

MEETING MINUTES

Board/committee: Riverside Foundation ('the Charity'), Registered Charity No. 513727

Date and time: 12 noon, 25/07/2017

Location: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool, L24 8RF

Present:

- Mr P J Han (PH) – Trustee & Acting Chair
- Mrs C J Kennefick (JK) – Trustee
- Mrs B Guile (BG) – Trustee

**In attendance:
(The Riverside
Group (TRGL)):**

- Ms A Bishop (AB) – Director of Customer Services
- Mr P Booth (PB) – Community Engagement Operations Manager
- Mr J R W Wood (JRWW) – Executive Director, Neighbourhood Services
- Ms R Rew (RR) – Regeneration Accountant
- Mr P Gallagher (PG) – Housing Officer: Sustainability, Intensive Intervention Spending Plan Project (part of the meeting – minute 717/17)
- Mr Hugh Owen (HO) – Director of Strategy & Public Affairs
- Ms J Hoyle (JH) – Governance Officer
- Ms J Vail (JV) – Senior Governance Officer (Secretary)

Min ref:	Agenda item	Action
712/17	<p><u>Apologies for absence (Item 1.1)</u></p> <p>Apologies for absence were received from Mrs S Jee (SJ), Chair.</p> <p>The Trustees welcomed Mrs Barbara Guile, new Trustee, to the meeting.</p>	
713/17	<p><u>Declaration of Interests (item 1.2 – tabled)</u></p> <p>It was noted that, at their last meeting on 24 April 2017, the Trustees had agreed that it would be good practice to declare all and any interests in or conflicts with TRGL at all future meetings. The Trustees:</p> <p>a received and noted a tabled statement of their interests in TRGL boards and committees accordingly; and</p> <p>b agreed that a statement of their interests in TRGL boards and committees would be submitted, as a standard report, to all future meetings.</p> <p>No other interests were declared</p>	JH

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714/17	<p><u>Minutes of the Previous Meeting (item 1.3)</u></p> <p>The minutes of the meeting held on 24 April 2017 were approved as an accurate record.</p>	
715/17	<p><u>Matters Arising (item 1.4)</u></p> <p>The status of matters arising from the previous meeting were noted and it was agreed to close the items identified as complete for the purposes of the report.</p> <p>It was also noted that, in relation to Trustee Appointments (minute 706/17), in line with TRGL's Governance requirements for tenure on boards/committees:</p> <p>a Mrs Barbara Guile was appointed from 11 May 2017 until 24 August 2018; and</p> <p>b Mrs Linda Wright would be appointed on 29 September 2017.</p>	
716/17	<p><u>Written Resolution - Appointment & Resignation of Company Secretary/Charity Contact (Item 1.5)</u></p> <p>The Trustees noted the written resolution concerning the change of Company Secretary/Charitable Contact from Lynn McCracken, Director of Governance & Legal Services, following her retirement, to Andy Gladwin, Financial Controller for TRGL.</p>	
717/17	<p><u>Guest Slot - Intensive Intervention - Spending Plan Project (Item 2.1)</u></p> <p>The Trustees received a verbal presentation from Peter Gallagher (PG), Housing Officer, on the Intensive Intervention Spending Plan Project, a crisis service which seeks to support and coach vulnerable and hard to reach young adults and families (up to the age of 30) on managing their tenancies.</p> <p>The following main points were highlighted:</p> <ul style="list-style-type: none"> • the objective of the project was to help those with complex lives, often suffering with mental health, alcohol and/or drug misuse and ill health, who had accrued debt and were facing eviction from their homes by supporting them so that they could sustain their tenancies • a feature of the Intensive Intervention role was to co-ordinate access to and make referrals to other services, for example, the Charity's other funded projects including the Money Advice, Affordable Warmth and Employment and Training Projects, as well as other services both within and outside of TRGL • a significant challenge and requirement for success of the project was the ability of Intensive Intervention staff to gain the trust of beneficiaries, in order to 'get through the door' • 90% of service users had taken advantage of the help offered and were sustaining their tenancies, once trust had been gained and the initial barriers overcome • referrals to Intensive Intervention were received from TRGL's Housing or Income Management or Allocations teams • the introduction of Universal Credit had had a detrimental effect on some tenants' ability to maintain financial stability, particularly for those who were digitally excluded since most of the Universal Credit services were accessed online 	

