

THE RIVERSIDE GROUP LIMITED

**Riverside North Divisional Meeting Held at 4:30pm on
Thursday 17th July 2014 at the Royal York Hotel**

Minutes

| | | | |
|-----------------------|------------------|---------------------------------------|-----------|
| Present: | Diana Pearce | Vice Chair | DP |
| | Bob Hall | | BH |
| | Chris Leavy | | CL |
| | Esther Hindley | | EH |
| | Dr Nell Chang | | NC |
| | Patrick Rice | | PR |
| | Sally Smith | | SS |
| | Peter Clark | | PC |
| | Steve Ward | Director | SW |
| | Andy Gladwin | Group Financial Controller | AG |
| In attendance: | Bob Coffey | Assistant Director, Property Services | BC |
| | Carl Mitchell | Assistant Director, Operations | CM |
| | Jaimie Lightfoot | PA to Director (Minutes) | JL |
| | Simon Aldred | Assistant Director, Finance | SA |
| | Justine Gore | Development Manager | JG |

Apologies for absence

Apologies were received from Darren Warneford, Mark Pearson, Bill Barkworth and Anne Tyrrell

Declarations of Interest

No Declarations of interest were received.

69 Minutes of the last Divisional Board Meeting held 29 May 2014 **Action**

Minute 67a was inaccurate. Sally Smith has been appointed as a Group Board Member not an observer to the Group Board. The Director apologised to Ms Smith for this oversight. Minutes amended accordingly.

70 Matters Arising

Item No 65.1 – Operations Report

Ennerdale Road land sale - CM advised the Board that traffic and parking issues would be considered by the planning department prior to any statutory consent being given.

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CM advised Board that selling would be the best option for Riverside as the land is not a development site for the Division and the developers are willing to cover the legal cost of the sale.

Board agreed to the request for sale of land on the terms set out at the May board meeting.

There were no other matters arising from previous minutes.

71 Financial Performance Report

SA presented the Financial Performance Report from which the following points were noted;

- a. SA informed the Board that the first two months performance was ahead of budget with a surplus of £1.61m compared to the budget target of £863k with particular savings having been made on void loss and bad debts. The Board noted this encouraging position.
- b. SA discussed with the Board the introduction of services charges on the Langley estate to pay for the provision of estate based services such as landscaping and the local Your Place service which had historically never been recovered.
- c. SW advised with Board that progress could now be made with this task as land ownership disputes between the Division and Rochdale BC had now been resolved due to some meticulous and excellent work by local staff to establish title. SW advised the Board that subject to consultation under s20 appropriate charges could be introduced with effect from April 2015.

The Board noted the contents of the financial performance.

72 Directors Report

SW presented the Directors report from which the following points were noted;

- a. SW advised the Board that a new member for the NBAB had been recruited subject to approval by the GMC, but regrettably Max Gould had resigned due to conflicting work commitments. A new Board member was therefore again being sought.

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- b. SW updated the Board on progress with the transfer of Scunthorpe Hospital which was hoped would complete in August with 2 staff being TUPE'd across to N Lincs NHS Trust and 2 staff being retained by the Division, a scenario which would result in no job losses as a consequence of the transfer.
- c. SW informed the Board that the former Green Lane offices were returned to the landlord on Monday 14th July. The situation at Colshaw Farm was still moving forward but slowly.
- d. SW informed the Board that the Executive Directors were reviewing the Corporate Plan "delivery plans" which may impact on the RN plan table at the meeting. SW agreed to bring a final version to Septembers Board for approval.

The Board noted the contents of the Directors Report.

73 Operations Report

73.1 Operations Report

CM presented the Operations Report from which the following points were noted.

- a. CM updated the Board on progress with the overall Performance Improvement Action Plan and the supplementary specific Income Collection Improvement Action Plan linked to it.
- b. The Board noted that significant progress that was being made particularly in relation to the "ASB" and "first visits" KPIs which were now showing as "green indicators".
- c. CM advised the Board that the performance of the income collection team was still a major concern with the weakest results being delivered by the Greater Manchester team. CM informed the Board that Riverside have a zero tolerance of rent arrears and that he was now "more encouraged" to see IC staff "up for the challenge" to finally bring rent arrears under control and trending downwards.
- d. SW drew the Boards attention to the Cash Collecting

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Dashboard which going forward (September meeting onwards) would include specific commentary on cases over £2000, recovery arrangements in place and those cases where tenants had made little or no attempt to pay Bedroom Tax arrears.

- e. The Board recognised that the number of evictions had increased as a result of the firmer stand being taken with persistent defaulters

The Board noted the contents of the Operations Report.

