p><b>SG</b></p> <p><b>JW</b></p>
090/24	<p><u>Forward Together – Strategic Performance Report – P12 (Mar) 2024 (Item 2.3)</u></p> <p>HO presented the report that introduced the 2023/24 year-end strategic performance report based on our progress in delivering the ‘Forward Together’ Corporate Plan and associated supporting strategies.</p> <p>The Board noted that Riverside was a year into the new plan and a lot of the progress was shared with the Board on the slide presented at the meeting. The Board members noted the actions under the strategic objectives and whilst they were three-year targets, a significant number were well underway to being fulfilled. HO highlighted the following:</p> <ul style="list-style-type: none"> <li>• The focus on housing quality and improved data quality</li> <li>• Customer satisfaction measures which were moving in the right direction</li> <li>• Strong outcomes on customer support and the activity of Riverside Foundation</li> <li>• The focus on core services within care and support and a strong influencing agenda</li> <li>• Progress made on integration.</li> </ul> <p>The Board <b>NOTED</b> the strategic performance report.</p>	

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091/24	<p><u>External Affairs Plan Update and General Election Plan (Item 2.4)</u></p> <p>HO presented the report that set out the progress made by the External Affairs team in delivering the External Affairs Plan approved by Group Board in May 2023, and presented an influencing plan up to the general election for consideration.</p> <p>The Board noted the report and recognised the balance needed between influencing and raising profiles against receiving criticism from some stakeholders for doing so. Responding to a query from the Board it was agreed that HO would share some of the Groups “policy lines” with members.</p> <p>HO also described to the Board how his team were focusing on some key areas and key stakeholders through the run up to the election and how that influencing piece was being coordinated in some areas with groups like the G15 and HFN etc. The Board challenged themselves on whether they could do more in the influencing space, for example speaking at conferences and using their extensive networks.</p> <p>The Board <b>NOTED</b> the progress made in delivering the 2023-2024 External Affairs Plan and <b>APPROVED</b> the proposed General Election Plan.</p>	HO
092/24	<p><u>Transformation Portfolio Status Report (Item 2.5) CONF.</u></p> <p>The Board received a report that provided an update of the Riverside Integration and Transformation Portfolio as at the end of April 2024.</p> <p>TB drew the Boards attention to the “plan on a page” on P88 of the pack and informed the Board that good progress had been made on a number of projects including People Hub phase 2. RW picked up a point around the 23/24 underspend and TB confirmed that there was an element of resource issues in the underspend but also a good degree of prudent planning. CAM also confirmed that from a finance and budgeting perspective she didn’t have any significant concerns.</p> <p>The Board <b>NOTED</b> progress in terms of merger integration and wider business transformation.</p>	
093/24	<p><u>Annual Treasury Matters review (Item 2.6)</u></p> <p>CAM introduced Annual Treasury Matters review report.</p> <p>CAM confirmed that Treasury Policy had been reviewed by Emma Turner and Centrus, as Riversides treasury advisors. There were no substantial changes, with minor amendments including job titles and clarifications. CAM also confirmed they Riverside had changed the tracking of forex to be USD for ease of reporting. The Board noted that following IDA feedback Riverside had also committed to extend the headroom statement / or liquidity statement out beyond twelve months. CAM informed the Board that in terms of the external review, Centrus found</p>	