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	<ul style="list-style-type: none"> the project operated with one Officer in each of the following areas: Cumbria; Hull; the South East; Mersey North; and Mersey South and that no material differences in cases were evident based on location PG outlined a number of case studies to highlight the range of cases and successes of the project including, in one instance that, following support on appeal at a tribunal, a tenant had received £9k in backdated benefits. the service was highly responsive, flexible and also unique, able to fill gaps in crisis situations by providing bespoke, direct and sometimes life-saving support, which was not possible under the scope of the Housing Officer role. <p>The Trustees thanked PG for the excellent work done by the Intensive Intervention team. PG offered thanks to the Trustees for funding the Intensive Intervention Spending Plan Project.</p>	
718/17	<p><u>Financial Statements for year ended 31 March 2017 (Item 3.1) & Management Representation Letter (item 3.2)</u></p> <p>The Trustees:</p> <ul style="list-style-type: none"> a discussed and approved the Financial Statements and the associated Management Representation Letter for the year ended 31 March 2017, and b delegated signature to the Chair (SJ) and PH. 	SJ&PH
719/17	<p><u>Discussion Paper regarding the potential use of Riverside Foundation Funds (Item 3.3)</u></p> <p>PB introduced proposals for the potential use of the Charity's available funds. The Trustees debated the options presented, with a view to considering detailed proposals at the next Trustees' meeting on 24 October 2017.</p> <p>Extending Care Project Further support care projects of Money Advice, Employment and Training and Affordable Warmth with greater resource / for a longer period (cost £330-£450k).</p> <p>Intensive Intervention Spending Plan Project</p> <p>The Trustees noted the project's 90% success rate, highlighting that mainstream Housing Officers do not have the capacity to carry out the work undertaken by the Intensive Intervention team. The Trustees questioned why cases were referred by Housing Officers so close to eviction and agreed that it would be beneficial to understand why this was the case, for example, whether this was due to the Housing Officers' heavy workload and/or barriers to gaining access to the tenant and/or procedural rules in place that prevent an earlier detection of those requiring the additional help.</p> <p>Gate Buddies Spending Plan Project</p> <p>The Trustees deliberated whether a further analysis of the project was required including whether, if performance showed improvement, they could agree to continue funding for the project. After discussion the Trustees requested a further update on Gate Buddies to</p>	

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	<p>better understand the outcomes from and successes of the project (cost combined with Intensive Intervention, £250k per annum).</p> <p>After lengthy discussion, the Trustees:</p> <p>a noted the Charity's reserves of circa ██████ and that, in line with the Charity's Reserves policy, funds available to spend were therefore up to ██████</p> <p>b agreed the following approach to spending, for submission of detailed proposals to the next Trustees' meeting on 24 October 2017:</p> <p>i confirmed continued support for the Money Advice, Employment and Training, Helping Hands and Affordable Warmth Spending Plan Projects, agreed as key services;</p> <p>ii confirmed support in principle for the Intensive Intervention Spending Plan Project, to run in line with the other key services until 2020 subject to, at the next Trustees' meeting on 24 October 2017:</p> <ul style="list-style-type: none"> • further information on why cases are referred so close to eviction • further review of the project, after consideration of the business case; and <p>iii in relation to the Gate Buddies Spending Plan Project that, as the Charity's funding was committed to December 2017 only, requested that a review of the project's outcomes and success be circulated by email to all Trustees by September 2017, in advance of the next Trustees' meeting on 24 October 2017.</p> <p>Kate Henderson (KH), Head of Strategy and Planning, will be picking up the role of Paul Booth for Foundation from now onwards.</p>	<p>PB (KH)</p> <p>PB (KH)</p>
720/17	<p><u>Internal Audit Review of Reported Activity KPIs for 2016/17 (Item 4.1)</u></p> <p>PB introduced the report and summarised the findings of the recent audit of activity under each of the Spending Plan Projects. The Trustees:</p> <p>a noted that, where issues had been identified, they were minor and had all now been clarified and corrected;</p> <p>b received assurance that, in response to the internal audit findings, PB had re-issued guidance to key staff, including the requirement for compliance checking.</p> <p>JK queried whether closure of the HIA Special Fund had been communicated as required and that all leaflets had been withdrawn. PB undertook to check and report back on the actions taken.</p>	<p>PB (KH)</p>
721/17	<p><u>Management & Operational Update (4.2)</u></p> <p>PB introduced the report which gave a general overview of activity within the Charity since the last meeting of the Trustees on 24 April 2017. The Trustees:</p>	

