

**HIGHLIGHTS OF THE TRGL BOARD MEETING HELD ON 16 JANUARY 2020****TREASURY MATTERS**

The Board received a briefing from the Head of Treasury and Corporate Finance, which covered the key elements of successful Treasury Management; Cash Management, Risk Management and Relationship Management.

**GROUP BOARD MEMBERSHIP**

The Board appointed Sandy Murray, a member of the Board of Impact Housing and also a member of the Group Audit Committee, as a co-optee for a period of 6 months to ensure that strong financial management experience was retained on the Board while new members were recruited into current vacancies. The Board noted that Sandy was a fully qualified accountant with many years' experience and had strategic and leadership experience at Board level within the social housing and charity sectors.

**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. The Board discussed the performance of the Customer Service Centre and while noting that performance was at a reasonable level, acknowledged that it was not at the standard required. Assurance was given that significant work was being carried out to enhance telephony and make optimal use of resources to better meet customer demand.

**IMPACT HOUSING ASSOCIATION**

The Board received a suite of documents relating to the Transfer of Engagements from Impact Housing Association to the Riverside Group, including the outcomes of consultation with Impact staff and customers. Following discussion, the Board approved the Transfer of Engagements on the basis that it was in the best interests of both organisations and their customers.

**SECTOR SCORECARD**

Data from the Regulator of Social Housing, benchmarking Riverside's financial and operational performance against organisations in the social housing sector, was reviewed. The Board noted that Riverside performed comparatively well in areas such as development and asset management however was below the median in areas such as business health and outcomes delivered. The Board discussed the limitations of the benchmarking data and that the performance indicators did not take into account Riverside's mix of business activity which was driven by its social purpose and corporate objectives. The Executive were asked to review how the organisation carries out benchmarking to identify an improve approach which would give a clearer picture of performance in comparison with others in the sector.

**BUDGET 2020/21**

The Board considered and approved the Group Budget for 2020/21.

**ASSET STRATEGY**

The Board approved a position statement setting out Riverside's high level aims in relation to its Homes and Assets, which fell under four broad themes: Safety; Healthy, Fit for Purpose and Sustainability. Following approval of the new Corporate Plan, the position statement would be translated into a Strategy for implementation.

**RETIREMENT LIVING PROGRAMME UPDATE**

The Board received an update on the programme which was now in its fourth year and had completed refurbishments on twenty eight retirement living schemes. It was noted that refurbishment of all schemes

within the programme was scheduled to be completed by the end of 2021. The enhancement to customers' experience of their homes and their health and well-being delivered by the programme was much welcomed by the Board.

### **INTEGRATED STRATEGIC PERFORMANCE P8 (NOVEMBER) 2019/20**

The report on performance against corporate objectives and targets was noted. The Board agreed that performance had improved since the previous report in December, with significant progress made in completing outstanding compliance actions. Income collection and the number of customers signing up for online services were also improving however customer satisfaction remained an area of concern. The Board noted the actions being taken to address the issues and were reassured that the Neighbourhood Services Committee were closely monitoring the situation.

### **FINANCIAL PERFORMANCE P8 (NOVEMBER) 2019/20**

Financial performance in the year to November 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.

### **ANNUAL COMPLIANCE REPORT**

The Board were pleased to see the progress made in the year to embed the Compliance Framework across the Group and to achieve the key strategic priorities for Asset Compliance Management.

### **RISK REGISTER**

A revised Strategic Risk Register was reviewed and the Board agreed that the new design delivered much improved articulation of risk, mitigation and assurance and better supported the Board in its understanding and oversight of strategic risk across the Group. On this basis, the new Strategic Risk Register was approved.

### **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.