

**Mersey South Divisional Board meeting held at 5.00pm on
Thursday 16 June 2016 at the Riverside Speke Office**

Present: Mr Peter White, (Chair), Mr Ronnie Clawson,
Mrs Barbara Guile, Mr Paul Hillard, Mrs Joan Minard,

In attendance: [REDACTED]

Apologies: Mr Paul Cordy, Ms Sarah Jones, Ms Joan Ormond,
[REDACTED]

Absent: Shirley Corcoran

Observer: Jeff Jones

UNCONFIRMED MINUTES

		Action	When
685	<u>Minutes of previous meeting held on 24 March 2016</u>		
	The minutes were agreed as a true record. It was noted that JM left the meeting before agenda item number 8, Childwall EMB would be noted.		
686	<u>Matters Arising from meeting held on 4 March 2016</u>		
	Minute 663 PY was asked to clarify the definition of a service failure – PY reported that within The Group there was nothing officially recorded, but a service failure is recorded when a customer has to contact us to 'chase' completion of a repair. This could be because an appointment has been missed, the repair has not been completed, further work was needed and has not yet been arranged or if the repair was defective and the contractors have to be recalled. Minute 674 Asset Management, AL to analyse and report on number of repairs including trends for time taken to complete – AL confirmed there is an update in the Asset Management report, Agenda Item 10. Minute 674 Asset Management – PW requested an Action Plan at the next meeting in June – AL to discuss with PW at their meeting on 6 July. Minute 674 Asset Management – BG said that the minutes should state that Evolve offer evening appointments between		

		Action	When
	<p>April and September only. It was highlighted that this initiative was only for gas related repairs.</p> <p>Minute 674 ██████████ to attend meeting to discuss Customer Intelligence for the Group – PH said that AR was not in a position to attend the meeting as this was still work in progress.</p> <p>Minute 675 PY to deliver report on property disposals process – PY confirmed that this was included in the reports under Agenda Item 6.</p> <p>Minute 681 Scrutiny Panel Update – AL confirmed that this was included in the report and that an update from Maria Milford from the Scrutiny Panel would be circulated at tonight's' meeting.</p>		
687	<u>Declaration of Interest</u>		
	JM declared a declaration of interest for Agenda item 13 as the Chair of Childwall EMB. It was agreed JM would leave the meeting when the matter was discussed.		
688	<u>Voluntary Right to Buy Scheme</u>		
	<p>PH presented this report as a follow up from the recent paper that was sent out to members asking for approval for the sale of up to 50 additional sales under the pilot which was approved by board members and signed off by PW the Chair.</p> <p>PH said that the reasons behind the additional sales was that take up on the scheme had been less elsewhere but there was a higher demand in Liverpool.</p> <p>JM asked if the pilot was still open for tenants to apply as she was told over the phone that it was closed and that a tenant had heard nothing since she applied. PH to talk to the Home Ownership team and clarify.</p> <p>All board members agreed to the additional sales of properties under the pilot subject to demand.</p>	PH	June
689	<u>Property Disposals Report</u>		
	<p>PY presented the report which updated members on the current position of the policy voids as at 8th June.</p> <p>JJ requested the definition of the auction process – JS to bring information to next meeting.</p> <p>PH requested that AL produce an end of year quarterly review for the next meeting.</p>	<p>JS</p> <p>AL</p>	<p>Sept</p> <p>Sept</p>

		Action	When
	Board members approved to the disposal of 18 properties and 33 units listed in Appendix 1 of the report. Board members also approved the home loss payments to the remaining tenants at the addresses in paragraph 3.2 of the report.		
690	<u>Budget and Business Plan 2016/2021</u>		
	PH presented the report and informed members that the budget had already been approved but asked members to note that the Plan takes into account our new operating position and savings as part of TOM. Divisional board members noted and supported the Mersey South Budget and Business Plan for 2016/2021.		
691	<u>Income Management Performance and Legal Report</u>		
	RR presented the report to update the divisional board on the work of the Income Management Team for the period May 2016. BG asked if it was custom to transfer tenants with a lot of arrears in relation to appendix 3 and 4 of the report. RR reported that not normally and that there will be reasons why and will report back at the next meeting. Divisional Board members noted the contents of the report.	RR	Sept 16
692	<u>Income and Expenditure Report and MPR</u>		
	Divisional Board members noted the key issues which are explained in detail in the report.		
693	<u>Asset Management Report</u>		
	AL presented the report to update divisional board members on all of the activities undertaken by the Asset Management Team. RC said the cyclical painting numbers needed to be corrected on page 75 Agenda item 6.2 of the report. ACTION - revised tabled sent out to all 17 June 2016. BG said that it was a good piece of work about the new approach to voids on page 70 of the report. Divisional board members noted and thanked AL for the report.	AL	Closed

		Action	When
694	<u>Scrutiny Panel Update</u>		
	AL presented the report and apologised that the front pages of the Scrutiny Panel Responsive Repair report was missing from the report and would circulate this separately. The Divisional Board noted the reasons for the missed targets along with the revised completion dates.	AL	June
695	<u>Income Management process and Action Plan – Rachel Robinson</u>		
	RR introduced herself to members as the new Income Management manager for the Income Management Team. RR informed members of the improvements and changes she has made to the Income Management process since joining the division. Divisional Board members thanked RR for the update and were happy with the changes put in place.		
696	<u>Childwall Valley EMB update</u>		
	JM left the room and PH gave a verbal update on the position of the EMB.		
697	<u>Think Forward update</u>		
	PH gave a verbal update and informed members that we are now in the design phase of Think Forward which is Wave 1 shaping the organisation. 5 divisions will become 3 operating regions in the new transition process. PH also informed members that at the recent HSC away day the governance proposal to replace divisional boards was discussed and PH has circulated to the HSC members today a copy of the Neighbourhood Services Committee Terms of Reference for comment. The target date to end divisional boards is October so the last Mersey South Divisional Board meeting would be on the 22 nd September. Members said that we need a review of resident involvement and this needs to happen soon. PH assured members that work is being done on this now by Steve Elliot.		
698	<u>Information Items</u>		

		Action	When
	Divisional Board members noted the following information items: <ul style="list-style-type: none"> • One Riverside Corporate Plan 2014/2017 • Riverside Service Style and Evolve • Divisional Round Up • Community Engagement Quarterly Performance • Housing Services Committee Minutes, 14 April 2016 • Federation Core Brief 		
699	<u>Any Other Business</u>		

Mr P White:

Date: