

Meeting Minutes

<b>Board/Committee:</b>	The Riverside Group Ltd Board (the "Board")		
<b>Date and time:</b>	9.15am 25 September 2025		
<b>Location:</b>	Microsoft Teams		
<b>Present:</b>	• Terrie Alafat	(TA)	Chair
	• Maggie Porteous	(MP)	Vice Chair
	• Fenella Edge	(FE)	Board Member
	• Kei-Retta Farrell	(KF)	Board Member
	• Nigel Holland	(NH)	Board Member
	• Pauline Ford	(PF)	Board Member
	• Richard Williams	(RW)	Board Member
	• Sam Scott	(SS)	Board Member
	• Tracy Thomas	(TT)	Board Member
	• Paul Dolan	(PD)	Co-opted Board Member
<b>In attendance:</b>	• Richard Petty	(RP)	Board Observer
	• Angela Lockwood	(AL)	Board Observer
	• Cris McGuinness	(CAM)	Chief Financial Officer
	• Ian Gregg	(IG)	Chief Property Officer
	• John Glenton	(JG)	Chief Care & Support Officer
	• Liz Fairburn	(LF)	Chief Customer Officer
	• Sara Shanab	(SSh)	Chief Strategy and Corporate Services Officer
	• Tony Blows	(TB)	Chief Information Officer
	• Matthew Hayday	(MH)	Director of Governance
<b>Apologies:</b>	• Erfana Mahmood	(EM)	Board Member
	• Jules Jackson	(JJ)	Board Observer

Min Ref:	Agenda Item	Action
135/25	<p><u>Apologies for Absence (Item 1.1)</u> <b>VERBAL</b></p> <p>Apologies for absence were received from Erfana Mahmood and Jules Jackson.</p>	
136/25	<p><u>Declarations of Interest (Item 1.2)</u> <b>VERBAL</b></p> <p>There were no declarations of interest.</p>	
137/25	<p><u>FY2025 Charities Financial Statements for Approval (Item 1.3)</u></p> <p>The Board <b>APPROVED</b> the appropriate going concern basis, the management representation letters and the financial statements for the listed Group subsidiaries and <b>DELEGATED</b> the approval of any further amendments that did not materially alter the reading of the financial statements to the CFO.</p>	
138/25	<p><u>Annual Complaints Report (Item 1.4)</u></p> <p>The Board <b>APPROVED</b> the Riverside Annual Complaints and Service Improvement Report and the Self-Assessment against the Housing Ombudsman (HO) Complaint Handling Code. The following main points were highlighted:</p> <ul style="list-style-type: none"> <li>• Partial non-compliance was being reported for 2024/25 as some complaints in the backlog had missed the deadlines.</li> <li>• It was anticipated that performance against HO timescales would be on track from 1 October 2025.</li> <li>• The Board recognised the improvement in tone and language compared to previous iterations and noted the report had been reviewed by TRIP.</li> <li>• The Board raised two points of feedback to be addressed before the report was submitted and published online, prior to the deadline of 30 September 2025. The final version would be shared with the Board.</li> </ul>	LF
139/25	<p><u>Any Other Business (Item 2)</u></p>   	IG

Min Ref:	Agenda Item	Action
140/25	<u>Date of Next Meeting (Item 3)</u>  • The next meeting was confirmed as 9 October 2025 (via Teams).	

Signed:

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**Terrie Alafat, TRGL Board (Chair)**

**Date**