

FEDERATION EXECUTIVE COMMITTEE CORE BRIEF

A BRIEF DESCRIPTION OF WHAT THE FED DOES

The Federation is the national organisation of tenants, residents, leaseholders and service users (referred to as tenants) in Riverside. The Executive Committee is the body which represents all Riverside tenants at a national level. Members are selected by their Riverside Divisions to serve on the Executive for a three year term of office.

The Executive acts as Riverside's "critical friend" – independent but working in partnership with Riverside and strives to ensure tenants' views and concerns are properly heard and taken into account at all levels of the organisation, from neighbourhood shop to Riverside's Group board. It is part of the decision making process for Riverside and its tenants and residents on policy, service delivery and strategy.

DATE OF MEETING.

Thursday, 15 June 2017

WHAT WAS DISCUSSED (list of agenda items)

1. Welcome and Introductions
2. Apologies
3. Minutes of Previous Meeting held 6 April 2017
4. Matters Arising
5. Declaration of Interests
6. Update on Riverside's Target Operating Model (TOM)
7. Governance Reports
 - a) Neighbourhood Services Committee meeting update
 - b) NSC Top 10 Headlines
 - c) Group Board Report – May 2017
8. Federation Scrutiny Panel Report on Property MOTs
9. Update from the joint Federation and Federation Scrutiny Panel meeting held 18 May 2017
10. Completion of Core Brief

11. Any Other Business

12. Date and Time of Next Meeting:

- Thursday, 21 September 2017 at 11.30am at Riverside's Head Office, Speke, Liverpool

WHAT WAS AGREED

- Update on Riverside's Target Operating Model – noted the proposed changes and locations for Front Line Service Delivery in Social Housing announced on 26 April 2017. Housing Officer roles to be primarily patch based with the patch to be determined by stock distribution and Tenancy Intelligence Model analysis. There is an expectation on Front Line Service Delivery to promote channel shift/fuller use of the Customer Service Centre to focus more on customers who need face to face contact. Noted the proposed implementation dates:
 - 23 October - Front Line Service Delivery and Housing Shared Services in Irvine, North and South & Central, together with some of the Housing Services Processing in Liverpool City Region
 - 27 November 2017 - Front Line Service Delivery and the rest of Housing Shared Services teams in Liverpool City Region

Federation expressed concern about lack of communication and a perception from some customers that the Federation is not sharing information. Noted that the detail of JW's presentation was confidential but agreed to disseminate information about the re-organisation of Front Line Service Delivery in Social Housing. Asked Riverside to ensure that customers are kept informed about changes to local offices.

- Federation Scrutiny Panel Report on Property MOTs – Noted the key issues found and recommendations made by the Liverpool City Region and Cumbria scrutiny panels. Agreed to ask the Federation Scrutiny Panel to consider undertaking a national scrutiny exercise on Property MOTs. Thanked the Scrutiny Panel for producing a good report.
- Any Other Business – Customer Involvement Staffing Changes from 10 July 2017 – Noted that Mark Hoskisson (Resident Involvement Manager) and Sharon Hutchinson (Resident Involvement Officer) would no longer be working with the formal involvement structure from 10 July 2017.

WHAT ELSE THE FED IS WORKING ON AT THE MOMENT

- Resident Involvement Assessment Centres to appoint new Federation, Federation Scrutiny Panel, Tenant Inspectors and Complaints Panel members – Assessment Centre schedule detailed below:
 - Carlisle – 20 June 2017
 - Leicester – 22 June 2017
 - Liverpool – 23 June 2017
- Strategy Day for new Federation and Federation Scrutiny Panel members – Federation Officers to agree issues and formulate a draft agenda.

ARE THERE ANY ISSUES THAT THE GROUP WOULD LIKE BRINGING UP AT THE FEDERATION EXECUTIVE COMMITTEE?