

**Minutes of the Federation Scrutiny Panel Meeting held on  
Wednesday 22<sup>nd</sup> March 2017 at Riverside Head Office, Liverpool**

**Present:**

Keith Harkness, Maria Milford, Ivy Isherwood, Linda Perry, Ann Rignall, Paul McGregor, Viv Fleming

Observers: Janice Murray (Federation Executive)

**Staff:**

Mark Hoskisson, Sharon Hutchinson

**Apologies:**

None

**NB** G Williams has resigned from the panel

**1. Welcomes and note from the Chair:**

K Harkness noted that Michael Fullerton who was a member of the panel sadly passed away last year. It will be a big loss to the panel and he will be missed. P McGregor passed on thanks from behalf of Michael's family for the card sent from the FSP

Noted that the National Scrutiny Committee has changed its name to the Federation Scrutiny Panel after agreement from the Federation Executive in the joint meeting December 2016.

**2. Minutes of last meeting:**

Minutes were agreed as accurate.

It was noted that James Rae (Marketing manager) who attended meeting in September 2016 had attended Federation meeting regarding scrutiny recommendation with tenant sitting on editorial panel. He is due back at the next Federation meeting to give an update

### **3. Divisional Updates:**

- a) Cumbria – the panel have finished their recent report on MOT which will be presented to the FSP in today's meeting. They will now hold off any more scrutiny until July when the staffing structure has been finalised after TOM.
- b) Irvine – there have been major staff changes which has had a knock on effect with scrutiny. There will be a recruitment exercise being held soon to hopefully recruit to the panel.
- c) North division – scrutiny exercise has just been completed on first time fixes (FTF) which will be presented to the FSP.
- d) Liverpool City Region – LCC have just completed their report on communication process of MOTs. The report took longer than first thought as there was a lot of data to look at. The panel will be standing down next month in accordance to the terms of reference so there will be a recruitment exercise taking place. M Hoskisson advised that because LCC is a new region then the terms of reference should be null and void and all should be in line with the Federation Executive.
- e) Care & Support – a scrutiny has just taken place on digital inclusion within schemes. The report will be looked through at the next FSP meeting.

### **4. Update from Federation Working Group**

In the previous meeting the agenda for the taster days was discussed and agreed by the group.

### **5. Scrutiny Reports MOT Liverpool City Region & Cumbria:**

The LCC region scrutiny was meant to be a 'quick hit' but the process took much longer. The panel had some difficulty gaining the information they requested which delayed the process. Five recommendations came out of the report mostly based on the tenant's experience. The action plan that came back to the panel was very disappointing with no details or evidence of when the recommendations would be implemented. The panel have requested more detail and are now awaiting a new response action plan and once this is received the report will come back to the FSP to discuss more thoroughly.

Cumbria carried out the same scrutiny and used the scoping document from the LCC region. Initially they found that the MOT were going well and most customers were happy. Then there was a change of workforce from 'in-house' contractor to Evolve. Complaints went up from 5 to 170 in this timescale. This could have been due to the change in contractors and lack of communication between the change-over. 3 main recommendations came out of the report and the panel are awaiting a response from Riverside – this will be discussed at the next FSP meeting in May 2017.

### **6. Scrutiny Report Riverside North First Time Fix:**

The reason the panel looked at First Time Fix (FTF) is because Evolve are running at nearly 100% which does not tally with customer feedback the panel learnt that a FTF

is a repair that is completed within 24 hours of being reported which could have several contractors attend to fix the initial repair. The panel have made 4 recommendations to Riverside but have not yet had a response to these. Once the response is complete the report will be taken back to the FSP to be discussed. The FSP noted that before the challenge meeting with senior members of staff, the Riverside North Panel need to make their recommendations 'SMART' with specific timescales and clearer points so that the response can be more concise. This will be brought back to the next FSP meeting in May.

## **7. Merging Riverside North and Cumbria Scrutiny panels**

Due to the merging of Riverside divisions into Regions the two existing scrutiny panels have had discussions about merging. The two panels have met up with their respective scrutiny officers and a short report was written with suggestions (read in the meeting). The panel members were told that post July there will only be 1 officer who will be administering the scrutiny activity and the region itself is a huge region so innovative ways of working together will have to be discussed and thought through bearing in mind resources. There is no clear instruction so far as to how scrutiny within the regions will continue so until there is a clear communication from Riverside the panels should await results.

## **8. Federation Annual Report**

The Federation annual report was published about a month ago and all FSP members were sent copies for distribution. The report can be viewed on Facebook as well as the Riverside website. There is also a Word version available.

The feedback has been positive but it was noted that this year it felt 'too wordy'. There is a wrap up meeting being held 11<sup>th</sup> April.

## **9. Feedback Taster Days Sessions**

The taster days have been very well received. There have been 4 main events (Liverpool, London, Carlisle and Irvine) and a mini day at Stoke. The team wished to express thanks to all the FSP members who helped out on the days.

## **10. Terms of reference**

The FSP felt that the new Federation Executive and Federation Scrutiny panel should decide to write their own terms of reference as moving forward there may be new remits that the two bodies will have to cover. This can be discussed in the Strategy day that should take place once the two groups have been appointed.

## **11. TOM Updates**

M Hoskisson gave an update on TOM. Still unsure how the regions will look post July 2017 in terms of resources for customers as staff consultations have not yet taken place and the Union is still in talks. Once we know more will advise the FSP.

## **12. Board Headlines and Federation Core Brief**

Noted. The Federation Core Brief point 2 noted cyclical repairs and what challenges the asset management team faced when dealing with cyclical works and how they are addressing these challenges. The FSP may be called upon in the future to carry out a group wide scrutiny with regard to repairs and cyclical repairs.

## **13. Any Other Business**

It was noted that when the new FSP and Fed Exec have been appointed, a strategy day should be arranged where by both bodies get together for a meet and greet and discuss a work plan going forward over the next three years.

The joint meeting will be held on the 18<sup>th</sup> May and this can be discussed then on the joint agenda.

**Date and Time of Next Meeting:** Wednesday 21 September 11.00am to 3.00pm, to be held in Riverside Head Office Lecture Theatre Speke.

**Meeting closed**