73.2 Property Services Report

BC presented the Property Services Report from which the following points were noted;

- a. The Board noted that the figure 86% in Table I for Evolve should have been red which BC clarified at the Board request
- b. BC discussed with Board how it is pleasing to see an increase in performance across all contracts during May. BC advised Board that additional appointment slots have been made available for tenants when raising repairs.
- c. BC advised the Board that the disappointing performance on gas servicing figures, (22 outstanding services), had continued as a legacy of the transfer from the previous gas servicing contractor to Evolve, and that performance levels would return to their usual high levels in the weeks ahead.
- d. BC informed the Board that the budget for 2014/15 major works programme had now been set, but the major works programme has not yet been finalised as the previous year's overspend of c£1.3m had to be recovered from the current year's funding allocation. The finalised programme will be brought to the September meeting.

The Board noted the contents of the Property Services Report.

73.3 Asset Management Report

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BC presented the Asset Management Report from which the following points were noted:

- a. BC presented the Board with a proposal for the introduction of Own Place Scheme in the Greater Manchester area involving up to 10 properties. 4 properties would be targeted on Colshaw Farm and 6 on the Langley Estate.
- b. BC informed the Board that in a “worst case scenario” sale proceeds may have to split 50/50 with local authority partners for property that had been subject to stock transfer, as was the case in Hull. This situation will be avoided as far as possible.
- c. The Board agreed to the proposal to introduce an Own Place initiative in the Greater Manchester area as set out in the Asset Management Report.

Noted the contents of the Asset Management Report

74 Development Report

JG presented the Development Report from which the following points were noted.

- a. JG informed the Board that Riverside has yet to hear the outcome of the latest HCA funding bid.
- b. JG informed the Board that bids for veteran’s schemes have been made for Colchester, Bristol and locally in Wakefield. The outcome of the bids to the MoD will be known by the end of September.
- c. JG advised the Board that all current AHP programs are on target.
- d. JG updated the Board on progress with private sector developments on Langley under the auspices of the land pooling agreement with Rochdale BC. Commercial sector activity was picking up, with Keepmoat and Lovell both keen to make “starts on site”. JG agreed to bring more detailed information to next Board meeting if it becomes available over the Summer.

JG

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- e. The Board **note** the progress of current schemes
- f. The Board **approve** the pipeline programme in terms of complying with the strategic priorities of both the Division and Group.
- g. The Board **note** the progress on the HCA AHP2 and MoD bids.

75 Staff Engagement Plan

SW presented the Division's Staff Engagement plan which was fully supported by the Board.

The Board noted the contents of the report.

76 Any Other Business

- a. Chris Leavy reported that he had attended a recent Langley Estate Committee meeting where it was stated Riverside had previously agreed to fund a memorial garden a bench in memory of Trooper Lee Rigby. The bench had not as yet been provided. SW stated that he would investigate the situation further. Chris Leavy also fed back comments from the meeting that individual tenants had stated that they felt they were "second class citizens" compared to other areas of the division. SW stated that he was very disappointed to hear that these comments had been made, but felt there was considerable evidence in terms of the level of capital investment being ploughed into the Langley Estate (at the expense of other areas of the division) to refute these statements. SW drew the Board's attention to the ongoing programme of major repair works and the provision of new homes (both houses and bungalows) on Langley itself, solely delivered to meet the local housing needs of the residents on the estate. SW advised the Board that he was taking these views very seriously and would react accordingly on the division's behalf.
- b. The Board was informed that currently JL is in the process of learning how the new REX system works, (the Board member information tool) and will shortly be setting up all usernames and passwords for each Board member. Training for members

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will be rolled out in due course.

- c. SW gave a presentation to the Board regarding the current thinking around the possible options for a new way of delivering Riverside's housing service. The Board felt the presentation threw up many challenges to be addressed in the months ahead. SW encouraged Board members to contact him with their views to pass on to Think Forward team.
- d. The Board **note** the progress of current schemes
- e. The Board **approve** the pipeline programme in terms of complying with the strategic priorities of both the Division and Group.
- f. The Board **note** the progress on the HCA AHP2 and MoD bids

77 Date and Time of Next Meeting

The next Riverside North Divisional Board Meeting will be held on **Thursday 18th September 2014 at 4:00pm** (refreshments available from 3.45pm) at **The Royal York Hotel, Station Road, York, North Yorkshire, YO24 1AA**

Signed and Approved by Chair

Signature:

Date:

Papers shown as an Appendix to the Minutes

Minute Numbers

69 – Minutes of Divisional Board meeting held 29th May 2014

71 – Financial Report

72 – Divisional Directors Report

73 – Operational Reports

73.1 – Operations Report

73.2 – Property Services Report

73.3 – Asset Management Report

74 – Development & Regeneration Report

75 – Staff Engagement Plan

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