

## GROUP BOARD MEETING 14<sup>th</sup> May 2020

### COVID-19 Update

The Board received an update on the actions which had been taken across the whole business in response to the Covid-19 pandemic.

Staff wellbeing initiatives and the customer contact strategy remained ongoing, with positive results continuing to be achieved. Individual health assessments were being carried out for all colleagues working in Care & Support and regular contact was in place for colleagues who were self-isolating to ensure their continued wellbeing. All guidance was being followed with respect to safety and infection control. Work was ongoing to ensure that a return to offices was managed in a safe and controlled way, with the wellbeing of staff a priority.

### Annual Treasury Matters

The Board was pleased to note that it had been another extremely strong year in terms of performance, with clear progress and added value for Riverside across the year.

The Board unanimously approved the Group Investment Policy and the Group Treasury Policy for the coming year, as well as the Annual Treasury Strategy.

### Risk Register Update

The updated risk register was reviewed by the Board.

Particular emphasis was placed on monitoring emerging risks during, and potentially post, COVID-19. Risk scenarios had been updated to reflect the fact that the implications and effects of the pandemic were likely to be experienced for a considerable period of time to come.

### Corporate Plan Year-End Review

The Board received an update on delivery of the 2017-20 Corporate Plan.

Key achievements highlighted included the stepping up of supply of supported housing, the significant increase in the number of registrations for the customer digital offer and the positioning of Riverside as a leading provider of homelessness services. Riverside had also retained its A1 Moody's rating and was close to completing the launch of Salesforce and Oracle systems.

### Whole Board Appraisal Survey Results

The Board received the outcomes of the Board appraisal exercise 2020. The positive nature of the results was noted and areas of focus for the coming year were agreed.

### Review of Board Member Interests

The Board reviewed the Board and Committee Register of Interests, which had been updated following an annual review, and noted the ongoing obligation of members of TRGL's governance community to declare and manage interests appropriately.

## Group Board Meeting 19<sup>th</sup> June 2020

### Group Board Recruitment

The Board received an update on the process and outcomes of the Board Recruitment exercise carried out in the preceding months and the recommendations of the recruitment selection panel.

The response to the recruitment process had been excellent, with a high number of applicants, and four individuals recommended for appointment. The Board was assured that the recruitment process had been open and transparent and that each recommended candidate had the skills, knowledge and experience required. The Board approved four new appointments with effect from 19 June 2020.

### COVID-19 Update

The Board noted the actions taken and planned to respond to the COVID-19 pandemic and was pleased with how Riverside had placed the safety of staff and customers at the heart of its response and the focus on effective communication. The Board agreed that the response to date had been excellent and thanked all staff for their commitment to ensuring customer and staff safety and maintaining services.

### Risk Register Update

The Board welcomed the inclusion of COVID-19 as a specific risk to ensure focused oversight and welcomed the strengthening of the Development leadership team with the appointment of two directors with significant commercial experience.

### Building Safety

The Board noted Riverside's response to the Ministry of Housing, Communities & Local Government consultation relating to building safety. The Board welcomed Riverside's response which went beyond what was required by the recommendations.

### Policy Approvals

The Board received a report which presented the outcome of a review of the Group Finance Policy, which was the document which articulated the overarching principles by which finances were managed across the Group. The Anti-Bribery and Corruption Policy was also considered, which had been updated following a review.

The Board welcomed the robust and rigorous nature of both policies and approved them for adoption across the organisation.

### IT and Digital Business Update

The Board received an update on key activity and achievements in IT and Digital Business in 2019/20.

The excellent work of the IT team in supporting remote working at speed in response to COVID-19 was highlighted, as was the maintenance of IT service levels in a challenging operating environment.

### Annual People Services Update

The Board received an update on the key activity, achievements and people data for the 2019/20 financial year.

Attention was drawn to the approval and launch of Our Riverside People Plan, as well as the implementation of the new People Services operating model.

## Group Board 12<sup>th</sup> July 2020

### COVID-19 Update

Work was continuing with 'check-in' communications to customers via phone, text, email and direct mail. This had been extremely well received by customers. The Ways to Wellbeing programme was continuing for staff, alongside a number of 'bitesize' online learning workshops.

Over 70 colleagues had signed up to do the Stretch (walking, cycling and running) for the CHT fundraising campaign, successfully raising approximately £8,000.

### CHIEF EXECUTIVE 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 praised the excellent work which had been undertaken by Riverside to help accommodate rough sleepers during the pandemic. Given the recent announcement of further funding for interim housing for rough sleepers, the Board welcomed the ongoing work to explore the opportunities to bid for this funding with Local Authority partners in order to continue to provide vital assistance.

### Risk Register Update

The updated risk register was reviewed by the Board.

The Board welcomed the robust and detailed nature of the register, and noted that it was subject to constant review and update, particularly in light of the challenge posed by the COVID-19 pandemic.

### 2019/20 Review of the Internal Control Framework

The Board considered the results of the annual review of the framework of internal control for 2019/20.

The positive nature of the review was highlighted, with particular attention being drawn to retaining the G1/V1 regulatory rating, establishing a new governance framework for both Health & Safety and Asset Compliance, and delivering a digital breakthrough with 11,000 customers now using online services.

The Board welcomed the detailed and robust nature of the review and approved the Internal Control report for inclusion in the Group Financial Statements.

### Health, Safety & Environment Annual Report 2019 / 2020

The Board considered the Annual Report for 2019/20, and welcomed the positive strides which had been made.

Enhanced incident reporting tools had been embedded across the organisation which provided more visibility of performance, especially during the Covid 19 pandemic. The work of both the Safety First Group and the Sustainability Group was noted, with a positive improvement in incident reporting, demonstrating that a culture of putting safety first was evident across the organisation.

## Modern Slavery & Human Trafficking Act Statement 2020

The Board approved the Modern Slavery Statement for 2020, which outlined the steps taken to prevent modern slavery within the TRGL business and supply chain.

## Governance & Compliance

The Board confirmed Riverside's compliance against the NHF Code of Governance and also with the Regulator of Social Housing's Governance and Financial Viability Standard with a small number of exceptions which would be disclosed in the TRGL Financial Statements.

## Financial Statements for year ended 31<sup>st</sup> March 2020

The Board approved the Financial Statements and Management Representation letters for 2019/20 for the following entities:

- (a) TRGL
- (b) St. Michael's Housing Trust
- (c) Donald Bates Charity
- (d) Eleanor Godfrey Crittal Charity
- (e) Eventide Homes Trust