

# **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 18 February 2016

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

1. Welcome and Introductions
2. Apologies
3. Minutes of Previous Meeting held 1 December 2015
4. Matters Arising
5. Long Term Plans and Vision for Improving Evolver's Services (for information)
6. Update on Riverside's Target Operating Model (for information)
7. Update on Budget 2016/17 (for information)
8. Update on Federation Workplan (for information)
  - Federation's Annual Report 2015
  - Update on Chin Wag
  - Federation Representation Working Group
  - PR & Promotion
  - Fundraising

9. Minutes from the National Scrutiny Committee meeting held 4 November 2015 (for information)
10. Report from Group Board meetings 10 December 2015 and 11 February 2016 (v)
  - Group Board Headlines 10 December 2015 (for information)
11. Housing Services Committee Update (for information)
  - Housing Services Committee Highlights – Reports to Group Board 10 December 2015 and 11 February 2016 (for information)
12. Nomination of Tenant Member of Housing Services Committee (for decision)
13. Completion of Core Brief
14. Any Other Business
15. Date and Time of Next Meeting:

Thursday, 14 April 2016 at 11.30am at the Brain Charity, Norton Street, Liverpool, L3 8LR

## **WHAT WAS AGREED**

- Evolve – agreed to monitor Evolve’s performance and integration across Riverside to ensure tenants are getting the same level of service. Pleased to note that Asset Management have been using the National Scrutiny Committee as a sounding board. Agreed to ask for future update on the MOT roll out and approach to voids. Noted that Riverside would no longer operate the voids standard but have a targeted approach to ensure that each property was safe, clear and clean.
- Riverside’s Target Operating Model – Noted that Group Board had agreed all the TOM recommendations at the meeting held 11 February 2016. Noted that TOM aimed to achieve:
  - Good Quality Services to Customers
  - a One Riverside approach
  - a £30m annual reduction by 2019/20

Agreed that the Federation would be kept fully informed of TOM’s progress.

- Federation’s Annual Report and PR/Promotion – Agreed that one of this year’s key tasks is to get the Federation more widely known within our communities.

A schedule of visits to be produced to be tied in wherever possible with community events. Mini bus (Chin Wag) to be used for visits and events.

Noted that Federation Officers will incorporate the ideas/suggestions for the Federation membership certificate made at the December 2015 joint meeting with the National Scrutiny Committee. The certificate will explain that a Tenancy Agreement with Riverside gives tenants automatic membership of the Federation and provide contact details.

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

- Fundraising – Riverside’s Fund Raising Manager attending next Federation meeting to discuss options for external fundraising for specific activities and projects.
- Voluntary Right to Buy Project – agreed to ask Riverside for an update.
- Local Housing Allowance – agreed need for further information on LHA and impact this will have on both tenants and Riverside.