



Meeting Minutes

Board/Committee:	The Riverside Group Ltd Board (the "Board")		
Date and time:	1pm, 18 June 2021		
Location:	Via video-conference		
Present:	• Terrie Alafat	(TA)	Chair
	• Pauline Davis	(PD)	Vice Chair
	• Goi Ashmore	(GA)	Board Member (from 12pm)
	• Ingrid Fife	(IF)	Board Member
	• Erfana Mahmood	(EM)	Board Member
	• Carol Matthews	(CMM)	Co-opted Board Member
	• Sandy Murray	(SM)	Board Member
	• Clarine Stenfert	(CS)	Co-opted Board Member
	• Lisa Tennant	(LT)	Board Member
	• Sally Trueman	(ST)	Board Member
	• Peter White	(PW)	Board Member
In attendance:	• Cameron Dougherty	(CD)	Tenant Observer
	• Maxine Cousens	(MC)	Director of People & Culture
	• John Glenton	(JG)	Executive Director of Care and Support
	• Ian Gregg	(IG)	Executive Director of Asset Services
	• Cris McGuinness	(CAM)	Chief Financial Officer
	• Patrick New	(PN)	Executive Director Customer Service
	• Hugh Owen	(HO)	Director of Strategy and Public Affairs
	• Sara Shanab	(SS)	Director of Governance and General Counsel
	• Alison Stock	(AS)	Director of IT & Digital Business
	• Anne-Marie Owens	(AMO)	Governance Manager (Secretary)
Apologies:	• Jo Lucy	(JL)	Executive Director Business Support

Min Ref:	Agenda Item	Action
88/21	<p data-bbox="280 226 820 255"><u>Apologies for Absence (Item 1)</u> <i>VERBAL</i></p> <ul data-bbox="280 293 1321 524" style="list-style-type: none"> <li data-bbox="280 293 1321 360">• Apologies for absence were noted from Jo Lucy. The Chair noted that EM and LT had not yet joined the meeting. <li data-bbox="280 398 1321 524">• The Chair opened the meeting by noting that it was CS's last meeting having served a 12 month co-option on the Board. The Chair thanked CS for her contribution in the past year to the Group Board and the Board of Riverside Foundation which was much appreciated. 	
89/21	<p data-bbox="280 566 826 595"><u>Declarations of Interest (Item 2)</u> <i>VERBAL</i></p> <ul data-bbox="280 633 699 663" style="list-style-type: none"> <li data-bbox="280 633 699 663">• No interests were declared. 	
<p data-bbox="156 698 231 728">[REDACTED]</p>	<p data-bbox="280 698 1114 728">[REDACTED]</p> <ul data-bbox="280 766 1315 1966" style="list-style-type: none"> <li data-bbox="280 766 1315 1003">[REDACTED] <li data-bbox="280 1041 1315 1182">• [REDACTED] <li data-bbox="280 1220 1315 1482">[REDACTED] <li data-bbox="280 1520 1315 1653">• [REDACTED] <li data-bbox="280 1691 1315 1823">• [REDACTED] <li data-bbox="280 1861 1315 1966">[REDACTED] 	

Min Ref:	Agenda Item	Action
	<ul style="list-style-type: none">• [Redacted]	
	<ul style="list-style-type: none">• [Redacted]	
	<ul style="list-style-type: none">• [Redacted]	
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	<ul style="list-style-type: none">• [Redacted]	

Min Ref:	Agenda Item	Action
	<p>[Redacted]</p> <ul style="list-style-type: none">[Redacted]	
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	<p>[Redacted]</p> <ul style="list-style-type: none">[Redacted]	

Min Ref:	Agenda Item	Action
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Min Ref:	Agenda Item	Action
	<p>[REDACTED]</p>	
	<p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] 	
	<p>[REDACTED]</p> <ul style="list-style-type: none"> ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] ■ [REDACTED] <p>[REDACTED]</p>	
91/21	<p>Appointment of Customer Experience Chair (item 4) The Board considered a proposal to appoint Lisa Tennant as the Chair of the Customer Experience Committee (CEC) with effect from 1 September 2021.</p> <ul style="list-style-type: none"> • The Board agreed that: <ul style="list-style-type: none"> ○ The recruitment process had been open and transparent albeit internally ring-fenced and based on the skills and attributes required to discharge the functions of the role; ○ The candidate had the skills, knowledge and experience to fulfil the responsibilities as set out in the CEC Chair Role Description; 	

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	<ul style="list-style-type: none"> ○ The candidate demonstrated the personal qualities identified as required in the candidate recruitment pack; and ○ No actual or potential conflict of interest with regard to the candidate had been identified which could not be managed. <ul style="list-style-type: none"> ● The Chair noted that the present CEC Chair would continue in the role of Board Member until 31 December 2021. ● Following due and careful consideration, and on the recommendation of the selection panel and Governance and Remuneration Committee, the Board APPROVED the appointment of Lisa Tennant with effect from 1 September 2021 as the Chair of the Customer Experience Committee for an initial term of 1 year, on the agreed Committee Chair fee. 	
92/21	<p>Any Other Business (item 5)</p> <ul style="list-style-type: none"> ● The Chair confirmed that the Joint TRGL/OHG Event on 23 June would be a hybrid meeting with a mix of attendees in person and remote. It was noted that the agenda was being reworked to accommodate this approach and would be circulated when available along with joining details for colleagues attending virtually. The Chair asked that those attending in person carry out a COVID-19 test the night before the event to allow confirmation of a negative result before travelling. ● JG provided an update on mandatory vaccination for people working in care homes, noting that while TRGL did not operate in this sector, a new consultation had been launched on whether to extend mandatory vaccination to staff in other health and care settings. The Board noted that TRGL operated eight extra care schemes, six of which had 100% staff vaccination and the remaining two, 92% and 93%. It was further noted that the new rules might apply to retirement living schemes. JG advised that IG's team were exploring whether the rules would apply to third party services such as tradespeople, hairdressers etc. Assurance was given that safe working practices would remain in place and TRGL would continue its education and myth-busting work with staff and monitor the progress of the consultation. 	
93/21	<p>Date of Next Meeting – 11am, 15 July 2021</p> <p>There being no further business the meeting was closed.</p>	

Signed:

Terrie Alafat, TRGL Board (Chair)

Date