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	<p>the policy both fit for purpose and in line with best practice. A tracked version of the Treasury Policy had been provided to and discussed at GTC on the 7<sup>th</sup> May.</p> <p>Moving onto the Investment Policy, this has been reviewed by Emma Turner, and the review found the policy fit for purpose. Mostly minor amendments – the only one of note was the removal of clause 6.3 – which referred to the on-lending limit of £400m Riverside maintained through the TofE period. The Board noted, at 14.1, the Group had formalised the need for an external review every three years, but that one had been done, in detail, by Devonshires last year. The Board also noted that a tracked version of the Investment Policy had been provided to and discussed at GTC on the 7<sup>th</sup> May.</p> <p>Finally, turning to the Treasury Strategy, CAM confirmed that the Centrus report on the Annual Treasury Strategy had been provided and was at Appendix Two. The Board noted that following a refresh in August 2023, the strategy was very much a continuance of the post OHG integration workstream. CAM confirmed the intention to continue to reduce the overall number of facilities and counterparties and that this was a theme alongside ensuring strong liquidity and funding in place to support the business plan. The Board recognised that covenant compliance remained a high priority too.</p> <p>[REDACTED]</p> <p>The Board noted there were are a number of options for raising the initial debt which were set out in the paper, they also noted the review of last year’s performance against the strategy contained within the paper.</p> <p>In terms of delivering the Strategy, [REDACTED]</p> <p>[REDACTED] it was also necessary to approve the new specimen signature certificate, including the addition of Carl Walsh as Group Finance Director given his return in June rather than December.</p> <p>FE informed the Board that all these matters had been before the recent GTC meeting, where a good discussion on strategy had taken place, factoring in liquidity and affordability along with the need to get a good return on long term debt. [REDACTED]</p> <p>[REDACTED]</p> <p>The Board:</p> <ul style="list-style-type: none"> <li>• <b>APPROVED</b> the Group Investment Policy for the current financial year.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• <b>APPROVED</b> the Group Treasury Policy for the current financial year.</li> <li>• <b>APPROVED</b> the Annual Treasury Strategy</li> <li>• <b>DELEGATED AUTHORITY</b> to the Group Treasury Committee to approve and finalise [REDACTED] of new funding in the year ending 31 March 2025, including the encumbrance of assets for security as needed to secure the new funding raised.</li> <li>• <b>APPROVED</b> the new Specimen Signature Certificate to be used for all borrowing facilities, bank accounts and other bank mandates, with the addition of Carl Walsh, the Group Finance Director</li> <li>• <b>NOTED</b> the Treasury Plan on a Page for 2024/25</li> <li>• <b>NOTED</b> the results of the Treasury Team with regards to the Treasury Plan on a Page for the year ended 31 March 2024.</li> </ul>	
094/24	<p><u>Annual review of Tax Policy and Tax Strategy (Item 2.7)</u></p> <p>The Board considered the report that undertook the annual review of the Policy, noting this was both in line with the requirement to revisit the Policy annually and general best practice. The Board also noted the involvement of PwC within the review and that only minor amendments were required as the Policy remained fit for purpose in light of wider goals and aspirations of the Riverside Group as a whole.</p> <p>The Board:</p> <ul style="list-style-type: none"> <li>• <b>DISCUSSED</b> the proposed amendments to the Tax Strategy and Tax Policy to ensure continued compliance with best practice.</li> <li>• <b>APPROVED</b> undertaking a tender process this year to appoint tax advisers for the next five years.</li> <li>• <b>APPROVED</b> undertaking an updated Criminal Corporate Offence (“CCO”) Risk Assessment following the appointment of tax advisers following the tender process.</li> <li>• <b>APPROVED</b> the Tax Strategy and Tax Policy for the current financial year.</li> </ul>	
095/24	<p><u>Pay Gap Reports 2023 (Item 2.8)</u></p> <p>The Board received a paper that provided the combined gender and pay gap reports that had been published for 22/23 and noted that it would receive the 23/24 detail at the July Board.</p> <p>The Board noted the reports and said it was good to see the ethnicity reporting which was not required to be reported on. Responding to queries from the Board, it was confirmed that there was still work to be done on gaining a better understanding on other groups, including those with disabilities, where defining people in disabilities had some challenges.</p> <p>The Board <b>NOTED</b> the reports and that the 2023 gender pay gap report had been published and loaded to the government website before the required deadline on 5 April 2024. The Board also <b>NOTED</b> that the</p>	

