

THE RIVERSIDE GROUP LIMITED

A meeting of the Board of Riverside Cumbria was held at 4:00pm on Thursday 18 September 2014 at English Gate Plaza, Carlisle

Minutes

Present Mr M Little (Chairman), Mr J Bainbridge, Mrs A Bishop, Ms H Bruce, Mr D Butterworth, Mrs P Harkness, Mrs E Mallinson, Mrs R Notman.

In attendance were P Birks, K Doran, S Kellock, P Taylor, S Taylor-Gage, J Thirlwell*, L Gaddes (minutes). (*part of the meeting)

Apologies Ms C Carre, Mr S Layden, Mrs S Powell.

513 Apologies for Absence

513.1 Apologies for absence were received from Ms C Carre, Mr S Layden and Mrs S Powell.

513.2 The Chair welcomed Jane Thirlwell, Consultant Project Manager for Development to her first meeting, J Thirlwell will be providing cover for Rebecca Kenvyn during her absence. The Board offered their congratulations to R Kenvyn on the birth of her son, Jasper.

513.3 The Board congratulated P Harkness on her achievement of completing a charity sky dive as part of her Golden Wedding Anniversary celebrations.

513.4 The Chair advised Board members that David Cox has retired from his role as an Independent Board Member on the Cumbria Divisional Board on 19 July 2014. He thanked D Cox for his contribution to the Board since 2006.

513.5 The Chair advised Board members that Olwyn Luckley and Paul Atkinson have retired from their roles as Council Nominee Board Members on the Cumbria Divisional Board on 1 September 2014. The Chair thanked Olwyn and Paul for their contributions to the Board since 2012 and 2013 respectively.

513.6 The Chair recommended the appointment of Heather Bruce to fill the vacancy which had arisen for a Tenant Board Member. The Board agreed to recommend Heather's appointment as a new Tenant Board Member of Riverside Cumbria Divisional Board, to the next Governance and Remuneration Committee (GRC).

513.7 The Chair recommended the appointment of Councillors Jacqueline Franklin and Ged Caig to fill the Council nominee vacancies which had arisen for representation on our Board. It was noted that Carlisle City Council had advised Riverside of their nominees. The Board agreed to recommend the new appointments as Board Members of Riverside Cumbria Divisional Board, to the next Governance and Remuneration Committee (GRC).

513.8 The Chair welcomed Councillors Jacqueline Franklin and Ged Caig to their first Board meeting.

513.9 The Chair recommended the appointment of Sue Powell to fill the vacancy which had arisen for an Independent Board Member. The Board agreed to recommend Sue's appointment as a new Independent Board Member of Riverside Cumbria Divisional Board, to the next Governance and Remuneration Committee (GRC).

514 Declarations of Interest

514.1 E Mallinson advised of a personal interest in Agenda Item 5 in relation to Longtown as her husband is the City Councillor for this area and has been involved in the process.

5.14.2 No further declarations of interest were received.

515 Minutes of the last meeting held on 19 June 2014

515.1 The minutes of the meeting held on 19 June 2014 were approved and signed.

516 Matters Arising from the Minutes

516.1 Board members raised a query regarding why Board members are referenced by their marital status within the record of attendance within the minutes. L Gaddes agreed to raise this query with Head Office to seek clarification. L Gaddes

516.2 Min 499.4 The Board noted that a detailed report relating to the leasehold issues and challenges had not been presented to the meeting due to staffing shortages within the Leasehold Team.

516.3 Min 501.1.3 Board members asked for an update regarding the issues with the Pinnacle cleaning contract. It was noted that the cleaning service had been brought in house from 8th September which gives Riverside better control and enables targets to be set to improve the service. Progress will be reported back through the

relevant Corporate Plan objective.

516.4 Min 499.6 The Board noted that Riverside had written to Rory Stewart MP and Mark Lambert at Carlisle City Council to fully appraise them of the developments regarding the TMO in Brampton.

516.5 There were no further matters arising.

517 Divisional Directors Report

517.1 D Butterworth took the Board through the report and highlighted current issues of interest including Board Members Conference, Staff conference, STARS survey and Scrutiny Panel customer survey, SMART, Longtown heating issues and affordable warmth officer.

517.2 Board members were encouraged to attend the Board Members Conference to take place on 16th October 2014. New members were advised they would be receiving an invite for the event. L Gaddes agreed to advise Board members of the transport arrangements. L Gaddes

517.3 Riverside Cumbria will be holding a staff conference on 17th October 2014. The conference will focus on the topic of how to improve staff engagement and communication plus how to identify issues to improve customer satisfaction.

