

THE RIVERSIDE GROUP LIMITED

**Riverside North Divisional Meeting Held at 4:00pm on
Thursday 21 May 2015 at the Royal York Hotel**

Minutes

Present:	Darren Warneford	Chair	DW
	Mark Pearson	Vice Chair	MP
	Bill Barkworth		BB
	Bob Hall		BH
	Chris Leavy		CL
	Dr Nell Chang		NC
	Sally Trueman		ST
	Anne Tyrrell		AT
	Cllr Peter Clark		PC
	Andy Gladwin	Group Financial Controller	AG
In attendance:	Kim Doran	Assistant Director, Property Services	KD
	Carl Mitchell	Assistant Director, Operations	CM
	Lee Bailey	Community Engagement Team Leader	LB
	Simon Aldred	Assistant Director, Finance	SA
	Andrew Williamson	Development Manager	AW
	Jeff Allen	Neighbourhood Services Manager	JA
	Carly Hodgson	PA to Director, North Division	CH

Apologies for absence

Apologies were received from Director Steve Ward, Patrick Rice and Diana Pearce.

Declarations of Interest

██████████ informed the Board of his link with ██████████ due to them being listed as a contractor in the Major repairs programme table, he stated that he has no direct involvement in such contracts ██████████ and should there ever be a decision come to Board on a contract he would not be able to take part in the discussions

115 Minutes of the last Divisional Board Meeting held 19 March 2015. Action

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

116 Matters Arising

None.

117 Financial Performance Report

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

- a. SA discussed some of the major variances in the year to date such as the reduced level of void rent loss (£205k fav), reduced service charge income (£191k adv), due to delay in recovery of estate

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- charges at Langley, underspend of £340k on general needs void repairs, due to fewer void properties compared to budget, reduced level of bad debts (£336k fav)
- b. It was noted that programmed repairs finished the year £908k below budget.
 - c. SA advised that the reactive boiler replacement programme for the Langley Estate was reduced by arranging for more boilers to be repaired rather than replaced.
 - d. It was confirmed that the Division was successful in attracting additional funding of approximately £1.2m from central resources to cover a range of work including fencing works at Langley Estate, security measures at some flats in Newcastle and a number of long term voids that have been brought back into use following extensive works. Funding has also been secured for works to garages at North Bransholme and public realm works across the Division.
 - e. A Board member asked if there has been any new government strategies to bring RTB to association tenants, CM advised that some stress testing had been done on the business plan in relation to extending the RTB scheme.
 - f. SA confirmed that in the regular reports the budget is fixed at the beginning of the year and that each forecast is a re-assessment of the likely year end out-turn.

118 Divisional Directors Report

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

- a. CM updated the Board on general progress of the Divisional and governance matters in SW absence.
- b. CM advised the Group that officers from Hull CC are investigating the appropriate decision making process for the Council to ascertain whether or not the leader has capacity to agree to vary the terms of the transfer agreement or whether full Council approval is required.
- c. Formal consultations with affected tenants and residents has now been concluded and so far they appear to have been very receptive to the change with no responses being received.
- d. Anthony Collins (Solicitors) are representing the Division.
- e. Formal dissolution of the Area Board therefore remains on course for September 2015. A scrutiny panel meeting with Urban will remain in place which will be facilitated by local staff and managers.
- f. CM advised that the main lease between Riverside and The Open Arms Project for the joint use of the premises is now agreed. The Development Building License is now with the respective solicitors for agreement.
- g. CM informed the Board of an issue arising over the level of

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Insurance cover Cheshire East Council have now requested from the Management Committee of the Open Arms Centre, which at £10m is twice the industry standard a "Youth Club or similar community enterprise" would be expected to hold.

- h. CM advised a "planning event" had been scheduled for 11th May between all key parties which is an indication that some real progress is finally being made, an update on the outcome will be given at the next Board meeting. SW
- i. CM updated the Board on the changes to Divisional staffing structures since the merger of former Pennine and RNE divisions as well as the new asset management department headed by Kim Doran.
- j. The Board noted the recently introduced posts giving "specialism" in the fields of financial inclusion, money advice, affordable warmth and employment and training services for the tenants.
- k. CM informed the Board that the Director of Policy and Communication has advised the Equality & Diversity template document needs to be completed by all operating divisions to ensure a consistent approach and methodology in this key task, it is being updated and still in development. This will be presented to the Board at the first opportunity.

119 Operational Reports

119.1 Operations Report

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

- a. CM updated the Board on the monthly performance report, there has been a fantastic effort from the teams which shows in the excellent KPI results. The Board were very impressed.
- b. CM confirmed that the plan is to focus on cash leakage; stock void, relet days and arrears. The aim is to be the best performing general needs Division, especially in re-lets.
- c. It was confirmed that following the new Customer Feedback procedure, service failures are now categorised as a complaint (i.e. missed appointment, incomplete repair chaser calls). So the increased number of Stage One complaints is due to chaser appointments.
- d. It was clarified that if a customer & staff member log the same complaint, it is classed as 1 complaint, so therefore 1 complaint per incident.
- e. It was advised that the 1 outstanding Housing Ombudsman Service (HOS) case that is still under consideration, is due to a 12 month back log with the HOS as the case was logged last year.
- f. LB advised the Board of the recent £500 donation to the Hull Food Bank, Riverside have also entered into an agreement for Money Advisor E. Smith and Affordable Warmth Officer A. Wood to

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become referral agents, Riverside is to also provide bus fares to those that need it to collect food packs. A recent cash donation has also been given to the Newcastle West End Foodbank, who give out around 320 food packs per week equating to around 4 tonnes of food.

