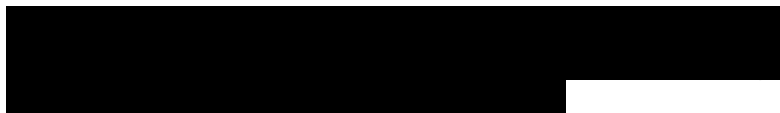


**Mersey South Divisional Board meeting held at 5.30pm on Thursday
17 July 2014 at the Riverside Lee Valley Neighbourhood Office**

Present: Mr P Clitheroe (Chair), Ms J Cooper, Mr P Cordy, Mrs B Guile, Mrs J Minard, Ms J Ormond, Ms S Thomas, Mr N Townsend, Mrs N Wass

Observers: Ms W Cumine, Mrs B Mullock


In attendance:



Apologies: Mr C Adeniran, Mr R Clawson, Mr C Morris, Mr M Taylor (Treasurer),

Absent: Mr D Ovien

MINUTES

		Action	When
520	<u>Minutes of previous meeting held on 15 May 2014</u>		
	The minutes were agreed as a true record.		
521	<u>Matters Arising from meeting held 15 May</u>		
	Minute 508 Tenant Conference – PC (Chair) said perhaps those tenants involved in planning the conference could speak to the Federation about possible joint activity on the day.		
	Minute 515 Impact of the changes in Halton and the new bridge – 		
	NT has also spoken to the Chief Executive of Halton Council. Announcement made about free travel for Halton Residents.		
	Minute 516 Board Appraisal summary – PC (Chair) said that discussions were taking place at Group level and that issues around board training were being picked up.		
522	<u>Declaration of Interest</u>		
	None.		
523	<u>Report by scrutiny Panel – Review of Anti-Social Behaviour (ASB)</u>		

	<p>MM and MS presented this report with their findings and recommendations to improve the service of ASB for the Mersey South Division.</p> <p>NT reported that an Action plan is being developed by staff and will be available for the September meeting with a timeline for actions to be completed by March 2015.</p> <p>The divisional board members thanked MM and MS for the excellent report.</p>	NT/PY	Sept 2014
524	<p><u>Presentation on the new Riverside Board members REX site</u></p> <p>GC gave a brief presentation to the board members on the new REX site on the RIC. If members wish to use the site for future board reports then we are able to issue secure passwords.</p> <p>[REDACTED]</p>	NT	Sept 2014
525	<p><u>Divisional Services Team Scrutiny update</u></p> <p>NT presented the report with great progress from the team which has been signed off and complete. A copy of the report will be sent to the Scrutiny panel.</p> <p>Divisional board members approved the report.</p>	SW/KD	July 2014
526	<p><u>Disposals</u></p> <p>The Board approved the disposal of all of the properties listed below:</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <ul style="list-style-type: none"> [REDACTED] 		
527	<p><u>Divisional Neighbourhood Investment Strategy (NIS)</u></p>		

	<p>NT presented this report is likely to change in format as the repairs function and planned maintenance will be strategically managed by head office from April 2015.</p> <p>Board members approved the NIS but agreed we need to look at future linkages of impacts of Community Initiatives/Projects objectives.</p>		
528	<p><u>Approved Contractor List 2014/15</u></p> <p>CS presented this report that contained the annual updated list of Contractors, Consultants and Suppliers.</p> <p>The divisional board members approved Appendices 1, 2 and 3 of Contractors, Consultants and Suppliers to provide services to the Mersey South Division for the next 12 months.</p>		
529	<p><u>Tenant and Resident Involvement 2014</u></p> <p>NT presented the report to members that included a summary of the feedback from the Neighbourhood Service Panels (NSP's) and the Divisional Residents Group (DRG) on the proposed new engagement structures.</p> <p>A debate took place and members said that we need to encourage tenants to still meet and ask Riverside for information if they need it.</p> <p>They also suggested that we need to find a better name for 'Community Champion' perhaps by seeking advice from active tenants and residents.</p> <p>BG said that the Halton and South Liverpool offices were not aware that the July NSP meetings were the last ones and that the Panels were still planning to meet in September. BG suggested we inform them at that meeting that it was the last meeting and thank them for all their hard work through this difficult process.</p> <p>The board agreed to Option C but requested:</p> <ul style="list-style-type: none"> • description of the engagement activity • when the method would be used • outcome expected of the activity • current position of the activity <p>KD to discuss Option C further with PC and NW to get a view of engagement from two external perspectives.</p> <p>NT said that an update report would go to the</p>	KD	Nov 2014

	November divisional board.		
530	Re-designation of [REDACTED]		
	<p>This was a tabled report to request approval from the Board to agree to the re-designate of [REDACTED] from a two bedroomed property to a one bedroomed property.</p> <p>This was in accordance with a Group level policy that was approved by Housing Services Committee, with delegated authority given to Divisional Boards.</p> <p>The divisional board members approved to the re-designate of [REDACTED].</p>		
531	Divisional Annual Plan 2014/15		
	NT presented this report which was approved by the board. We agreed that we would update progress and make any alterations and present it at the November Divisional Board meeting.	NT	Nov 2014
532	Income Management Performance and Legal Action report		
	<p>SS presented the report and said that the attached appendices were in a new dashboard format and that we should see some improvements next month which will be easier to follow.</p> <p>We agreed to report on the Welfare Benefits advice activity for those cases over [REDACTED] to include:</p> <ul style="list-style-type: none"> breakdown of cases of non-payment of bedroom tax. analysis of cases referred to welfare rights and take up <p>[REDACTED]</p> <p>Paul also asked if it was possible to produce comparison of arrears as a rate of stock numbers.</p> <p>The divisional board members noted the report.</p>	<p>SS</p> <p>SS</p> <p>SS</p>	<p>Sept 2014</p> <p>Sept 2014</p> <p>Sept 2014</p>
533	Income Expenditure Report and MPR		
	SS reported a typo in her report (page 61) - Mersey South division ended the first 2 months of the financial year to March 2015 – should read May 2014.		

	<p>A discussion took place about the new Customer Relations Management (CRM) Key Performance Indicator (KPI) – lowest for the division but with genuine reasons. Members were reassured that the target was improving for the division.</p> <p>The divisional board members noted the report and the key issues explained in detail.</p>		
534	<u>Complaints and Compensation Review (Jan – June 2014)</u>		
	<p>PY reported that this was the final report in the current format and discussed the new complaints procedure which will be the new way of recording complaints with effect from 4 August.</p> <p>The board noted and thanked PY for his report.</p>		
535	<u>Update on new Divisional Board members</u>		
	<p>NT gave a verbal update and welcomed our 2 new members Nicola Wass and Joan Ormond subject to formal approval which will be put forward to our remuneration committee in September.</p>		
536	<u>Information Items</u>		
	<p>The divisional board members noted the following information items:</p> <ul style="list-style-type: none"> • Corporate Audit Executive Summary 2014 • Divisional Round Up • Minutes of the Riverside Tenants and Residents Federation meeting, 16 April 2014 		
537	<u>Any Other Business</u>		
	<p>ST thanked board members and the Lee Valley Neighbourhood Scrutiny board members who attended the tour around the new Joseph Williams Elderly Village development.</p>		
338	<u>Date and time of next meeting</u>		
	<p>Thursday 18 September in Liverpool – venue to be confirmed which will be followed by a meal to thank Mark and Sue who both come to the end of their term on the Mersey South Divisional Board.</p>		



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Mr P Clitheroe

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Date: 18 September 2014