

GROUP BOARD MEETING 15 July 2021

Our Riverside Way Everyday

Members received an update on the Our Riverside Way Everyday, a training programme specifically designed to focus on embedding TRGL values across Riverside, promoting the core behaviours which underpin the values of ***We Care, We are Courageous and We are Trusted***.

The key aim was to not only embed the values in our everyday experiences within Riverside, but also to contribute positively to the overall customer satisfaction, encourage interdepartmental working relationships and improve our everyday colleague experience. The programme will launch to the initial 800 colleagues in July and run through until October 2021 with the full Group participating by the end of May 2022.

Members welcomed the progress made to date and confirmed their support for the programme.

CEO Update

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

Scotland Growth Strategy

Members approved the Scotland Growth Strategy, designed to identify new development initiatives, promoting Riverside's presence in Scotland and opening up new opportunities for customers.

Jim Strang was approved as the next Riverside Scotland Chair.

Care & Support Annual Summary 2020/21

The Board received an update on the activities, challenges and achievements of the care and support business during the previous 12 months.

It was noted as extremely encouraging that, despite the challenges posed by the COVID 19 pandemic, Riverside supported over 600 people who were homeless in hotels to keep them safe from the spread of the virus. The dedication to customers from front line workers was particularly highlighted, ensuring that our services were safe and supportive places for our customers to live.

The Board praised the outstanding dedication and commitment of all staff, which ensured that such key services continued to operate effectively.

Annual Assessment of TRGL Governance against the Code of Governance

The Board welcomed the outcomes of the annual assessment of The Riverside Group's governance against its adopted Code of Governance, as required by the regulatory framework for social housing.

The Board was pleased to approve the Statement of Compliance against the Regulator of Social Housing's Governance and Financial Viability Standard in the TRGL Financial Statements for 2020/21.

End of Year Compliance

The Board received a number of reports providing assurance on performance during the previous financial year. These included how well Riverside's control framework managed and mitigated risk across the business and assessed how Riverside complied with both relevant law and the Regulator of Social Housing's standards. The Board was satisfied that Riverside had complied with legal and regulatory provisions and had appropriate and fit for purpose controls in place to manage risks to the Group.

Financial Statements 2020/2021

The Board approved the Financial Statements and Letters of Representation for The Riverside Group and associated subsidiaries.

Risk Management

The Board had a substantial discussion on which strategic risks should be captured in the Strategic Risk Register and provided the Executive Team with their views on those significant risks which should be monitored at the highest level of the organisation.