517.4 The Scrutiny Panel have carried out a customer survey. It was agreed that Scrutiny Panel members should be invited to the November Board to present their findings. D Butterworth

517.5 Riverside continues to work positively with SMART although the formal agreement has come to an end and the services have been brought in house. Communication is ongoing to produce an alternative tenant model to deliver some reduced services. A new committee has been formed with the aim to bring a recommendation to the January Board meeting.

517.6 A public meeting has been arranged on 9th October 2014 with the tenants of Longtown, to be independently chaired by Councillor John Mallinson, where the BRE report will be presented to customers. The Board were encouraged to hear a summary of the report which advises that tenants have not been at a disadvantage by the heating systems that have been installed. It was agreed that feedback would be presented to the Board following the one to one consultations with tenants. The Chair encouraged Board members to attend the Longtown meeting if they were able.

- 517.7 A communication plan regarding when to circulate the BRE report was discussed. Board members were assured that the report would be made available for them to see.
- 517.8 It was acknowledged that the focus in Longtown was to improve customer satisfaction however some customers will remain unhappy due to the recommendations of the report. It was noted that Riverside's response to these customers will be that Riverside will do all it can to resolve their issues but will support tenants to move if required.
- 517.9 An Affordable Warmth Officer is to be appointed within the Division to assist all tenants not just those in Longtown. A further update will be brought to the November 2014 meeting.
- 517.10 The Board noted the content of the report.
- 518 Board Away Day
- 518.1 Board members agreed that the away day had been a productive event with all attendees engaged in the discussions.
- 518.2 It was noted that topics discussed by the Board at their away day had been picked up in the Board reports specifically improving customer satisfaction, creating a divisional risk plan and emphasising performance improvements to be made within the Division.
- 519 Development Programme
- 519.1 J Thirlwell took the Board through the report and highlighted that all developments currently on site were on target for completion and were progressing well.
- 519.2 It was noted that the properties at Teasdale Place would be subject to a phased handover to Riverside from October until July 2015. S Kellock agreed to incorporate these new properties in to the budget forecasts. S Kellock
- 519.3 Board members queried the difference between schemes classed as ready for handover or completed. J Thirlwell agreed to check the meaning of these terms to report to the next Board meeting. J Thirlwell
- 519.4 K Doran and P Birks requested a meeting with J Thirlwell to discuss options for increasing the size of the site located at Irton Place. K Doran / P Birks / J

519.5 The Board noted the progress of the current development schemes.

519.6 The Board approved the pipeline programme in terms of complying with the strategic priorities of both the Division and Group.

J Thirlwell left the meeting.

520 Corporate Plan 2014/15

520.1 S Taylor-Gage took the Board through the paper and highlighted the three separate parts of the report; the Riverside Corporate Plan for 2014-17, the Delivery Plan for 2014-15 and the Cumbria Divisional Plan 2014-15.

520.2 It was noted that the Divisional Plan included other initiatives that Riverside colleagues are doing within this area such as employment initiatives.

520.3 Board members raised concerns regarding the high number of properties identified for disposal. Members were reassured that although the disposals were scheduled Riverside usually only disposes of properties when they become vacant, unless there are major structural issues. Some properties which are a substantial distance from any Riverside office are disposed of to other Housing Associations. It was noted that a support package is provided to customers who are directly affected by property disposals, extra support is provided for the elderly or vulnerable.

520.4 The Board noted that they were being asked to approve the Cumbria Divisional Plan the other two plans had been included only to show that the golden thread between the plans was present.

520.5 Board members approved the Divisional objectives for 2014/15.

521 2014 Stars Customer Satisfaction

521.1 STG took the Board through the report and highlighted that the Scrutiny Panel had already done what was needed to follow up on the satisfaction survey by knocking on 700 customer's doors to find out their views.

521.2 Board members raised a concern regarding the decrease in satisfaction for ASB cases. It was noted that this was an example where the KPI is being met but satisfaction is not high as although the process is being followed some critical element is missing. The

conflict between customer expectation and realistic outcomes was highlighted. Some proposed solutions for making a positive impact on satisfaction levels were discussed.

521.3 Board Members noted the report.

E Mallinson left the meeting.

522 Divisional Risk Plan 2014/15

522.1 D Butterworth took the Board through the report and highlighted that the aim was to give Board members confidence that the Division is aware of risks and that actions are in place or planned to mitigate the risks.

522.2 It was noted that the report pulled together some of the risks identified at the Board Away Day and others from Riverside's risk plans.

522.3 Board members were advised that a local mitigation plan which will translate the 24 high level risks into more narrative will be brought to the November 2014 Board meeting.