- g. LB advised the Board that the Riverside Tenant & Federation were looking to purchase a mini-bus to promote the work of the Fed & tenant dialogue. It will be equipped with lap tops and available for tenant led projects as well as consultation exercises. A member confirmed that the "Chin wag" bus was ready.
- h. LB confirmed that the community engagement team has secured funding for a full/part time centre manager at the Thorpes Hub Community centre located near the new development at Orchard Park. Riverside's fundraising officer L. Connor is supporting the centre with their fundraising and future sustainability and a "meet the neighbours" event is to be arranged.
- i. A member made the Group aware of a recent scam where scammers are targeting pensioners and suggested something similar to the loan sharks event could be done to help raise awareness and educate residents. LB advised that he could tie this in with the Digital inclusion work.
- j. The Group discussed the contents of the Neighbourhood Investment Strategy. KD advised that forthcoming in June the NIS will feed into the HFAT model.
- k. JA confirmed that even though Colshaw Farm and Crigglestone are shown as green, internal indicators are red, he believes that these two areas should have their own Neighbourhood Action Plan. It was agreed that a good degree of local knowledge will be needed.
- l. A member queried the stock swap which was mentioned in previous meetings and asked will it be happening and will we get any stock back. It was confirmed that Irvine would receive the additional stock in Scotland, if the deal goes ahead. A decision is expected to be made in the next few months.

119.2 Asset Management Report

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

- a. KD gave an overview of the major repairs works programme 2015/16 within Asset Management for the north Region.
- b. A member queried the differences in cost for roofing works between Cumbria and Manchester, KD confirmed they are based on Keepmoat's targets and tend to be down to differences in size or specification of the property.
- c. A member asked if Evolve were getting a base in Hull, it was confirmed that there is going to be an integrated store, he also asked how the local communication with Evolve has been, KD

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- confirmed that managers have been communicating well with Evolve and reporting back to her.
- d. It was reported that Evolve have not had any adverse issues from the Hull area, although there were a few IT issues in the bedding in period which caused glitches with the figures, however IT have now resolved these issues.
 - e. A member asked if there was anything in the budget for aids and adaptations. KD together with the compliance team are trying to put together an itemised list of equipment to build up an adaptations servicing budget, so hopefully next year this will be in the budget.
 - f. KD informed the group of the changes to the new asset management team following the re-structure, which should be operating by end May 2015.
 - g. NC requested an out-turn report identifying major repairs completions against budget for the year to 31st March. SA confirmed that he and KD can report on this at the next Board meeting.
 - h. CL had a query relating to a boiler issue on the Langley estate, KD asked for CL to forward address so she could look into this.

120 Development Report

The Board noted the contents of the Development Report and approved the pipeline programme. The following points were discussed:

- a. It was confirmed that all Business plan schemes for the Division have been completed.
- b. All timescales have been met in terms of the HCA.
- c. At Gibson Close, Wakefield there are 2 units with land drain problems, so an HCA exemption for the 2 remaining units have been brought in.
- d. AR confirmed that we have enough pipeline schemes to deliver for 2015/16 and 2016/17
- e. CL asked if there was any developments planned for Hull and Rochdale, AW confirmed that 36 units in Orchard Park have just completed but they wanted to see how the new properties settled in first to see if there was any further demand. He confirmed they wouldn't build anything new on the North Bransholme Estate. CM advised he was keen to see more development in Hull itself further outside of North Bransholme. AW confirmed they are looking at a site at Mill Dane further along from Orchard Park a bid has been put in for funding but HCA didn't agree to the grant, so the Council are pressing on with it themselves.
- f. AW confirmed the Scheme at Wark Northumberland is no longer proceeding as demand in this remote location was not strong enough to support the investment.
- g. There were issues with a scheme at Peases Way, Durham which is no longer proceeding due to prohibitive ground conditions. However, there is a reserve list so Crowtrees Lane, Bowburn is to

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take its place.

121 Allocation of a tenancy

The Board noted the contents of the allocation of a tenancy reports for the following properties:

- a. 1 Navenby Grove, North Bransholme, Hull which is the allocation of a tenancy to a Riverside Area Board member.
- b. 55 Blackhaugh Drive, Wheatridge Park, Seaton Delaval which is the allocation of a tenancy to close relatives of a Riverside employee

122 Any Other Business

None

123 Date and Time of Next Meeting

The next Riverside North Divisional Board Meeting incorporating the Board Away Day will be held on **Thursday 23rd July 2015 at 9:30am** (refreshments available from 9.15am) at **Double Tree Hilton, One Piccadilly Place, 1 Auburn Street, Manchester, M1 3DG**

Signed and Approved by Chair

Signature:

Date:

Papers shown as an Appendix to the Minutes

Minute Numbers

115 – Minutes of Divisional Board meeting held 22 January 2015

117 – Financial Report

118 – Divisional Director's Report

119 – Operational Reports

119.1 – Operations Report

119.2 – Asset Management Report

120 – Development Report

121 – Allocation of a Tenancy Report

File Reference: M:\Admin\Board Meetings\Minutes and Agendas\Minutes\2015\2015.05.21 Riverside North Divisional Board Minutes

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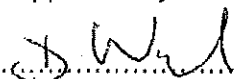
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