

## GROUP BOARD MEETING 20 JANUARY 2022

### 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.

Members were updated regarding Riverside's submission to The Housing Select Committee on social housing regulation.

It was noted as encouraging that, despite the impact of the Omicron variant, Riverside had been able to deliver the full repair service offer and had cleared the backlog of repairs.

The Board noted the outcome of the 'Our Colleagues Voice Survey'.

### Combined Group Risk Register

The Board approved the Combined Group Risk Register and were assured that their key risks across the Group were effectively and robustly monitored.

### Annual Building Safety Report

The Board received the annual building safety report and were assured as to how the Building Safety Framework was successfully embedded through the key strategic priorities of the Group.

Assurance was provided through the completion of an extensive number of statutory and regulatory inspections, allied to a significant number of independent audits related to building safety approach

### Annual Health & Safety Report

HSE performance and risk management continued in a positive direction, and improved incident reporting had led to a concerted focus on remediating hazards, which supported a progressive, positive, and trusted health and safety culture that aligns to the values of the Group.

### Financial Performance Report

The Board noted the Financial Performance report for December 2022 and were assured that the financial performance was extensively monitored and associated risks robustly mitigated.

### Customer Satisfaction Report

The Board noted the customer satisfaction report and welcomed the initiatives in place to continually improve satisfaction levels.

### Customer Story

The Board welcomed the presentation relating to a customer who had fallen into arrears. Following advice and support from both the Money Advice and Employment & Training Team the customer was able to address the arrears and successfully secured a new employment opportunity.