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	ethnicity pay gap whilst a voluntary report, had also published on the same date on the Riverside website.	
096/24	<p><u>Evolve Gender Pay Gap Report 2023 (Item 2.9)</u></p> <p>The Board received a paper that set out the Evolve Gender Pay Gap for 2023 and noted the improvement in closing the gap from last year but also recognised the differentials around gender pay gap for bonuses which was impacted by the higher number of male staff on front line work who qualified for productivity bonuses.</p> <p>The Board <b>NOTED</b> the Evolve Gender Pay Gap Report 2023.</p>	
097/24	<p><u>Stock Condition Surveys (Item 2.10)</u></p> <p>The Board considered the report that detailed the outcome of a procurement exercise in appointing a contractor for the delivery of 10,500 stock condition surveys per annum to TRGL properties nationwide. The report sought approval to award a contract to Rand Associates Consultancy Services Ltd as the successful bidder.</p> <p>The Board [REDACTED] was assured that the successful bidder was ready to mobilise once the contract was awarded. The Board was also assured that performance and monitoring would be carried out via 6 monthly reporting into GAC.</p> <p>The Board <b>APPROVED</b> the award of the contract to Rand Associates.</p>	
098/24	<p><u>Energy Efficiency Retrofit Works (Item 2.11)</u></p> <p>The Board considered a report that detailed the outcome of a procurement exercise for a strategic and delivery partner for TRG energy efficiency retrofit works. The paper sought approval to award a contract to Equans Regeneration in North &amp; Midlands region and Wates Property Services in the South &amp; London region to act as a strategic partner and delivery partner for our energy efficiency retrofit requirements.</p> <p>The Board <b>APPROVED</b> the award of the contracts to Equans Regeneration Ltd and Wates Property Services Ltd. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
099/24	<p><u>Committee and Subsidiary Board Update (Item 3.1)</u></p> <p>The Chairs of the Committees where meetings had taken place since the last Board meeting and who were present in the meeting confirmed the</p>	



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	<p>report presented an accurate summary of activity. In addition, the following comments were made:</p> <ul style="list-style-type: none"> <li>• Good assurance on financial performance had been received at CSC and the Committee had spent time looking at key contracts and noted that the Hull PFI had come off the risk register.</li> <li>• NH updated the Board on the visit to Royal Eden Dock and that they were currently going through recruitment interviews for new GDC members so the committee would increase in number and skills imminently.</li> <li>• SM provided an update on GRC activity where there had been a focus on recruitment and succession planning and on reviewing issues raised with RCVE, (which Board had discussed earlier in the meeting).</li> <li>• PN provided an update in relation to Riverside Scotlands most recent meeting where they had approved the 30-year Financial Plan and the capital investment programme.</li> <li>• PN updated the Board on activity at the last meeting of the RCVE which had focused on a number of updates including an ASB scrutiny update, a shared ownership policy review, a review of the neighbourhood and estate management policy and they had received feedback from the diversity panel.</li> <li>• IG provided a short update in relation to Renovo, where the focus had been operational performance.</li> <li>• NH provided an update in relation to the Subsidiary Group which had reviewed their ToR, considered the master list of entities and performance updates along with a review of the six-monthly JV and Subsidiary report.</li> <li>• SS shared an update in relation to CEC where there had been a focus on the new regulatory standards, a damp and mould internal audit report and where performance had received strong scrutiny. The Board also noted the successful joint meeting between the CSC, GAC and CEC which had taken place.</li> <li>• JW updated Board on the recent meeting of Riverside Foundation, noting the helping hands update and the applications that had been approved.</li> <li>• FE advised the Board of the key matters addressed by GTC, including the items which had been dealt with earlier on the agenda and provided an update around recruitment.</li> </ul> <p>The Board <b>NOTED</b> the updates provided on the Committee and Subsidiary Board Activity for the period March 2024 to date.</p>	
100/24	<p><u>End of Year Complaints Update (Item 3.2)</u></p> <p>The Board received a report that provided an overview of complaint performance trends for Riverside and One Housing, Housing Ombudsman Service (HOS) determinations and lessons learned/ remedial actions for 2023-2024.</p> <p>The Board noted the significant increase in complaint volumes over the past 12 months and that addressing compliance levels was a key priority</p>	

