

GROUP BOARD MEETINGS FEBRUARY/MARCH 2022

14 February

Budget 2022/2023

The Board received an update on the progress made to date with the 2022/23 Budget, prior to final consideration at the Board meeting on 17 March 2022.

The Board welcomed the progress made and particularly highlighted the pledges with respect to repairs and in resolving damp issues, which had been built into the Budget.

The Budget for 2022/2023 was subsequently approved at the Board meeting on 17 March 2022.

HIVE Survey

The Board received a presentation on the results from the recent colleague pulse survey. The useful and productive nature of the survey was highlighted.

The Board noted the results and welcomed the opportunity the survey presented for the organisation to respond to the views of staff. Whilst elements of the results had been positive, the Board welcomed the actions in place to continue to drive improvement.

TRGL/OHG Merger Integration Update

The Board received a report providing an update on the progress in taking forward the integration of One Housing Group into The Riverside Group. The establishment of the Merger Integration Panel was highlighted, which would oversee the programme and project activity that would help to achieve integration. The key early priorities were outlined as strategic alignment; corporate leadership; people and culture; digital strategy; and operational delivery.

The Board welcomed the progress made to date and would receive further updates on progress throughout the transition process.

17 March

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 Riverside Foundation

The Board received an update regarding the work underway to develop proposals to support customer livelihoods and build stronger communities through the pledges made to customers as part of the merger consultation.

A £2.5m annual investment pledge would be transferred to the Riverside Foundation, an independent charity associated with The Riverside Group. The Board welcomed the opportunity that the pledges would provide to continue to make a meaningful and positive impact on the lives of customers.

Customer Insight Update

The Board received a Customer Insight update, providing an overview of key customer satisfaction scores and improvement actions developed to continue to improve the quality of service provided to customers.

Appointment of Customer Experience Committee Chair

The Board noted the recruitment process undertaken to appoint a Customer Experience Committee Chair and the recommendation of the selection panel and Governance and Remuneration Committee following completion of the exercise.

Consequently, the Board approved the appointment of Sam Scott as a Board Member of The Riverside Group Limited and Chair of the Customer Experience Committee with effect from 1 April 2022 for a term ending on 22 November 2024, subject to approval by the Shareholders at the Annual General Meeting in September 2022

Safeguarding Annual Summary

The Board received a report summarising the activity around safeguarding for a nine-month period between April and December 2021. The good progress that was being made in raising awareness and reporting was welcomed.