

The Riverside Group

A Meeting of the South & Central Divisional Board was held on Tuesday 16 September 2014 at the offices of Riverside House, 49 Western Boulevard, Leicester, LE2 7HN

Divisional Director's Note to the Minutes

1. Riverside has been working with customers and stakeholders in reviewing how we can continue to develop our accountability and transparency.
2. As part of this work the Group has now agreed to publish its minutes on Riverside's external website.
3. A small number of items will be 'redacted' (blacked out) where they relate to either commercially confidential or personal information which it would be inappropriate to disclose. This is in line with our 'Transparency Statement'.
4. The minutes are detailed below; however it can sometimes be difficult to get a sense of a meeting from the 'official' record. So we've decided that I should share my reflections on the key issues discussed at the meeting.
 - Members noted the STAR survey report and approved the action plan which will be incorporated within divisional annual plan.
 - A new internal audit report was welcomed by members where it was agreed to be reported when a high risk grade 1 audit issues arise.
 - Our PFI contracts in Birmingham, Sandwell, Cosford and Derby continue to perform well however contractors issues were noted at BCH and Cosford. Negotiations are in place to commission Axis as they have a better understanding and performance record of PFI's penalties structure.
 - Members noted the performance issues on relet times and requested reassurance from officers on actions taken to achieve target. Furthermore it was also noted underspend on programmed repairs with the inclusion of the Risk and opportunities section.

THE RIVERSIDE GROUP LIMITED

South & Central Divisional Board held at 16.30 on Tuesday 16th September 2014 at Riverside House, 49 Western Boulevard, Leicester, LE2 7HN

Minutes

<u>Present:</u>	<p>R Webb (Chair), J McClelland (vice-Chair), S Lyon (Treasurer), A Coghill Director of Business Planning & Analysis* (Group Co-opted), C Flynn Divisional Director (Co-opted), M H Abdulali, V de La Hamayde, P Dolovich*, H Parmar</p> <p>Observer: C Mason</p> <p>In attendance were: P Cleminson Assistant Director Finance, I Sarif PA to Divisional Director (minute taking)</p> <p>Video Conference*</p>	Actions
	<p><u>Apologies for Absence</u></p> <p>None</p>	
0154	<p><u>Reserved Business</u></p> <p>The Chair reported that Graham Charlish (Chas) has submitted his resignation from S&C Divisional Board due to family commitments. The Chair confirmed that he accepted his resignation with immediate effect.</p> <p>S&C to advertise in tenants newsletter for new tenant board members.</p> <p>A recent news article on Leicester Mercury regarding a former employee of Riverside was discussed at the meeting.</p> <p>Members welcomed Chris Mason, new Tenant Observer.</p>	
	<p><u>Declarations of Interests</u></p> <p>None.</p>	
0155	<p><u>Minutes of the last meeting held on 17th June 2014</u></p> <p>The Minutes of the last meeting held 17th June 2014 were approved and signed.</p>	

0156	<p><u>Matters Arising from the Minutes of 17th June meeting</u></p> <p><u>0140:</u> Eileen’s funeral was a very moving event attended by over 200 in Church. It was a true celebration of the positive impact she had on so many people in the community. S&C Chair and director still looking to find some qualitatively way of remembering Eileen. Something to benefit the people in the estate she lived in.</p> <p><u>0143: 0125 minute is connected to 0145.</u> Delegated authority according to Governance is given to Chair to approve sale/transfer of land up to 5K threshold in value.</p> <p><u>0147:</u> Derby PFI clarification: operational overhead has been corrected within PFI report.</p> <p><u>0149:</u> Depreciation is covered within Finance report.</p>	
0157	<p><u>STAR Survey Report</u></p> <p>S&C Divisional Board noted and approved the recommended actions within sections 4.3 to 4.6 of the report</p> <p>Ensure new actions are incorporated within current Annual Plan</p>	<p>SMT</p> <p>Chris F</p>
0158	<p><u>Internal Audit Headline Update</u></p> <p>S&C Divisional Board noted the contents within report and agreed to have it as consultation/feedback paper with more detailed reports for approval if there are any high risk or Grade 1 Audit issues arising.</p>	
0159	<p><u>PFI & Contracts Update Report- August 2014</u></p> <p>S&C Divisional Board noted the contents within report. Members felt it was time to draw BCH negotiations to a conclusion and noted that Director will approach BCH and report to the next meeting.</p> <p>Poor performance and cost issues were noted regarding Novus at BCH and Cosford. Riverside are renegotiating with Novus and aim to remove the properties from their contract and commission Axis (Sandwell PFI contractor) to undertake works as they have a clearer understanding and performance record in terms of managing within a performance penalty structure.</p>	<p>Chris F</p> <p>Ola</p>

	Derby PFI properties are back on track with only 2 or 3 unidentified properties due to agreement to change specifications.	
0160	<p><u>Finance Report 4 Month Period Ended 31st July 2014</u></p> <p>S&C Divisional Board noted the results for the 4 month period to date. A verbal update for period 5 was provided at the meeting.</p>	
0161	<p><u>Performance Review Reports</u></p> <p>S&C Divisional board noted the contents within report and approved the continued inclusion of the Risk and Opportunities section.</p> <p>Members noted an underspend on programmed repairs and highlighted it as a key concern noting actions being taken to advance the programme. Report progress to the next meeting.</p> <p>A discussion was held on relet times where members mentioned customers don't always accept properties offered to them for very different reasons, thus impacting on our relet times as it is beyond our control. It was noted that new lets are not recorded within re-let KPI. Members requested a more detailed report at next meeting on actions being undertaken to achieve target.</p> <p>S&C members noted the progress on gas certificates and Health & Safety and the work done by the teams.</p> <p>Members welcomed the inclusion of the Draft Balance Scorecard and requested it become a permanent feature within the report.</p> <p>Members debated the advantages/disadvantages of the percentage surplus shown in the PRD.</p>	<p>Paul</p> <p>Ola</p> <p>Steve/Ola</p> <p>Ola</p> <p>Alan</p>
0162	<p><u>Information Items- Not part of printed Board pack, circulated electronically</u></p> <p><u>S&C Divisional Board noted below reports</u></p> <p>a) Stock Improvement Programme - FRA works are still in progress and further works have been identified. e.g. Members requested that confirmation be given</p>	<p>Ola</p>

	<p>as to the lifecycle span for electrical heating systems and if affordability of running systems was taken into account when programming replacements. It was confirmed that a new pilot on electrical heating systems is in place in Thames View in Kent for 10 properties. Report to next meeting</p> <p>b) Legal Action report– Members noted the content of the report</p> <p>c) Directors Round up Report- members noted contents within report</p> <p>d) Minutes of Other Meetings- members noted the contents within report</p>	
0163	<p><u>AOB</u></p> <ul style="list-style-type: none"> • Very positive feedback received from Group Chair and members following Group Board tour of Derby PFI, RECHG scheme and show homes at Castleward’s regeneration scheme by Compendium Living. • Mike Little, HSC Chair, will be attending our next Divisional Board meeting in November • Steve Lyon tendered his apologies for next Board meeting • Board Conference on 16 October 2014 • Report on stage 3 outcome and starter tenancy appeal in Leicester via Google forum • A starter tenancy appeal to be held on tentative date of 3 October 2014- Raymond is available to attend. 	Chris
0164	<p><u>Date and Time of next meeting</u></p> <p>Tuesday 18th November 2014 at 4.30 pm.</p>	