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	<p>for the coming year. The Board was assured by the good work carried out by CEC in scrutinising the detail at their meetings. Time was taken by the Board to consider the increase in Ombudsman determinations and the reasons for that, along with a look at the 5 severe maladministration's which had been received, the timings involved in those decisions coming through and the lessons learned from them via formal audits into each severe maladministration which would be formally reported into CEC.</p> <p>PD confirmed that whilst it was far from ideal to receive a maladministration decision, he and the ED's were realistic that despite their efforts it was reasonable to expect there may be more in the future as improvement plans took time to embed. The Board also discussed what the consequences were of receiving higher number of determinations and heard from IG who provided detail around the historic nature of some of the determinations and how improved asset data and record keeping would help reduce them in the longer term.</p> <p>The Board <b>REVIEWED</b> the report and noted the proposed actions to drive improvements.</p>	
101/24	<p><u>4C Executive Dashboards – FY24/25 Targets (Item 3.3)</u></p> <p>The Board received the paper that set out the FY24/25 4C targets.</p> <p>The Board noted that targets had been set in relation to Customers, Building Safety, cash leakage and in relation to colleagues. SM raised a query around the targets for OHG which in some cases, for example “overall satisfaction” were significantly lower than the TRGL targets. IG provided the Board with some of the decision making around the reasons for the different targets, particularly in the operational space and how colleagues would be keeping a close eye on performance and ensuring the data was not blended across the Group and clearly presented to the Board. Board members recognised the reasons presented and that OHG was starting from a historically much lower base.</p> <p>The Board agreed that in future reporting there should be additional detail provided around the context for the targets, and understanding where we are against those targets and the actions around any gaps to target.</p> <p>The Board <b>NOTED</b> the 4C Executive Dashboards – FY24/25 Targets.</p>	IG
102/24	<p><u>Operational Performance Report (the 4Cs) – including 4Cs Data Assurance (Item 3.4)</u></p> <p>IG provided the Board with an update on operational performance since the last meeting and the additional 4Cs data assurance summary.</p> <p>The Board noted that two metrics on the OHG customer dashboard were still not being reported but that investigations continued to correct this position. IG explained there had been a dip in complaints performance, but he was expecting an uptick when next reported to Board, he also drew attention to a number of other performance indicators including on gas</p>	

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	<p>compliance, fire actions, cash collection and colleague attrition rates. SM referenced the increase in Fire actions overdue by 90 days and IG said there would be further information on this in the building safety report later on the agenda.</p> <p>The Board <b>NOTED</b> the contents of the March 2024 month-end Exec dashboards and the additional 4Cs data assurance summary that was included within this paper.</p>	
103/24	<p><u>Financial Performance Update (Item 3.5) CONF.</u></p> <p>CAM presented the financial performance report as at Period Twelve of the 2023/24 Financial Year. CAM highlighted the following.</p> <p>That these were the year end management accounts – closing out what has been a tricky year for financial management. Overall, the group had made an operating surplus of £77.53m some £5m worse than Q3F, but after interest costs this became a net deficit of some £9.3m which was £3.4m worse than the Quarter Three Forecast. [REDACTED]</p> <p>Operating Margin was 11.9%, TRGL’s operating margin was 16.8%, 0.4% worse than Q3F and OHG’s operating margin was 2.1%, 1.3% worse than Q3F. CAM took the Board through the key variances to Q3F which were set out at the top of page 188 of the pack. [REDACTED]</p> <p>CAM also provided an update to the Board, that following a challenge by PD, the Leadership team were reviewing the 2024/25 financial position – with a view to creating additional capacity for unforeseen items during the year [REDACTED]</p> <p>Responding to queries around the variances to the Q3 forecast, CAM confirmed that there had been challenges with having two separate teams but there were restructuring plans in place regarding the finance business partners which would be going live in July and this would see improvements when the team came together as one in terms of future forecasting.</p> <p>While the Board were considering budgets and financial performance, SSh took the opportunity to update the Board on the decision at GRC regarding NED remuneration, which had been made on the same day as the papers for Board had been issued, and that decision was not to</p>	

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	<p>increase levels of NED remuneration at this moment in time, but a report would come back to Board in July with more detail.</p> <p>The Board <b>NOTED</b> the report.</p>	
104/24	<p><u>Quarterly Treasury report (Item 3.6)</u></p> <p>The Board received a report that was a high-level summary of the Quarterly Treasury Report (“QTR”). The Board noted that the QTR had been discussed at the Group Treasury Committee on the 7th May.</p> <div data-bbox="296 645 1241 824" style="background-color: black; width: 100%; height: 80px; margin: 10px 0;"></div> <p>The Board <b>NOTED</b> the contents of the Quarterly Treasury Report.</p>	
105/24	<p><u>Quarterly Development update (Item 3.7) CONF.</u></p> <p>The Board received the report that provided a summary of the development activity across The Riverside Group for the year ended 31st March 2024. The Board noted that the report had been discussed at the last GDC meeting and NH confirmed there were no additional points he wanted to draw to Boards attention.</p> <p>The Board <b>NOTED</b> the contents of this report.</p>	
106/24	<p><u>Repairs update in OHG (Item 4.1)</u></p> <p>The Board received a report that provided an update on the discovery work and findings of the Director of Property Services OHG, since his appointment in November 2023. The Board noted the key risks identified in the report, (including performance levels in Gas Safety, Repairs, Damp and Mould and decant homes), together with mitigations and actions along with an appendix which included the high-level improvement plan which was in place. The Board also noted the report set out that future reporting around the improvement plan would include more detail as improvements were tracked and monitored.</p> <p>The Board also noted:</p> <ul style="list-style-type: none"> <li>• the proposals for functions, including the DLO, to focus on specific areas to improve performance.</li> <li>• Improvements had been made in Riversides supply chain which would help particularly with damp and mould and repairs issues.</li> <li>• the creation of a Task and Finish group to focus specifically on this project and report back to Board.</li> </ul> <p>Responding to queries about the here and now and what could be done to stop any further complaints or maladministration findings, IG responded that it was expected that some cases would still land but his</p>	

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	<p>team and other colleagues were working hard to profile problem stock and to learn lessons from the recent cases to target appropriate properties.</p> <p>SS shared some reflections from CEC scrutiny and noted the frustrations of some customers around communication around repairs and maintenance which IG recognised was an area which could be improved to increase customer confidence in the improvement plans.</p> <p>The Board <b>NOTED</b> the report.</p>	
107/24	<p><u>6 monthly Property Condition Report (Item 4.2)</u></p> <p>The Board received the Property Condition Report, noting that it would be submitted to Group Board every six months going forward and that the report provided increased visibility regarding the Group's performance for safety and quality. Reporting periods were January to June and July to December. The Board noted that the report incorporated properties of concern which they had requested at a previous meeting.</p> <p>The Board <b>REVIEWED</b> the content of this report and <b>NOTED</b> the next steps contained in the report.</p>	
108/24	<p><u>6-month update (July – December 23) Building Safety Report Annual Report (Item 4.3)</u></p> <p>The Board received a paper that provided an annual update as the accountable risk lead for Building Safety.</p> <p>The Board noted that Riverside had maintained high levels of customer satisfaction with the Building Safety Transactional Survey at 94.8%, a slight drop in the previous 6 months from 95.1%. The Board also noted a number of updates including on integration, legislation compliance, high risk buildings, landlord H&amp;S compliance and fire safety remediation.</p> <p>The Board <b>REVIEWED</b> the 6-month update (July – December 23) Building Safety Report Annual Report.</p>	
109/24	<p><u>6 monthly Health, Safety, Environmental and Business Continuity Report (Item 4.4)</u></p> <p>The Board received a report for the period of 1 July 2023 to 31st December 2023. Board noted that they would receive, by exception, additional reports as needed from HSE and Building Safety. It was noted that the EDs received quarterly reports from the Group HSE team and Building Safety team as well as output reports from each Safety-First Group (SFG) meeting. The Board also noted that a change had been made to the ToR for SFG to expedite papers through the governance route so in future Board would receive papers nearer to the report period.</p> <p>Reporting to Group Board had increased and was now done every six months. Reporting periods were January to June and July to December.</p>	

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	<p>Group Board would also receive the Building Safety and a Property condition report on the same cycle, with the purpose of giving Board increased visibility regarding the Group’s performance for its main safety risks. TA congratulated the team on their ISO award.</p> <p>The Board <b>NOTED</b> the content of this report.</p>	
110/24	<p><u>6 Monthly TRG Cyber Security Update (Item 4.5) CONF.</u></p> <p>This Board received a report the report that provided the Board with a six-monthly update regarding the current position on Cyber Security both from a global context and specifically in relation to Riverside. The Board noted the report had also been to GAC for consideration.</p> <p>Responding to queries from RW, TB provided some further detail on the statistics to give a fuller sense of the scale of cyber security challenges.</p> <p>The Board <b>NOTED</b> the progress to date.</p>	
111/24	<p><u>6 Monthly Group Information Governance Group Update (Item 4.6)</u></p> <p>TB introduced the report that provided an update on progress made by the Group Information Governance Group (GIGG). The GIGG had held a total of 12 meetings since its inception. The Board recognised that meetings had been well attended by data owners from across the business, as well as other stakeholders representing Data Protection, Risk Management and Cyber Security. TB explained that the GIGG oversaw the implementation of the Information Governance Strategy, including Data Quality improvements, as well as the progress of the KIM21 action plan.</p> <p>The Board <b>NOTED</b> the progress of the GIGG.</p>	
112/24	<p><u>Consumer Regulation Changes Update (Item 4.7)</u></p> <p>The Board received a report that provided an update on how Riverside was responding to the now Live Consumer Standards, with Board noting the summary of the work being completed to close the gaps.</p> <p>The Board noted that the Consumer Regulation Steering Group had completed another review of Riverside’s position of compliance and identified that there were still 2 key areas across 7 specific expectations of the standard that required further work. The Board recognised, as highlighted in other reports that the key areas are customer and asset data. PN explained the plans in place to address the remaining gaps and that progress will continue to be monitored by the Consumer Regulation Steering Group.</p> <p>The Board <b>NOTED</b> this report and confirmed that the frequency of reporting on Consumer Regulation to EDs/CEC would now move to 6 monthly, supplemented with ad hoc updates as necessary.</p>	

Min Ref:	Agenda Item	Action
113/24	<p><u>Review of Group Structure and Subsidiary /Joint Venture Relationships (Item 4.8)</u></p> <p>The Board received a report from SSh that provided a six-monthly update on both the Joint Venture and Subsidiary entities in the Group structure, which was in line with the guiding principles contained in the Code of Governance. The report provided assurance to the Board that both Joint Venture and Subsidiary entities continued to support and enhance delivery of Riverside's mission. Board members noted the intention, following feedback from the IDA, that further work would be done to demonstrate Return on Investment within the reporting. SSh confirmed that whilst reports would come to Board for consideration the detailed scrutiny would take place at the Subsidiary Group.</p> <p>The Board <b>REVIEWED</b> and <b>NOTED</b> the report.</p>	
114/24	<p><u>Homes England AHP21-26 Strategic Partner FY24 Audit Report Findings (Item 4.9)</u></p> <p>The Board received a report to inform them of the result of the audit carried out by RSM on behalf of Homes England for the AHP21-26 Strategic Partnership Audit for FY24. The Board noted that it was a requirement of Homes England that they were notified, and that evidence was subsequently provided to Homes England of that notification.</p> <p>The Board <b>NOTED</b> the Homes England Strategic Partnership Annual Financial Audit Summary Sheet and that the report states all spend reported in FY24 was compliant with Homes England reporting rules.</p>	
115/24	<p><u>Board and Committee Succession Update (Item 4.10)</u></p> <p>The Board received a report that The Governance Team was currently progressing a number of important recruitment processes in order to fill positions which would become vacant in the coming months, including new committee members for GTC, GDC, GAC and for CEC and CSC. Board noted that Riverside were working with Page Executive in relation to recruitment to GTC and GAC and were currently part way through first stage interviews with second stage interviews in the diary over the coming weeks. The Board noted that in relation to GDC, CEC and CSC Riverside were working with a recruitment specialist called Neemar and good progress was being made in relation to all three Committee positions. Shortlisting for all three roles was taking place between 22-24 May with first and second stage interviews in early to mid-June.</p> <p>The Board <b>NOTED</b> the following appointments made by the Governance and Remuneration Committee:</p> <p>At the GRC meeting held on 18 March 2024</p> <ol style="list-style-type: none"> <li><b>NOTED</b> the extension of Simon Edwards' and Maxine Cousens' term of office on Riverside Group Pension Trustees Ltd Board for a further 1 year.</li> </ol>	

