

RIVERSIDE GROUP BOARD MEETING HIGHLIGHTS 13 MARCH 2025

Chair and Chief Executive Matters

The Chair opened the meeting by highlighting some of the more important agenda items which the Board would focus their attention on and spend longer discussing, they included the Customer Influence and Accountability Framework and the Strategic focus for 2025 and towards a new Corporate Strategy.

The CEO highlighted a number of areas in his report including:

- Challenges for organisation and the sector and the importance of monitoring the external environment and the impact on customers as well as focusing on the range of significant strategic risks.
- The impact of Awaab's Law, which would come into force from October 2025 through a phased approach, including risks relating to increased disrepair and Housing Ombudsman activity and implications from an operational delivery and budget perspective.
- Update on the Devolution White Paper and the implications for Riverside.
- The London Improvement Plan, noting that work associated with key projects and workstreams, focussed on improving key performance in the London region, was well underway.
- The update on the Property Services Task & Finish Group, with the Board approving the reduced scope to focus on electrical compliance. Board would be kept informed on progress in delivering the EICR Action Plan and outcomes through regular reporting.

Customer Story

The Board received the Customer Story which focused on Riverside Scotland's sector leading and lifechanging service, Housing First for Families, which provided targeted intensive support to tenant households with children who were struggling to maintain their tenancy or had experienced homelessness. The Board highlighted concerns in relation to reduced funding and the importance of supporting vulnerable customers and continued lobbying in this area.

Customer Influence and Accountability Framework

The Board welcomed the approach to the structure for a new, fully integrated, Customer Influence and Accountability Framework and approved the high level structure to enable the detailed design and implementation phase to progress. The Board noted both the extensive feedback received from residents and customers and positive feedback received from Committees on the new structure. The Board acknowledged the key work carried out by the Customer Task and Finish Group and approved the recommendation from the Task and Finish Group to prioritise improvements to Repairs, Complaints and Service Charges in 2025/26.

Strategic focus for 2025 and towards a new Corporate Strategy

The Board received a report on the proposed approach to complete the final year of the Forward Together Corporate Plan, which would have a renewed focus on priorities under the key areas of Homes, Customers and People. The Board also noted the high-level plan for developing the Group's new Corporate Strategy 2026-31 and the clear commitment for a comprehensive engagement campaign with all colleagues, customers and wider stakeholders. The Board noted a timeline, setting out key stages in the process, had been developed and would be overseen by a dedicated 'Sounding Board'. The Board endorsed the proposals and noted that the new strategy would be launched in April 2026.

Revised Committee Terms of Reference

The Board considered an update report on the Committee restructure to be implemented from 1 April 2025 and approved the proposed Terms of Reference, including, the new terms of reference for the Homes Committee and the Investment and Development Committee.

DTP Rent Review

The Board reviewed the DTP Rent Review interim report setting out progress on the OHG rent review and the outstanding actions that Riverside were progressing to enable DTP to complete the review. The Board noted that GAC had approved Riverside and Riverside Scotland as completed and, therefore these elements had been closed on 27 February 2025. GAC would receive updates on the progress of phase three, and once completed, DTP would produce a final report. The Board requested further follow up on lessons learnt in relation to issues with data quality and handling.

Quarter Three Forecast

Cris McGuinness presented a report on the Quarter Three Forecast (Q3F) for the Group for the 2024/25 Financial Year, compared to Quarter Two Forecast (Q2F) and Budget. The Board noted the Q3F full year outturn presented an Operating Surplus that was £0.94m adverse to Q2F, however, this was £8.43m favourable to the original Budget. The Board acknowledged the significant work to improve the Budget.

Westwood Cross

Cris McGuinness presented the report that sought approval to appoint a main contractor and start on site at the Westwood Cross scheme and that highlighted the financial implications and risks of the four options identified to progress the site, the procurement of the main contractor and the proposed structure of the deal. The Board noted that the proposal had been approved at DIAP and GDC. The Board approved the option to build 236 homes initially, noting that this option met Business Plan parameters and would utilise grant from the current 2021-26 programme.

Suttons Wharf South

The Board considered revised proposals and costs for the Suttons Wharf South scheme, which converts the former OHG office in Tower Hamlets into 30 residential flats. Assurance was received as to the mitigations in place to minimise disruption to customers, including, resident liaison officers on site and engagement with Vistry. The Board approved the increase in scheme costs and tenure change to deliver an all social rent scheme of 30 homes.

Integration and Transformation Portfolio Steering Group Update

The report provided an update on the Riverside Integration and Transformation Portfolio of projects as at the end of January 2025 and progress against this change agenda, as overseen by the Portfolio Steering Group. The Board welcomed the visibility of headline benefits delivered and budget planning and noted the priority 1 projects relating to customer systems, together with integration of teams and processes, would drive forward culture change.

Full Year 2025/26 new approach to 4Cs/Exec Reporting

The Board reviewed proposed changes to 4C/Executive reporting for 2025/2026, including, the inclusion of a new 'Headline Acts' dashboard to feature nine key metrics from supporting Customer, Homes and People dashboards. The Board welcomed the links with the new Customer Influence Framework and approved the new approach to reporting from April 2025.

Monthly Exec Dashboards (4C's)

Performance against the key KPI's was considered by the Board. Key highlights were pulled out and discussed by the Board members for the period up to the end of January 2025. The Board noted there

had been some good improvements in Building Safety Compliance, in particular, the reduction in high risk overdue actions, and Home Ownership performance.

Quarterly Treasury Report

The December Quarterly Treasury Report was presented to the Board, the Board noted the key treasury matters set out in the report and that the report had been reviewed by the Group Treasury Committee in February 2025.

Quarterly Development Report

The Board welcomed the quarterly development report which provided a summary of the development activity across the Group for the quarter ended 31 December 2024. Key points of the report noted by Board included that 804 new homes were completed compared against a target of 908 during the period, broadly in line with business plan assumptions on cost, key project updates, quarterly customer satisfaction, complaints, and defects performance.

Safeguarding Annual Summary

John Glenton presented the update on safeguarding for Riverside services the 12-month period from 1 January 2024 to 31 December 2024. The Board noted the slight decrease in cases reported in 2024 as compared to 2023, with the highest abuse type classed as 'other' and a further breakdown of this category would be provided following systems integration. The Board also noted the robust investigations completed in relation to all safeguarding concerns relating to staff members.

6 Monthly Health, Safety, Environmental and Business Continuity Report

The Board reviewed the six monthly Health, Safety, Environmental and Business Continuity report highlighting positive HSE performance and risk management, including a new sign off procedure for all extra care scheme projects ahead of occupation.

6 Monthly Building Safety Report

The Board welcomed the six monthly Building Safety report highlighting the continued high level of customer satisfaction, work to embed the Building Safety Framework and progress with the cladding remediation programme.

6 Monthly Property Condition Report

The Board reviewed the six monthly Property Condition Report, noting progress with year one of the 4-year stock condition survey programme and the summary of Energy Performance Certificate (EPC) band. The Board noted that Stock Condition Survey analysis would assist gauge potential impact of Decent Homes reporting and impact of future investment.

Hollins Green Land Disposal

The Board approved the proposal for Prospect (GB) Ltd to dispose of the Hollins Green site.

Other reports noted.

The Board considered and noted a number of additional reports including the Financial Performance Report, Committee and Subsidiary Board update and Board and Committee Succession update. The Board also approved proposed Board and Committee meeting dates for 2026/27.

The Board agreed the Board minutes from the meeting held on the main Board meeting also held on, noted the matters arising from previous meetings along with the written resolutions and chairs actions paper and noted the Board Training Plan.