522.4 Board Members discussed and agreed with all of the Divisional risks which had been included within the Divisional Risk Management Plan. D Butterworth asked Board members to contact him directly within the next couple of weeks if they thought of any risks which had been missed.

522.5 Board Members agreed the relevant likelihood and impact of each risk occurring within the Divisional Risk Map, particularly in relation to securing income and carrying the service delivery forward.

522.6 The Divisional Board agreed to take ownership of reviewing the Divisional risks twice a year, in line with Group practice, to give confidence that it is being delivered.

522.7 The Divisional Director agreed to bring to the next appropriate Board a Risk Mitigation report for consideration. D Butterworth

523 Board Scrutiny Of Evictions

523.1 P Taylor took the Board through the report and highlighted that although the figure shown was different from the one on the cash collection dashboard it was correct and the dashboard had been corrected today to reflect this.

523.2 The Board reviewed the report and provided the authority required to proceed with eviction.

J Bainbridge left the meeting.

524 Cyclical Asset Review – Disposals / Rationalisation

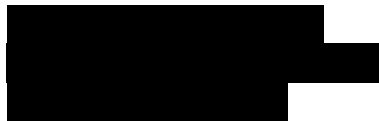
524.1 K Doran took the Board through the report and highlighted that the report was to ratify the Chairman's approval of several disposals by auction and to approve a further two.

524.2 The proposal to dispose of Haddon House and 89-95 Welsh Road to Cumbria Gateway was discussed. Particularly in relation to the detrimental effect for the neighbourhood of placing this type of housing provision within an area where drug and alcohol problems are already high. It was agreed that to mitigate any risk for Riverside and to check governance Cumbria Gateway would be asked to have a Riverside representative on their Board.

D
Butterworth

524.3 Board members noted the progress of previously approved disposals.

524.4 The Board ratified the Chairman's approval to proceed with the sale at Auction of:



524.5 The Board approved for the disposal of



G Caig and K Doran left the meeting.

525 Management Accounts and Performance Information

525.1 S Kellock presented the report to the Board and highlighted that the budget forecast that had been issued incorporated various changes with Asset Management moving to being delivered centrally from Head Office. Issues with movement of staff are in hand and the spending of these savings is discussed by the Divisional Management Team to ensure delivering the forecast is kept on target.

525.2 Board members were impressed by the level of operating margins

reported and expressed some concerns for work which was not being done which had been previously within the Division. The Board were advised that zero based budgeting and a thorough checking of each budget holder's submission currently meant that prioritised activities were continuing to be done just under tighter controls. Some extra things over and above are not being done that the Division would previously have moved funds around to accommodate.

525.3 Some budget savings have been achieved by identifying activities to stop doing. For instance the Division used to deliver things that were not a health and safety requirement but were best practice. This has not impacted on Riverside's ability to deliver services.

525.4 The Board noted the contents of the Management Accounts and Performance information.

526 Performance August 2014

526.1 S Taylor-Gage took the Board through the report and highlighted that it was rare to have as many KPIs for improvement as gas servicing and Health and Safety are usually categorised on target.

526.2 Board members were advised that the expectation was to have all areas of performance on target by the end of the financial year.

526.3 Board members agreed that the format of the PIPs was fit for purpose and did not suggest any amendments.

526.4 Board members noted the actions planned to ensure targets are met by 31.03.15.

527 Cash Collection Dashboard

527.1 P Taylor took the Board through the arrears section of the report and highlighted that as the dashboard figures include leasehold debt a lot of the cases of arrears over £2000 relate to Leasehold debt.

527.2 It was noted that the evictions figure quoted was incorrect the actual figure is in line with the same period last year.

527.3 P Birks took the Board through the lettings and voids section of the report and highlighted that work was currently taking place on 61 void properties compared to 82 at same time last year. The number of voids and terminations is continuing to decrease however current this figure is in excess of the 10% turnover for the year. The

reasons for terminations are continuing to be analysed. Some challenges and successes were highlighted to the Board.

527.4 The Board noted the content of the Cash Collection Dashboard for September 2014.

528 Staff Lettings Report

528.1 The Board noted the staff lettings detailed in the report.

529 Items for Information

529.1 Board Members noted the following items:

- a Management Team briefings of July, August, September 2014.
- b Housing Services Committee Minutes of 26.06.14.

530 Any Other Business

530.1 The Chair suggested an earlier start for the next Board meeting to allow sufficient time for a presentation from the Scrutiny Panel. It was agreed that the Scrutiny Panel would be invited to make a presentation at 3pm on 20th November 2014.

D
Butterworth

531 Date and Time of Next Meeting

531.1 The next meeting was set for 4:00pm on Thursday 20 November 2014.