

**Minutes of National Scrutiny Committee.**
**Meeting held on 24<sup>th</sup> June 2015 Local Solutions**

**Present:** Keith Harkness, Ivy Isherwood, Linda Perry, Ann Rignall, Maria Milford, Richie Kelly\_(Fed Observer)

**Staff:** Mark Hoskisson, Rachel Hayes, Wendy Mason, Andrew Haughton, Chris Brown

**Apologies:** Margo Barry, Sandra Maziere, Glynn Williams, Maxine Davies & Kate Jungnitz

**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 (Agenda, recruitment, monitoring, liaising with divisions) (all)
10. Any Other Business (all)

**Agenda items decided & actioned:**

1. Welcome & Introductions to NSC, staff members and Richie Kelly from the Federation from the Chair.
2. Minutes of the last NSC meeting – Approved

Matters Arising:

Ivy I advised that the TASQ report on CRM will now not be ready until September and will be presented to the HSD.

### 3. Riverside Web Update – Chris Brown (Presentation)

Chris Brown updated the NSC on the progress of the new Riverside Website and gave a presentation, showing how the new website will look. IT are still on track for the October deadline when the website will go live. CB advised that the new site will be easier to navigate with many more features. It will be more colourful and information will be easier to find as IT have made the site as user friendly as possible. CB is in current talks with service leaders throughout the group, updating them on his progress and asking what features they would like on the site which tenants will find useful. There was a discussion from the NSC in regards to tenants contacting Riverside via skype or video letters. CB noted this. Also it was suggested that there should be a 'rearrange repair' feature on the website under repairs. CB advised that the website will need constant management. He is unsure at the moment if pages will be updated by local teams or via an internal team.

### 4. Asset Management Update – Andrew Haughton (Presentation)

The Operational Procedure Guide (OPG) was handed out to the NSC to look through (this was emailed by RH previous to the meeting). AH advised that this guide will be the Asset Management's teams 'bible'. This will help standardise procedures throughout the group and will be able to help staff with their projects. He went on to ask the NSC if they feel a 'lite' guide should be produced for tenants who will be receiving new kitchens etc.. The NSC agreed that this should be looked into as it will inform the tenants of the process and keep them in the loop. It was agreed though that tenants only receiving a new kitchen/bathroom etc should receive this in advance of the work being done and the information should be factual. AH went on to explain that now there will be 'prime files' which will retain all information regarding works being carried out. **Action NSC – Prime Files can be looked at in the next 12 months to see if Asset management are performing to the standard set out.** AH asked the NSC to have a think about some questions posed by the Asset Management Team in regards to moving forward. **Action – RH to fwd questions posed via email to NSC.**

### 5. NSC Workshop for Tenants Conference – Planning

MM and KH will be leading on the workshop with staff member Heather Welsby. It was agreed by the NSC to allow MM and KH to go ahead without consultation with the rest of the committee due to time scales. **Action – RH to organise meeting with MM, KH and MH.**

### 6. Divisional Scrutiny Update

RH handed out an excel spreadsheet that she has inherited from Heather Welsby in regard to divisional scrutiny updates around the group to keep the NSC informed of local & national recommendations. The spreadsheet is mainly for staff but RH thought it would be beneficial to show the rest of the NSC. The document is a live document that is updated every time divisional scrutiny has any updates on their progress. The NSC will monitor recommendations via a smaller spreadsheet which RH will produce and bring to meetings. There was a discussion around when the NSC should see divisional reports – before/after

or at the same time as divisional Boards. It was agreed to wait until the Divisional Board has responded to the reports. LP asked if the NSC have the right to ask for a scrutiny to be carried out into E&D policy in regards to procurement. MH advised that HQN have carried out an audit and the results should be available to see shortly. **Action – RH to liaise with Hugh Owen (director of communication) to see if he could attend a future meeting with the findings.** There was a discussion around recruitment for divisional panels as some divisions still have no tenants carrying out scrutiny so no updates are available. MH advised that he has spoken to some divisions and hopefully panels should be established in the near future.

## 7. Group Board Headlines and Federation Minutes

These have been noted. The new federation mini Bus ‘Chin-Wag’ is now on the road and can be used for NSC purposes.

## 8. Co-regulation Meeting 16<sup>th</sup> July

The NSC, Federation Officers and the HSC will have a joint meeting on the 16<sup>th</sup> July at Speke head office starting at 3.00. There was discussion about the last meeting where the committee found that there was not much two way discussion. It was more about Riverside talking ‘at them’. MH recently spoke to Kate Jungnitz and John Wood about this feedback and it has been agreed that the NSC should do a small presentation on their work over the past 12 months to show the impact that they have had nationally. **Action – KH to work on presentation**

## 9. NSC Moving Forward (agenda, recruitment, monitoring, liaising with divisions)

RH asked the NSC if they would like to set the agenda in the future as it has been commented on that the meetings can be staff heavy and staff lead. There was a discussion around agenda items and RH pointed out that because the NSC has established itself over the past year within Riverside, MH is now being approached by various teams within the group to ask if they can attend NSC meetings for consultation purposes. AR advised that sometimes there is no time within the meetings to discuss reports properly. The agenda should be set under 3 categories:

- **Information**
- **Discussions**
- **Decisions**

There was some discussion around divisional scrutiny reps attending the NSC meetings to be able to give updates from their local area but as discussed earlier there is a recruitment problems across the group. It was agreed earlier in the year that for the next meeting divisional scrutiny chairs will be invited to give feedback on local scrutiny exercises.

## 10. AOB

RH advised that the two members of the NSC who will be sitting on the Riverside Annual Report Steering Group will be Keith and Glynn.

RH advised that the Federation have asked that two members of the NSC could volunteer to help write their annual report.

RK advised that a member of the NSC is welcome to observe federation meetings –

**Action RH to email committee and organise members attend at least one meeting over the next 12 months.**

RH mentioned the date of the next NSC is scheduled to take place on the 30<sup>th</sup> September. With the conference taking place on the 2<sup>nd</sup> October the NSC felt it would be appropriate to postpone the meeting for a week later **7<sup>th</sup> October** – same time same place

**Date of next meeting: PLEASE NOTE CHANGE OF DATE**

**Wednesday 7<sup>th</sup> October 2015 – Local Solutions, Liverpool. 11 – 3.00pm**