GROUP BOARD MEETING 14th January 2021

COVID-19 Update

The Board received an update on the actions which had been taken across the business in response to the Covid-19 pandemic. The Board welcomed the ongoing commitment to supporting staff wellbeing, as well as the ongoing efforts to maintain services and communications to customers under the ongoing restrictions, while prioritising safety.

Customer Story

The Board received a presentation detailing recent examples of where Riverside Officers have made a meaningful impact on the lives of customers.

Risk Register

The Board received the Strategic Risk Register for the Group, which had been updated by the Executive Team since the Board met in December. It was noted that the Risk Register would be subject to a comprehensive year-end review in the coming months.

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 welcomed the news that Riverside had been successful alongside others in securing significant external funding to allocate to homelessness intervention across the sector.

Neighbourhoods Matter- Runcorn/ Carlisle Regeneration

The Board welcomed the progress which had been made with the ongoing regeneration and renewal projects in Runcorn and Carlisle, and highlighted the positive impact that this work would have for both customers and neighbourhoods.

Annual Building Safety Report

The Board received an update on the delivery of Riverside’s Building Safety Framework. The significant progress made against existing objectives, which in many cases had been exceeded, was welcomed and the forthcoming work planned to ensure the ongoing safety of Riverside’s customers was noted.

Operational Performance Report

The Board noted the key performance data for the period ending 30 November 2020. The improvement in compliance performance under challenging circumstances was noted, as was the work being undertaken to improve voids performance. The Board was pleased to see the increase in customers using Riverside’s digital services.

Financial Performance Report

The Board received the Financial Performance Report Summary for November compared to Quarter Two Forecast and welcomed the favourable financial position due to concerted efforts to achieve savings across the business.

Governance

The Board approved the Terms of Reference for the newly formed Customer Experience Committee.