

**Mersey South Divisional Board meeting held at 5.30pm on Thursday
9 July 2015, Wirral Office**

Present: Mr Paul Clitheroe (Chair), Mr Ronnie Clawson, Mr Paul Cordy,
Mrs Barbara Guile, Mr Paul Hillard, Mrs Joan Minard,
Ms Joan Ormond

In attendance: [REDACTED]

Apologies: Mr Christian Adeniran, [REDACTED] Mr Christopher Morris,
[REDACTED]

Observers: [REDACTED]

Absent: Mr David Ovien (Observer)

Unconfirmed Minutes

		Action	When
	Prior to the meeting GC gave a brief update on how to use the REX site to the board members. RC said that the Group were still in discussions about what IT equipment would be best to provide to board members to access Riverside's websites.		
614	<u>Minutes of previous meeting held on 14 May 2015</u>		
	The minutes were agreed as a true record.		
615	<u>Matters Arising from meeting held 14 May 2015</u>		
	Minute 604 (599) PH to confirm the position regarding Vice Chair role – PH confirmed that we are not obliged to have a Vice Chair but if we do we need to decide how that person is elected.		
	PC suggested that if anyone is interested that they email DE and if we receive more than 1 request a vote would be held at the next meeting.	PC	Sept
	Minute 604 (601) BG's clarification on the role of residents in scrutiny – PH confirmed that the word residents was used in reference to scrutiny in recognition that some services that would be subject of scrutiny are not tenants of Riverside but occupy the property on a different tenure.		

		Action	When
	<p>Minute 606 Responsive Repairs Scrutiny Report – PH gave an update with recommendations which will have actions against them and will be available for the September meeting.</p> <p>PH confirmed that the Scrutiny Panel had received a copy of the report.</p> <p>Minute 606 Responsive Repairs Scrutiny Report, the board asked how flexible were Evolve in offering appointments outside core hours – PH to provide feedback at the September meeting.</p> <p>Minute 607 Budget and Business Plan 2015/2020, the board asked for clarification on the current situation of tenant sales – SS informed the board that she was waiting on the new legislation rules. A report will be provided for the September meeting.</p> <p>Minute 608 Income Management Performance and Legal Report, PCo and JO request for basic training on the arrears process – PCo and JO said that they visited the Income Management team on 2 July and were really impressed with how the team operate. They saw a different aspect on how the team try to keep tenants in properties and that they had to go through a lot of processes but an eviction took place.</p> <p>Minute 609 Income and Expenditure Report, PCo asked for further explanation of the operating surplus – SS said that an explanation would be provided in her presentation which was Agenda Item 10 at tonight's' meeting.</p> <p>Minute 612 Themed board meetings – As discussed at the Board Away day, PH advised that future board meetings would be themed as follows:</p> <p>September</p> <ul style="list-style-type: none"> • Repairs • Arrears Recovery <p>November</p> <ul style="list-style-type: none"> • Improving voids and void turnaround 	<p>PH</p> <p>PH</p> <p>SS</p>	<p>Sept</p> <p>Sept</p> <p>Sept</p>
616	<u>Declaration of Interest</u>		
	None.		
617	<u>Divisional Board Appraisals</u>		
	A debate took place following this report and BG asked whether there were any timescales on Item 9, page 8 of the report - PH said that Campbell and Tickle are carrying out a		

		Action	When
	<p>study of Governance in housing services, documents and materials have been produced and they are currently benchmarking with other housing associations doing reality checks.</p> <p>PH said that Questionnaires are going out to board member at the end of July and we will be able to report back in September.</p> <p>An Action plan is to be drawn up by the end of the month and PH will circulate to members. RC suggested that we pull out previous Action Plans to see what has changed and follow up at next meeting.</p>	PH PH/DE	Sept Sept
618	<u>Approval to enter into a 15 year commercial lease for Unit B Local Centre Palace Fields Runcorn.</u>		
	<p>RC asked if were comfortable with a 15 year lease with no break and felt that it was unusually long for a lease and felt that it should have a break. PH to speak to CF and report back at the next meeting.</p> <p>BG asked if the lease for the previous period was the same.</p> <p>The divisional board approved the proposal subject to the suggestion of a break in the lease being negotiated if possible.</p>	PH	
619	<u>Allocation of a tenancy to staff member's relative</u>		
	<p>PH presented this report for board members to note as the usual process was not followed in the normal way, this was a genuine error by a staff member who has been reminded of the correct process.</p> <p>The report was noted by all.</p>		
620	<u>Mersey South Income Management and Performance</u>		
	<p>SS presented this report on the year-end financial report and MPR.</p> <p>The Board were asked to note:</p> <ul style="list-style-type: none"> • Performance is for the end May • Changes to dash board – looking at former tenant arrears as well <p>BG said because of the few cases we have in Lee Valley on Universal Credit what effect it will have on the project. PY replied that we will have enough cases to run the project as the trial is only simulating the housing element of the tenant paying us the rent that will help us with what support they will need.</p>		

