

## GROUP BOARD MEETINGS 7 OCTOBER 2021 AND 10 NOVEMBER 2021

### 7 OCTOBER 2021

#### 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. The Board was pleased to note that the full integration of Impact Housing Association Ltd into the Riverside Group had been completed. The Board had a substantial discussion on the challenging operating environment and the impact of rising inflation on the business and its customers. It was agreed that careful consideration of all factors would be applied to decision making relating to budgets and Business Planning in early 2022.

#### Pay Gap Report; Gender; Ethnicity; LGBTQ+; Disability

Board Members noted a report on pay gaps in the Riverside Group and the impact of actions taken to address these. The Board noted the continuing work by colleague groups and activity within People and Equality, Diversity and Inclusion plans focused on improving colleague experience, representation and progression.

#### 2022/23 Budget and Business Plan approach

The 2022/23 Budget and Group Business Plan approach and timetable, and the economic assumptions on which they would be based were approved.

#### Stock Condition Survey

The Board received and noted the report, detailing the outcomes of the recent stock condition survey carried out by an external consultant. The Board agreed that strategic discussions on Riverside's stock would take place in due course and approved an increase of £500M on expenditure on Riverside's homes from the existing Business Plan provisions.

#### Social Housing White Paper

The Board received a report on progress made in delivering the action plan to specifically address the proposals in the Government's Social Housing White Paper. The Board was content with the action taken and planned to ensure that Riverside was well prepared when the proposals were implemented.

#### Ending Homelessness Together

The Board received and noted the report on the Ending Homelessness Together (EHT) Group, a group-wide project focussing on increasing Riverside's impact in preventing and tackling homelessness.

The Board were very supportive of the initiative and the change in approach with General Needs and Care & Support services working in collaboration on homelessness issues.

#### Risk Management

The Board approved a refreshed Risk Management Policy and discussed the updated Strategic Risk Register.

#### Group Board Appraisal

The outcomes of a recent appraisal of Group Board performance carried out by an independent, external consultant were discussed. The Board noted those areas of strong performance and opportunities for improvement which were identified and agreed a series of actions designed to deliver enhancement to its effectiveness and impact.

### **Riverside Customer Voice Executive Constitution**

The Board received and noted the updated constitution of the Riverside Customer Voice Executive (RCVE). It noted that given the requirement in Riverside's Corporate Plan to renew customer engagement structures to ensure they reflected the redesigned organisation, the RCVE had agreed that their constitution should be refreshed and aligned accordingly.

### **Performance reports**

The Board received a suite of reports detailing performance across a range of business functions including: Performance against the objectives of Riverside's current 3 year Corporate Plan (Our Riverside Plan 2020-23); an update on the performance and compliance of Care Quality Commission (CQC) regulated services in the Care & Support business area; an update on the end of year financial and operational performance across the four Private Finance Initiatives managed by the Customer Service Team. No material matters of concern were raised.

The Board received and noted the operational performance report that reflected August 2021 month-end. Members were pleased to note the significant progress made in addressing high risk overdue actions and noted that, while complaint handling and customer satisfaction remained areas of concern, these were being proactively managed and monitored to drive improvement.

The Board received the financial performance report for August 2021. It was noted that financial performance remained steady however the operating environment was becoming more challenging and would continue to do so into the following financial year.

### **The Riverside Group Limited and One Housing Group Limited Merger Project**

The Board noted an update on the ongoing project exploring a potential merger between Riverside and One Housing Group with a particular focus on governance. The Board agreed a number of Board appointments and changes to remuneration all subject to the merger proceeding.

## **10 NOVEMBER 2021**

### **The Riverside Group Limited/One Housing Group Limited Merger**

The Board received the following documents to support its decision on whether to merge with One Housing Group Limited:

- A legal report
- A business case
- The outcome of Due Diligence
- A risk report
- The outcome of customer consultation
- A suite of governance related documents

Following careful consideration and having concluded in good faith that it would be prudent, and in the best interests of Riverside and its customers, the Board approved the entry of One Housing Group Limited into the Riverside Group Structure.