

THE RIVERSIDE GROUP LIMITED

Riverside North Divisional Meeting Held at 4:00pm on
Thursday 22 January 2015 at the Royal York Hotel

Minutes

Present:	Darren Warneford	Chair	DW
	Mark Pearson	Vice Chair	MP
	Diana Pearce	Vice Chair	DP
	Bill Barkworth		BB
	Bob Hall		BH
	Chris Leavy		CL
	Dr Nell Chang		NC
	Cllr Pete Clark		PC
	Steve Ward	Director, North Division	SW
In attendance:	Bob Coffey	Assistant Director, Property Services	BC
	Carl Mitchell	Assistant Director, Operations	CM
	Julie Riseborough	Business Support Manager	JR
	Simon Aldred	Assistant Director, Finance	SA
	Justine Gore	Development Manager	JG
	Neil O'Halloran	Evolve Director	NO
	Mark Hegarty	Evolve Director	MH

Apologies for absence

Apologies were received from Andy Gladwin, Sally Trueman, Anne Tyrell and Patrick Rice.

Declarations of Interest

No Declarations of interest were received

95 Minutes of the last Divisional Board Meeting held 20 November 2014. Action

The minutes of the last meeting were agreed as a true record.

96 Matters Arising

Item 90 (c) Director's report

Members were provided with maps showing the location of colour coded neighbourhoods, as requested at the previous meeting.

97 Evolve presentation

NO and MH delivered a presentation outlining the history, milestones and ethos of Evolve and invited questions from Board members.

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NO and MH confirmed that positive meetings had taken place with both KWL and Mears, offering employees the opportunity to make comments and suggestions about improved ways of working. Evolve's aim is not only to maintain but to develop the service offer to customers as well as the skills of employees.

As a contingency, should the need arise, Mears and KWL have offered assistance to Evolve where additional resources need to be mobilised.

Employees have been offered the opportunity to transfer to Evolve from 1 April 2015, as well as the chance to undertake visits/training.

Stephen Maddison (SM) is transferring from Mears to Evolve and will commence as the Contract Manager (covering Tyne, Tees and Wear and Yorkshire and Humberside areas) from 27 February to oversee the transition and ensure that it is successful. SM will be based at a depot in Birtley (shared premises with Wolseley, formal partners with Evolve).

Employees transferring under TUPE from Mears were offered the chance to either retain Mears terms and conditions or be employed on Evolve terms and conditions.

TUPE does not apply to KWL operatives and, to date, no KWL employees have requested to transfer to Evolve. However the offer to transfer remains open to 1 April 2015. Evolve is undertaking a recruitment event in February 2015 to attract local people to apply for employment. The North Division will assist in marketing the opportunity to local people. Apprenticeships will also be offered. A depot in Hull, near to North Bransholme, has been identified: the depot will be shared with Integrated Supplies, part of the Wolseley Group.

Orders will be taken by Evolve from 16 March.

Evolve will employ Tenant Liaison Officers (TLOs) to facilitate good relationships with customers.

The bespoke IT system developed by Evolve around Riverside systems will enable "real time" recording of job completion. Furthermore the systems will enable improved asset data, for example when a gas boiler is serviced the anticipated life of a boiler will be recorded. This will reduce the need to undertake stock condition surveys for components, and will complement the

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introduction of Property MOTs (due to be phased in from August 2015, starting in Colshaw Farm, Cheshire).

Board Members were reassured by Evolve's mobilisation activities to date and thanked MH/NO for attending.

98 Financial Performance Report

The Board noted the contents of the financial performance report. The following points were discussed:

- a. SA noted that due to the timing of the meeting it had been necessary to report on accounts to the end of November 2014.
- b. It was also noted that the forecasts were based on actual expenditure to the end of October 2014 (the previous forecast was based on expenditure to the end of July 2014).
- c. SA confirmed that the £119k variance in Service Charge income was unlikely to be recovered.
- d. SA also advised Board Members that the variance on disposals was being investigated to ensure that impairments recorded locally had not been duplicated by the central disposal register (administered by the Corporate Disposals team). SA will ensure that the March Board report provides commentary.
- e. During discussions about variances created by the salary review and additional new posts, it was requested that a comparison on the number of full time equivalent employees in post before and after amalgamation of the Pennine and RNE Divisions is provided at the next meeting. It was agreed that this could be provided. **SA**
- f. Members asked for clarification of the Aids and Adaptations budget due to the content of Agenda Item 9, Appendix 1. SA confirmed that the budget is allocated at Divisional level, but that costs are accounted for by area of expenditure. **SA**
- g. SA confirmed that the Division continues to take a prudent approach to bad debt provision. Actions to mitigate the impact of welfare reforms had proved successful; the impact of Universal Credit is yet to be fully understood.

