

RIVERSIDE GROUP BOARD MEETING HIGHLIGHTS JANUARY 2024

BOARD MEETING HELD 4 JANUARY 2024

Extension to Prospect (GB) Limited intra-group loan facility

The Board considered a paper which set out the business case to extend an existing borrowing facility to Prospect (GB) Limited which is a wholly owned subsidiary of The Riverside Group Limited. The Board agreed to extend the facility for a period of up to 5 years.

BOARD MEETING HELD ON 17 JANUARY 2024

Appointment of a new CEO

The Board considered the paper proposing the appointment of the new Group Chief Executive Officer. Having received an update on the recruitment process, the results of the interviews and the recommendations made by the interview panel and GRC, the Board approved the appointment of Paul Dolan as the new CEO of The Riverside Group Limited

BOARD MEETING HELD ON 25 JANUARY 2024

Chair and Chief Executive Matters

THE Chair noted the position regarding the appointment of the new Riverside CEO Paul Dolan, thanking the team who had been involved in the recruitment process. The Chair also noted the transfer of three of the Baycroft homes and the expected completion on the remaining schemes. Carol Matthews gave an update in relation to the IDA, including on the assurance gap letter received as part of the process and the next steps up to the RSH formal decision. The Board also received an update in relation to the ongoing issues at the Langley Estate, noting the referral made to the Regulator and the work being done to address the issues and keep customers updated and informed on progress. Cris McGuinness also provided an update in relation to the VAT reclaim case ongoing with HMRC. The Board also noted the update in relation to likely increases in RSH fees for the coming year, the increasing role of the Housing Ombudsman and on Awaabs Law.

Customer Story

The Board received the Customer story in relation to the importance of proactive tenancy visits and which focused on a particular case study of a customer. The Board noted how Riverside had run a successful pilot scheme and had now changed procedures to ensure that there were regular checks of all customers as part of the Tenancy Visit Procedure.

Integration and Transformation Update

The Board received and noted the report which provided an update on the Riverside Transformation Portfolio as at the end of December 2023. Tony Blows explained that there were currently 37 active or scheduled projects on the roadmap (with 3 more being added to the 34 at the end of November), including OHG Gas Safety Data and People Hub Phase 3 - Evolve. Tony also provided the Board with some context around the 4 projects currently reporting a red RAG status.

Group Budget 2024-25

The Budget paper was presented to the Board who spent some time reviewing and discussing various aspects of the proposed budget. There was a significant amount of challenge around various aspects of the Budget and the Board requested that the Exec Team revisit the budget and a revised version be brought back to the Board for consideration.

Compendium Living Business Plan

The Board considered the two-year business plan with ten-year projections up to 2033 for the Compendium group of companies with Bruce Lister, the Managing Director, setting out the successes of the last year and the key priorities for the coming 12 months. The Board noted the Business Plan had been approved by the Compendium Board and had also been considered by the Group Development Committee. The Board approved the plan.

Stanton Cross Proposal

Cris McGuinness presented the paper looking at the potential acquisition of the land at Stanton Cross. The Board noted that the paper had been approved at DIAP and GDC. Nigel Holland, as Chair of GDC commented on the proposal and the Board approved the proposed acquisition.

Sutton Wharf Cladding Award Report

The Board received the paper that sought to award a contract under the cladding remediation programme at One Housing. Board noted it was coming to them for approval given the financial value of the contract award. Having considered the detail, the Board approved the award of the contract.

People Strategy & H1 23/24 Progress Update

Max Cousens introduced the paper that included the 2023-26 People Strategy approved by Executive Directors in November 2023. The Board noted the strategy was the first for the combined Group and that it set out the steps Riverside would take over the next three years to improve the colleague experience, live Riverside values and move closer to the culture needed to be a success; ensuring Riverside was able to provide great outcomes for customers and deliver against the Forward Together plan. The report also included what had been delivered against the strategy for the first half of the 23/24 financial year. The Board noted the strategy and progress made.

Operational Performance Report

Performance against the key KPI's was considered by the Board. Key highlights were pulled out and discussed by the Board members. The Board noted there had been some good improvements in many areas but did note some areas where further work was being undertaken to drive further improvements, which were detailed in the report, with Ian Gregg giving Board further narrative on certain areas including customer satisfaction and compliance.

Financial Performance Update

Board noted the financial performance report as at Period Nine of the 2023/24 Financial Year. Cris McGuinness explained that at the end of December YTD Operating margin was at 9.8% which was 0.5% favourable to a Q2F. YTD Net Margin was at 4.7% which was 0.4% favourable to Q2F. Attention was also drawn to the 5 red and 3 amber early warning signs detailed in section 1 and Appendix 2 of the report.

Quarterly Development Update

The Board noted the report which provided a summary of the development activity across The Riverside Group Limited for the quarter ending 31 December 2023. Customer satisfaction levels were at 100% for Riverside (Q2) and 81% for OHG (April to November). TRGL performance on defects showed 64% completed in target in the eleven months to November and OHG had a rolling average of 78% completed within target in the period April to November. Across the Group, some 856 new homes (compared to a forecast of 1,121) had been built in the period, broadly in line with business plan assumptions on cost. The Board noted the update.

Group Risk Register

The Board reviewed the risk register, noting the changes and amendments across all the risks. In particular the Board focused on the risks associated with Baycroft, land and property, Void loss in Care and Support, the issues at Langley and the issues around delivering the Budget which had been discussed earlier in the meeting.

Other reports noted.

The Board considered a number of additional reports including the Accounting Policies update paper, the tender award report for emergency and general needs lighting, installation and electrical works and the Committee and Subsidiary Board update paper. The Board also agreed the Board minutes from the meetings on 14 December and 4 January and noted the matters arising from previous meetings along with the written resolutions and chairs actions paper.

The Board also noted the progress reported in the OHG Cladding Remediation Programme paper, the update to the Scheme of Delegated Authority, changes to the CEC terms of reference and a paper dealing with clarification on Authorised Signatories.