

GROUP BOARD MEETING 10 SEPTEMBER 2020

Customer Impact Video

A video was shown in which a diverse selection of Care & Support staff reported on progress made against the previous Corporate Plan 2017-20 objectives and key achievements in the Care & Support business area. The Board discussed and agreed a number of ways in which customers' stories could be directly shared at future Board meetings.

COVID 19

The Board noted an update report on Riverside's ongoing response to the COVID-19 pandemic. The Board was satisfied that the response continued to be effective, prioritising customer and staff safety and the maintenance of services. The possibility of a second coronavirus wave was discussed, as was the impact of flu season and the trend being seen of people failing to seek and receive medical treatment during the pandemic. The Board agreed a number of actions to be taken to mitigate these risks.

SMART Working

The Board considered Riverside's Smart Business Working model developed in response to the continued COVID-19 crisis, and a proposal for more sustained approach to a mix of front line, office and remote working moving forward. The Board recognised the potential benefits of the proposal and provided their support for further development and analysis of the risks and opportunities. It asked that appropriate consideration was given to the potential impacts of the change in working practices both on staff experience and wellbeing and productivity.

Risk Register & Risk Appetite Update

The Board received the risk register and following discussion of the content requested a number of changes in format for the following meeting to better draw out those areas of high risk for particular scrutiny. Key risk areas were discussed and mitigating actions noted.

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 key elements of the Government's proposed Affordable Housing Programme were discussed. It was noted that the Programme prospectus was due to be published shortly and the Executive Team would continue to explore the opportunities and risks for Riverside and keep the Board updated.

The Board reviewed and approved a proposal for Riverside to sign up to the Liverpool City Plan. The City Plan sets out a long-term vision for Liverpool as 'a thriving, sustainable, fair city for everyone.' The vision is underpinned by six aims, which collectively help to achieve the vision through priorities and outcomes. It was noted that the key components of the plan which were pertinent to Riverside would form a significant part of Riverside's Liverpool City Region Plan for 2020/23.

Business Plan

The Board received and approved the Business Plan which had been revised in the wake of the COVID-19 pandemic. The Board considered the revisions made to the Plan noting that it remained strong and compliant with Riverside's Rules and loan covenants. The Board noted the robust risk management

framework in place to ensure that risks to Riverside's financial position were visible at an early stage, allowing the business to make effective mitigation.

Our Riverside Plan

The Board received the first strategic performance report based on 'Our Riverside Plan 2020-23' (Riverside's overarching Corporate Plan), which comprised of performance dashboards for each of the key objectives relating to 'People', 'Homes' and 'Places'. No material matters of concern were raised for discussion.

Operational Performance

The Board received the Executive KPI dashboards developed to report on performance against targets in the 4 key areas of operation; Colleague, Compliance, Customer and Cash Leakage. No material matters of concern were raised for discussion.

Financial Performance

The Board noted the Financial Performance Report Summary for July and details of full year budget performance against the financial forecast. No material matters of concern were raised for discussion.

Care & Support Annual Report

The Board received the Annual Care and Support summary providing an overview of the activities, challenges and achievements of the care and support business during the year ending March 2020. The Board welcomed the performance in the area of business development, which had seen the most successful performance since 2013 with particular progress made in securing business in London. Similarly the Board were pleased that while Riverside had encountered initial challenges with the Housing First initiative, it was now one of the largest providers of services delivered through this approach.

The Board recognised the ongoing exceptional work and commitment demonstrated by Care & Support staff in responding to COVID-19, maintaining services while keeping customers and staff safe.