99 Director's Report

The Board noted the contents of the Director's report. The following points were discussed:

- a. SW confirmed that the actual transfer date of the Scunthorpe site to the NHS was 16 January 2015.

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- b. Cheshire East Council have made some amendments to the proposed sub-lease drafted by Riverside and the Open Arms Management Committee. Riverside will endeavour to resolve the issues with Cheshire East. **SW**
- c. The Division has received positive verbal feedback following the Business Continuity plan test exercise. SW will share the final report with Board at the March meeting. **SW**

100 Operational Reports

100.1 Operations Report

The Board noted the contents of the Operations Report. The following points were discussed:

- a. The addition of a key to assist understanding of the legal action report was welcomed by Members.
- b. It was noted that 3 of the tenants on the legal action update were long standing tenants. CM advised that the update refers to the latest legal action only. CM reassured that consistent support, for example Money Advice, is provided to all customers in arrears. However, irrespective of length of tenure, where customers fail to engage in taking up the offer of support, the necessary enforcement actions must be applied equitably.
- c. It was confirmed that the increase in Stage One complaints was due to the inclusion of failed repairs appointments being included as service failures. This scenario is consistent across all Divisions. Although failed appointments have always been discussed with contractors during monthly performance meetings, reporting as Stage One complaints encourages increased scrutiny and stimulation for contractors to improve.
- d. Board Members requested that the Division should be complimented on the improvement in KPI performance. Specific reference was also made to the contribution made by Sharon Thomas, Community Engagement Team Leader. CM agreed to pass on the Board's comments. **CM**
- e. CM advised Board that, following the disposal of the Scunthorpe site, the opportunity to review patches covered by the Neighbourhood Services Team was being explored. CM to provide a more detailed proposal at the next meeting. **CM**

100.2 Property Services Report

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The Board noted the contents of the Property Services Report.

100.3 Asset Management Report

The Board noted the contents of the Asset Management Report. The following points were discussed:

- a. BC advised that 12 possible sites in Langley have been identified for non-stock condition works. A further bid for these works needs to be submitted in the financial year 2015/2016. BC
- b. A suggestion was made that the access road to the Demesne Centre should be widened. SW agreed to look at this during a visit to Langley. SW
- c. The HSC minutes suggest that discussions about non-stock condition works should involve the Divisional Board. SW acknowledged that this was beneficial but due to the timing of meetings and the need to submit bids, it had not proved practical. The Division has been very successful this year and every effort had been made to ensure a fair distribution of works across several locations.

101 Development Report

The Board noted the contents of the Development Report. The following points were discussed:

- a. JG confirmed that there are still 4 plots at Wakefield with unresolved drainage issues. Riverside will not accept any properties without the proper guarantees.
- b. Positive progress was noted at Furrows Park and members were assured that the homes were realistically priced housing for outright sale. This also increases the potential for Riverside to benefit from the overage agreement. JG confirmed that 8 homes had already been reserved off plan.
- c. Members were also advised that the Windermere site will be transferred to Lovell (due March 2015). Once the transfer takes place the developer will be responsible for maintenance of the land, removing Riverside's liability for removing fly tipping etc.
- d. The pipeline programme was approved.
- e. Clarification was sought regarding the RECHG units in Rochdale, particularly numbers of units and whether there would be any General Needs/Shared Ownership/outright sale. JG agreed to confirm at the March meeting. JG

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102 Any Other Business

It was noted that the Think Forward update would be available for the next meeting. **SW**

DW updated Board Members regarding the requirement for Divisional Chairs to verbally update on Cash Leakage Key Performance Indicators at Housing Services Committee Meetings. DW invited Board Members to contact him if they wish to suggest any items for discussion.

CL recommended the Riverside webinars. Members queried how long they were available and if they could be downloaded as podcasts. It was agreed that this would be established prior to the next meeting. **SW**

SW asked members for their views on the location for the next Board Away Day. Members agreed the venue would be Langley. SW to coordinate diaries and invitations. **SW/JR**

103 Date and Time of Next Meeting

The next Riverside North Divisional Board Meeting will be held on **Thursday 19 March 2015 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: DWJ

Date: 19/3/15

Papers shown as an Appendix to the Minutes

Minute Numbers

95 – Minutes of Divisional Board meeting held 20 November 2014

98 – Financial Report

99 – Divisional Director's Report

100 – Operational Reports

100.1 – Operations Report

100.2 – Property Services Report

100.3 – Asset management Report

101 – Development Report

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