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	<p>i noted that, following the restructure at TRGL, HO would provide oversight of the Charity's operations which would now be delivered by the three new Regions: Liverpool City Region; North; and South & Central. In addition, financial support would be co-ordinated by RR.</p> <p>PB gave assurance that all staff responsible for providing reports to the Trustees' meetings were in place and that he had briefed them on their roles and requirements in relation to the Charity. It was noted and that an updated Organisation Chart would be provided at the next meeting on 24 October 2017.</p> <p>ii discussed the quarterly finance report and requested clarification of spend against budget for the Employment and Training Project Officers line of expenditure, at the next meeting on 24 October 2017.</p> <p>The Trustees noted:</p> <p>a the outputs against the Key Performance Indicators for the Charity's funded projects;</p> <p>b changes to the Riverside Organisation Chart and agreed the approaches to risk management within it; and</p> <p>c the position of the Charity's finances as set out in part 3 of the report.</p>	<p>JRWW</p> <p>PB (KH)</p>
722/17	<p><u>Whole Board Appraisals Results Summary (5.1)</u></p> <p>The Trustees discussed the Summary and noted that, in comparison to other TRGL subsidiary boards and committees, the Charity had scored relatively highly which indicated that the Trustees were operating effectively and to a high level.</p> <p>The Trustees drew attention to some limitations with the survey questions and requested that, for future years, they be refined and guidance notes given.</p> <p>After discussion the Trustees:</p> <p>a noted the Whole Board Appraisal 2017 Results Summary set out in Appendix 1;</p> <p>b agreed the Whole Board Appraisal Action Plan set out in Appendix 2 as follows:</p> <ul style="list-style-type: none"> • provide a thorough induction for new Trustees and seek feedback on the process • make available suitable training opportunities as and when they arise • email updates of good practice from the Charity Commission or similar <p>c requested that, for future years, the survey questions be refined and/or guidance notes given for the Trustees, when completing the Whole Board Appraisal questionnaire, for example, in relation to induction, training and development.</p>	<p>JV/JH</p> <p>JV/JH</p>

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723/17	<p><u>Appointment of Auditors (5.2) (VER)</u></p> <p>The re-appointment of the Auditors KPMG LLP was proposed by PH, seconded by JK, and carried unanimously.</p>	
724/17	<p><u>Any Other Business (Item 6)</u></p> <p>a <u>Retirements of Trustees</u></p> <p> The Trustees noted that:</p> <p> i Philip Raw had retired on 5 February 2017; and</p> <p> ii PH would retire on 7 September 2017. The Trustees expressed appreciation and thanks to Phil Han for his service and contribution to the Charity.</p> <p>b <u>Staff leavers</u></p> <p> The Trustees also noted that [REDACTED] were due to leave TRGL. The Trustees thanked them, and all other staff who had undertaken work on behalf of the Charity, for their work accordingly.</p>	
725/17	<p><u>Date and Time of Next Meeting (Item 7)</u></p> <p>It was agreed that the next meeting would be held at Riverside, 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF at 12 noon on 24 October 2017.</p>	

Signed.....
Date.....