

**Mersey South Divisional Board meeting held at 5.30pm on Thursday  
15 May 2014 at the Riverside Halton Neighbourhood Office**

**Present:** Mr P Clitheroe (Chair), Mr C Adeniran, Mr P Cordy,  
Ms J Cooper, Mrs B Guile, Mr C Morris, Mr N Townsend

**Observers:** [REDACTED]

**In attendance:** [REDACTED]

**Apologies:** Mr R Clawson, Mrs N Rimmer, [REDACTED] Mr M Taylor  
(Treasurer), Ms S Thomas

**Absent:** Mrs J Minard

**MINUTES**

		<b>Action</b>	<b>When</b>
	Prior to the meeting the divisional board members welcomed Michael Gelling and Stephen Falconer tenant board members for the Halton area.		
<b>506</b>	<b><u>Minutes of the Budget and Business Plan meeting previous meeting held on 11 April 2014.</u></b> The minutes were agreed as a true record.		
<b>507</b>	<b><u>Minutes of previous meeting held on 20 March 2014</u></b> Minute 494 Targets for new top 10 KPI's including local variations for 2014/15 – "PC said this would be a discussion to be held with Group Board" – should read a discussion to be held with Housing Services Committee (HSC).  The minutes were agreed as a true record.		
<b>508</b>	<b><u>Matters Arising from meeting held on 20 March 2014</u></b>  Minute 490 Mersey South Tenants Conference – NT reported that the project group had met and agreed to re-visit holding the conference next year jointly with Mersey North, giving them more time to organise.  Minute 493 Property Disposals – NT informed members that 18 York Avenue had been sold this week.  Minute 495 Income and Expenditure account and MPR – Neil informed members that Agenda Item 8, the		

	<p>Income Management report referred to the bedroom tax cases.</p> <p>Minute 497 Long Term Void Sales Reviews – NT informed members that they were still in the process of working on the Neighbourhood Investment Strategy (NIS) and it would be available for the meeting in July.</p> <p>Minute 501 Any Other Business – NT informed members that Paul Lynch had been in contact to thank members for his card and gift and that he was sorry he could not attend the meal after the last meeting.</p> <p>NT also informed members that they were interviewing for a new tenant board member on 27 May and had received 3 applications.</p> <p>There was also an application for a possible finance replacement for Mark's retirement later on in the year.</p>	<p>NT</p> <p>NT/PC</p>	<p>July 2014</p> <p>July 2014</p>
<b>509</b>	<b><u>Declaration of Interest</u></b>		
	None.		
<b>510</b>	<b><u>Divisional Annual Plan 2014/2015</u></b>		
	<p>NT gave a short presentation on the Annual Plan for 2014/15.</p> <p>The Plan is all about the front line services and how we improve and modernise our services to deliver better customers services.</p> <p>The divisional board asked how they and other tenants will influence the Think Forward programme and be involved.</p> <p>NT informed members that he will circulate the Plan once it was finalised.</p> <p>PC asked the Board to consider its role in relation to this plan given a) the desire for One Riverside and b) discussion at our away day (see 516 below). PC suggested primarily, Board should be working together with Neil and the team to engage with tenants and potential tenants to:</p> <ul style="list-style-type: none"> <li>• ensure that modernisation of TRG offer is attractive to existing customers (to keep them in our homes (and reduce turnover)) and brings in new customers (reduce voids)</li> <li>• communicate changes that are planned effectively</li> </ul>	<p>NT</p>	<p>June 2014</p>

