

## Minutes of National Scrutiny Committee.

### Meeting held on 15<sup>th</sup> April 2015 Local Solutions

**Present:** Keith Harkness, Ivy Isherwood, Linda Perry, Ann Rignall, Maria Milford, Sally Trueman (Fed Observer), Ray Lawton (Speaker),

**Staff:** Mark Hoskisson, Heather Welsby, Sue Powell, Barbara Houghton, Mark Simmons and Paula Meadows (Job shadowing HW)

**Apologies:** Margo Barry, Sandra Maziere and Glynn Williams

### Agenda Items:

1. Welcome and Introductions
2. Minutes of last NSC meeting and Matters Arising (all)
3. Riverside Web Site update (Chris Brown)
4. Asset Management Update (OPG Consultation) (Andy Haughton)
5. NSC Workshop for Tenants Conference – Planning (all)
6. Divisional Scrutiny update (all)
7. Group Board Headlines & Federation Minutes (all)
8. Co-regulation Meeting 16<sup>th</sup> July (all)
9. NSC moving forward (all)
10. Any Other Business (all)

### Agenda items decided & actioned:

1. Minutes of the last NSC meeting – Approved

Matters Arising:

MB did send her apologies for the last meeting. HW to amend  
 Item 3 – MH reported that John Wood will forward the headlines on a regular basis

2. Election of Chair & Vice Chair

MM & KH stood down as part of the terms of reference. HW reported she has not received any nominations for these positions. KH & MM offered to continue in the role and this was accepted unanimously. They will continue the role for a further 2 years.

### 3. Feedback on the 2014 Annual Report to Tenants and Reflections for 2015

(Barbara Houghton, Sue Powell & Mark Simmons) – BH gave feedback on the input the tenants had on the content of the report and the impact, the costs and how it was promoted. SP – asked the group for omissions and additions that should be reported on in the next report. The group took part in a 10 minute exercise to look at 10 topics and rank their top 3 choices and explain why. MS – Spoke to the Group about the Annual Report and how we could improve it. The group looked through a few different Annual Reports with a view to looking at what other people are doing.

Note: This is an ongoing consultation and members are encouraged to look at the annual reports and the online version of Riverside Annual Report and get back with any feedback on any of them.

### 4. Complaints – RECHG (Discussion with Tenant Inspector Ray Lawton)

RL spoke to the group about his experience as a tenant inspector. He reported on his role and what that entailed, types of inspections, and how they are carried out, and the process involved in making a complaint and getting it resolved.

RL Commented on the following

- As part of the Tenant Inspector role, if a tenant makes a grumble this is raised as a complaint and is included in the TI report.
- The different areas tenants tend to complain about are; maintenance of the communal areas, and the most frequent repairs in general.
- In his opinion the inspections and complaints are being dealt with satisfactorily.
- Would like feedback to tenant inspectors to be more instant due to the fact the inspectors are small in number.

**ACTION:** MH proposed that NSC look at the CRM after the first year to look at scrutinising complaints.

### 5. Divisional Scrutiny Update

HW gave an update - See report

### 6. Divisional Scrutiny Repots with national recommendations

It was agreed at the NSC meeting in June a report would be presented detailing the National recommendations from divisional reports, and proposals on how to ensure they are implemented. MM spoke in length about Mersey South report and the recommendations for National consideration– See report.

### 7. Preparation for Joint meeting with Federation Executive

Discussion took place and ideas were agreed to take to the Federation Executive Officers meeting for their consideration.

## 8. Updates – Website Consultation

Operational Procedural Guide

Updates – Website Consultation. Chris Brown has provided a new version of the website guiding principles. **ACTION:** The consultation is still in progress and CB will have more information for the June meeting. See report.

## 9. Group Board Highlights – This was noted

## 10. Federation Minutes – this was noted

## 11. A.O.B.

Appraisals – It was agreed that long standing NSC members should receive an annual appraisal, these will be programmed in after the meeting in May.

Filming of the joint meeting in May. It was agreed that this should go ahead, as we have received no objections.

TASQ – HW gave an update. 1. The membership is currently down to four members, 2. TASQ inspection CRM System, Mersey North visited the call centre and interviewed staff. A report will be ready for HSC meeting in July, 3. Conference Planning Update – Venue booked, Workshop consultations have been sent out. CPG will have another meeting in May.

NSC will discuss planning the Scrutiny workshop at the next meeting in June

## **Date of next meeting:**

**Wednesday 24<sup>th</sup> June 2015 – Local Solutions, Liverpool.**