

## **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 LAST MEETING.**

Thursday 3 November 2016

### **WHAT WAS DISCUSSED (list of agenda items)**

1. Welcome and Introductions
2. Apologies
3. Minutes of Previous Meeting held 15 September 2016
4. Matters Arising
5. Declaration of Interests
6. The new customer services' monitoring results
7. Bedroom tax impact analysis report
8. ASB procedure for Supported Housing
9. Update from Federation Representation Working Group
10. Minutes from the National Scrutiny Committee meeting held 20 July 2016
11. Update from the 2016 Annual Report to Tenants Working Group
12. Report from Group Board Strategy Day 8 September 2016 and Group Board meeting 5 October 2016
  - a) Group Board Headlines 5 October 2016
13. Housing Services Committee Update 29 September 2016
  - a) HSC Highlights – Report to Group Board 5 October 2016

14. Completion of Core Brief

15. Any Other Business

## **WHAT WAS AGREED**

- Bedroom tax impact analysis report – noted that between 5,500–6,000 households have been affected by bedroom tax since 2013. Discussed the struggles tenants are facing with paying their rent and downsizing. Noted that the biggest impact on Riverside is that average arrears have risen over past 3 years. Agreed that there was a lack of smaller properties for people to downsize to and that the DWP had expected far more people to move - the reduction in under occupation was only 2.3%.

Noted the impact of Riverside's Money Advice services with 837 bedroom tax affected households accessing the services in 2015/16 and that the impacts of the bedroom tax still need to be monitored but on a much less intensive and frequent nature.

Noted the imminent key areas of risk to Riverside's income are:

- Local Housing Allowance (LHA) Caps – pensionable age households who were exempt from the bedroom tax will be included in the LHA cap.
- Shared Accommodation Rate (SAR) – single under 35 tenants could technically under-occupy a 1 bedroom home and received a reduced level of Housing Benefit.

Agreed to Riverside for an update on the impact of Bedroom Tax, Universal Credit and LHA in 6 months' time.

- ASB procedure for Supported Housing – Noted the draft procedure and that while the general needs procedure was very similar, the actions Care and Support can take against customers are different as their customers have licence agreements rather than tenancy agreements. Federation asked Riverside to clarify what procedure (ASB or general needs) would be used in

circumstances where a Care and Support customer breached the procedure outside of the scheme. Noted that the draft was going to Housing Services Directors 16 November for approval.

- Update from Federation Representation Working Group – noted that the group had met 26 October. The main discussion was about the recruitment and selection process for new Federation, NSC and Tenant Inspectors and noted that recruitment for the Complaints Panel would be incorporated in these sessions. Noted that the taster sessions would be interactive and include an information village outlining the different involvement opportunities. Agreed the criteria and arrangements for appointing the selection panel (5 tenants, 1 Board member, 1 senior staff member).

Approved the request that the National Scrutiny committee is asked to consider changing its name to avoid confusion with Riverside's new Neighbourhood Services Committee.

- Update from the 2016 Annual Report to Tenants Working Group – noted the working group had held its first meeting 10 October. Report will follow same format as last year's as feedback had been positive. Small print run of 2,000 and tenants will be encouraged to read online version. Theme is Valuing Engagement.

## **WHAT ELSE THE FED IS WORKING ON AT THE MOMENT**

- Federation Representation Working Group to produce a workplan detailing the timeline and procedures for the selection process and draft the Terms of Reference for the Selection Panel.
- Joint meeting with the National Scrutiny Committee meeting on 2 December 2016 – Federation officers have agreed a draft agenda for the event to include:
  - Slot on Equality and Diversity to be delivered by Riverside's Equality and Diversity Manager
  - Draft document produced by the National Scrutiny Committee "The Way Forward"
  - Proposed name change for the National Scrutiny Committee
  - Slot for any publicised Target Operating Model/RI changes
  - Team building session

- A short report was produced detailing feedback from the Resident Involvement/Federation stand at Riverside's Stakeholders Conference held 6 October 2016 in Manchester. Federation members are considering the feedback in advance of the new Corporate Plan consultation session with Hugh Owen on 1 December 2016.