	to tenants (and wider stakeholders)		
<b>511</b>	<b><u>Community Investment Projects</u></b>		
	<p>KD presented the summary report which informs members about the changes/objectives following the recent Community Engagement review.</p> <p>The report highlights in 1.3 the key areas the team will deliver in and the changes to the way we deliver our services.</p> <p>BG reminded staff about the use of abbreviations in reports.</p> <p>NT informed members that a report will presented at the next meeting on the proposed changes to Resident Involvement (RI) and Value for Money (VFM).</p> <p>Members were asked to email KD if they had any thoughts or suggestions they would like to express to help with discussions about the report at the next meeting. This was to help reflect their own observations on the effectiveness of Neighbourhood Service Panels (NSP's)</p> <p>The divisional board members approved the review and objectives set but asked for:</p> <ul style="list-style-type: none"> <li>• an opportunity to discuss the outcome framework being developed</li> <li>• a "heat map" across the Division to identify what Community Investment is being spent upon against the key objectives and/or if there is no investment, how the key objectives are being met e.g. by other agencies, corporate investment etc.</li> </ul>	KD/NT	July 2014
		KD/NT	Nov 2014
<b>512</b>	<b><u>Disposals</u></b>		
	<p>The Divisional Board members agreed to the disposal of the following properties:</p> <ul style="list-style-type: none"> <li>• 68 Wendell Street, Liverpool</li> <li>• 68 Holmes Street. Liverpool</li> </ul> <p>NT informed members that we will present a full plan as part of the NIS for this specific South Liverpool neighbourhood.</p>	CS/SB	July 2014
<b>513</b>	<b><u>Mersey South Income Management Performance</u></b>		
	SS presented this report to update the divisional board		

	<p>on the work of the Income Management team for the year to March 2014.</p> <p>Members asked for further information on evictions (whether they were long term or short term tenancies), and clarification on the total bedroom tax non-payers.</p> <p>The divisional board noted the report and said that they were happy with the dashboard and comments in the report.</p>	SS/DH	July 2014
<b>514</b>	<b><u>Income and Expenditure and KPI's March 2014.</u></b>		
	<p>SS presented this report and highlighted the main points for the division at the end of the financial year.</p> <p>PC asked for information about the percentage of tenants with arrears of £2k+ who had been offered welfare rights input and those who had refused this intervention. And for those who had refused, what action had been taken.</p> <p>The divisional board noted the report and key issues explained.</p>	DH/SS	July 2014
<b>515</b>	<b><u>Void standard and protocol</u></b>		
	<p>NT presented this report on the changes agreed with Evolve on the contract terms. It has been agreed to re-negotiate the contracts in place for the 3 divisions Evolve work in and have one void price for all which will be implemented by 1<sup>st</sup> July.</p> <p>BG asked if we had thought about the impact of the changes in Halton and the new bridge and the problems it could have with Evolve working in Widnes. NT said he would raise the issue with Evolve at their next meeting.</p> <p>The divisional board members noted the content of the report.</p>	NT	May 2014
<b>516</b>	<b><u>Board Appraisal summary</u></b>		
	<p>The divisional board agreed that the report reflected a true reflection of what they had discussed.</p> <p>NT said that the annual plan and the work we have agreed will help deliver some of the items of concern and that further discussions would take place at the HSC away day next week.</p> <p>The report was noted by all.</p>	NT/PC	July 2014

<b>517</b>	<b>Information Items</b>		
	<p>The divisional board noted the following information items:</p> <ul style="list-style-type: none"> <li>• Divisional Round Up</li> <li>• Headlines – April 2014</li> <li>• Lee Valley Neighbourhood and Scrutiny Board meeting, 15 April 2014</li> <li>• Housing Services Committee minutes, 27 March 2014</li> </ul>		
<b>518</b>	<b>Any other business</b>		
	<p>PC and the board thanked MG and SF for attending the meeting and asked whether they had any questions from the meeting.</p> <ol style="list-style-type: none"> <li>1. MG raised the issue of the new bridge and toll system in Halton and what Riverside and Evolve were doing about the impact. A discussion took place, NT to raise with Evolve.</li> </ol>	NT	July 2014
<b>519</b>	<b>Date and Time of next meeting</b>		
	<p>Thursday 17 July 2014, 5.00pm at:</p> <p>Riverside Lee Valley Neighbourhood office  150 Naylorfield Drive  Belle Vale  Liverpool  L27 1XY</p> <p>Elise Watson, Neighbourhood Manager will be arranging a local site tour from 4.00pm.</p>		



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Mr P Clitheroe

18 July 2014

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Date