Min Ref:	Agenda Item	Action
	<p>2. <b>NOTED</b> the extension to Pauline Fords' term of office on GAC for 6 months from 24 March 2024 until 24 September 2024, (to be reviewed at the end of June 2024).</p> <p>3. <b>NOTED</b> the appointment of Michele Scattergood to the position of director of Riverside Estuary Ltd with effect from 1 May 2024 until 31 December 2025.</p> <p>Via a Written Resolution of the GRC passed on 28 March 2024</p> <p>4. <b>NOTED</b> the appointment of Nathan Gravesande as a Trustee of One Housing Foundation Board with effect from 1 April 2024.</p> <p>5. <b>NOTED</b> the resignation of Carol Matthews from the following entities with effect from 30 April 2024:</p> <ul style="list-style-type: none"> <li>o Riverside Consultancy Services Limited</li> <li>o Riverside Regeneration Limited</li> <li>o Riverside Regeneration (Lambeth) Limited</li> <li>o Riverside Regeneration (Bromley) Limited</li> <li>o Riverside Regeneration (London) Limited</li> <li>o The Compendium Group Limited</li> <li>o Compendium Regeneration Limited.</li> </ul> <p>6. <b>NOTED</b> the appointment of Paul Dolan as a Director of the entities set out above with effect from 1 May 2024.</p> <p>Via a Written Resolution of the GRC passed on 28 April 2024</p> <p>7. <b>NOTED</b> the extension to Nigel Perryman's term of office on Group Treasury Committee for a short period to 31 May 2024.</p> <p>At the GRC meeting held on 9 May 2024</p> <p>8. <b>NOTED</b> the appointment of Paul Mason to fill a casual vacancy and of John Miller and Joanne Deans as co-optees to the Board of Riverside Scotland with effect from 23 May 2024, serving up to the AGM in September 2024.</p>	
116/24	<p><u>Minutes of Previous Meetings (Item 4.11)</u></p> <p>The minutes of the meetings held on 14 March and 26 March 2024 were <b>APPROVED</b> as an accurate record.</p>	
117/24	<p><u>Matters Arising from Previous Meeting (Item 4.12)</u></p> <p>The Matters Arising from previous meetings were reviewed and noted as all complete.</p>	



Min Ref:	Agenda Item	Action
118/24	<p><u>Written Resolutions and Chair's Actions (Item 4.13)</u></p> <p>The Board <b>NOTED</b> the following decision taken in the period since the last scheduled Board meeting on 14 March 2024, which could not be delayed until this scheduled May Board meeting:</p> <p>On 15 April 2024, the Board via Written Resolution, <b>RESOLVED TO:</b></p> <ol style="list-style-type: none"> <li>1. <b>NOTE</b> the update on the Scheme of Delegated Authority and <b>APPROVE</b> the following changes to the SoDA: <ul style="list-style-type: none"> <li>• Inclusion of a separate delegated authority line for procurement contracts relating to Asset Services – Property Maintenance Framework Agreements.</li> <li>• Inclusion of a separate delegated authority line for Care and Support contacts, delegating authority to approve small grant applications to Regional Operations Managers (and equivalent roles such as Regional Care Managers for care services) and delegating authority to approve grants for less than £30,000 to Assistant Directors of Operations.</li> </ul> </li> <li>2. <b>APPROVE</b> the appointment of Hazel Waddington as a Trustee and Chair of the Riverside Foundation with effect from 24 April 2024 for an initial term of three years.</li> <li>3. <b>APPROVE</b> the appointment of Jehan Weerasinghe as a Trustee and Chair of One Housing Foundation Board with effect from 1 May 2024.</li> </ol>	
119/24	<p><u>Board Training Plan (Item 4.14)</u></p> <p>SSh presented the Board Training Plan with a request that where possible Board members should try to attend the Masterclasses or review the recordings on Convene if unable to join the actual sessions via Teams.</p> <p>The Board <b>NOTED</b> the Board Training Plan.</p>	
120/24	<p><u>Any Other Business (Item 5)</u></p> <p>There were no matters of AOB.</p>	
121/24	<p><u>Chair's Reflection Time (Item 6)</u></p>	
122/24	<p><u>Chair's Summary (Item 7)</u></p> <p>The Chair thanked the Board for attending and for their input into the meeting.</p>	
123/24	<p><u>Date of Next Meeting (Item 8)</u></p>	

Min Ref:	Agenda Item	Action
	11 July 2024 (Microsoft Teams)  The date of the next scheduled meeting was <b>NOTED</b> .	

Signed:

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Terrie Alafat, TRGL Board (Chair)

Date