

## **HIGHLIGHTS OF THE TRGL BOARD MEETING HELD ON 12 DECEMBER 2019**

### **BOARD MEMBERSHIP**

The Board noted that two Group Board Members were stepping down from the Board and extended their thanks and best wishes to the departing members. A recruitment approach to identify new members and the skills and experience to be sought were agreed. The Board agreed that all efforts would be made through the recruitment exercise to improve diversity at the most senior level of the organisation.

### **GROUP STRATEGIC RISK REGISTER**

A re-designed register capturing the strategic risks to the Group and those actions taken to mitigate and provide assurance that risks were effectively managed, was reviewed. The Board agreed that the new format and content would better support its oversight and management of risk.

### **BUILDING SAFETY**

The Board considered a report on the background to the Independent Review of Building Regulation for Fire Safety, and also the Grenfell Inquiry (Phase 1) recommendations. The Board were assured that Riverside was taking appropriate action to respond to the changing environment, to prepare for anticipated changes in regulation and to further improve the safety of its customers.

### **CHIEF EXECUTIVE'S UPDATE**

The Chief Executive updated the Board on a number of significant matters relating to the state of the Group and its operating environment.

### **RENT REVIEW**

The Board considered proposed changes to rents for 2020/21 to be applied to all Riverside social housing rents in England from April 2020/21, reflecting the introduction of a new Rent Standard by The Regulator of Social Housing. The proposals were discussed and approved on the basis that they supported the Group's aim to create new homes as well as maintain affordable rents for customers.

### **CORPORATE PLAN 2020-2023**

A proposed structure for Riverside's new Corporate Plan which would set out the Group's key objectives in the period 2020-2023 was reviewed. The Board provided feedback to be incorporated into the Plan and approved its overall structure and focus. A final version would be approved in March 2020.

### **BUSINESS PLAN AND ASSUMPTIONS 2020/21**

The Board approved the approach to the 2020/21 Group Budget and Business Plan including key economic assumptions.

### **INTEGRATED STRATEGIC PERFORMANCE P7 (OCTOBER) 2019/20**

The report on performance against corporate objectives and targets was noted. While the Board was pleased that Rent Collection and Occupancy looked likely to reach target by 31 March 2020, it highlighted those areas of performance which were not at the required standard. Particular focus was given to customer satisfaction which while increasing required significant improvement. Assurance was provided that the right actions were being taken to achieve this, and that the situation was under close monitoring by staff, the Executive Team and the Neighbourhood Services Committee.

### **FINANCIAL PERFORMANCE P7 (OCTOBER) 2019/20**

Financial performance in the year to October was reviewed. Repairs and maintenance expenditure was identified as a key area of concern and it was noted that the position was being closely tracked and all possible action being taken to improve performance.

## **SUBSIDIARY BOARD AND COMMITTEE UPDATE**

The Board received and noted an update on activity at subsidiary board and committee level, summarising business dealt with and decisions taken.