		Action	When
	<p>BG said that we are still evicting families with young children and are we checking that social services are involved. SS to check.</p> <p>Glossary of terms of dashboard – SS can produce these separate for members if requested.</p> <p>The report was noted by all.</p>	SS	Sept
621	<u>Income and Expenditure Report and MPR</u>		
	<p>SS presented this report for the period May 2015 and asked members to draw attention to repairs as we have had a large deficit cut in the repairs budget.</p> <p>The KPI's are now being reported from the BIRT system for the first time. SS explained that as the reports are PDF versions and can't be made any bigger but hopefully we should see some improvements for the September meeting.</p> <p>BG said the average cost of £1,185 for property MOTs in Halton seems high. SS said that the costs included asbestos checks.</p> <p>JM said that programme works in certain areas had not been done. PH said that he would raise this with colleagues in the Asset Management team and report back at the next meeting.</p> <p>The divisional board members noted the key issues explained in the detailed report.</p>	PH	Sept
622	<u>Operational Margin Presentation</u>		
	<p>SS gave a presentation on the divisions' Operating margin and Cash Leakage. A copy of the presentation will be emailed to all and added to the REX site.</p>	DE	July
623	<u>Community Engagement – Mersey South Update</u>		
	<p>KD gave an update on Community Engagement for the Mersey South division.</p> <p>BG said that there was nothing in the presentation of what is happening in Wirral and South Liverpool and would like to see this in a future presentation.</p> <p>BG said that tenants need more notice to attend consultation meetings.</p> <p>SC said that tenants who have Post Office accounts cannot set up direct debits and so we need to check and ask what type account a tenant has for setting up payments.</p>		

		Action	When
	<p>KD said that an Information Item would be reported at the next meeting about an initiative on short term loans to help tenants.</p> <p>PC said that as a board that they would like to see a Community Engagement Strategy plan of when, what, how with numbers and outcomes.</p> <p>DE to email a copy of the presentation to all and place on the REX site.</p>	<p>KD</p> <p>DE</p>	<p>Sept</p> <p>July</p>
624	Community Engagement presentation – [REDACTED]		
	<p>KJ, head of Community Engagement gave an update of progress for the year.</p> <p>KJ said that a discussion paper would be sent out about how we engage with tenants.</p> <p>BG said that the Fed minutes should be placed on the front page of the website. KJ replied that they were in the process of updating the whole website.</p> <p>KJ to email a copy of her Mersey South Quarterly update report to DE to include as an information item for future meetings.</p> <p>A copy of the presentation would be emailed to all and placed on the REX site.</p>	<p>KJ</p> <p>DE</p>	<p>Sept</p> <p>July</p>
626	Information Items		
	<p>The divisional board members noted the following Information Items:</p> <ul style="list-style-type: none"> • Headlines May 2015 – tabled at the meeting • Federation minutes 12 March 2015 • Lee Valley Neighbourhood and Scrutiny Board minutes 10 March 2015 		
627	Any other business		
	<p>PH informed members that we have had a serious issue at the South Liverpool office [REDACTED].</p> <p>PH assured members that we have a risk assessment in place and security measures. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>		

		Action	When
	<p>We are also working with [REDACTED], Head of Health and Safety and Environment to devise a template for future use.</p> <p>PY said that he had thanked all the staff at the office and in [REDACTED]. All the staff have been really co-operative and supportive at this difficult time.</p> <p>Divisional Board member asked staff to pass on their thanks to the team at South Liverpool.</p>		
628	Date and time of next meeting		
	Thursday 24 September, Wirral office.		

Mr P Clitheroe:

Date: