

## Minutes of the Riverside Tenants and Residents Federation Executive Committee Meeting

held Thursday 12 March 2015 at Neuro Support, Liverpool

**Present:** Patrick Rice (Chair), Rickie Kelly (Vice chair), Michael Hulme, Walter McFarlane, Jean Williams, John Gray, Sally Truman, John Wood, Julie Moss, Ian Caldwell, Barbara Fitzgerald, Ann Roberts and Paul Clitheroe (Chair of Mersey South – HSC Observer)

**Staff:** Full day: Mark Hoskisson, Sharon Hutchinson, Nancy Brown Anna Bishop, Kate Jungnitz,  
Part Day: Michael Phillips, John Wood, Hugh Owen, Sue Powell.

**Apologies:** Gordon McKay, Kathleen Forsyth Smith

3. **Minutes of Previous** Meeting held on 22 January 2015 Approved

4. **Matter Arising**

- Gordon McKay is also known as Donald McKay, but minutes should record him as Gordon from henceforth. **Action - SH to amend**
- Noted Ann Robertson was present at last meeting.
- Item 4 – AB explained she had investigated this matter and responded directly to WM.
- Item 7 – MH confirmed Leanne Hearne (Director of Care & Support) had entered into negotiations to change RECHG's name.
- Item 10 – The update from Stephen Chapman on the Experian Rental Exchange Project was noted.
- Item 12 – SH gave out information on the national TPAS conference taking place 8 & 9 July 2015. SH informed all that she is communicating with TPAS to discuss delivering a workshop. Fed Officers had agreed that 5 members a year would attend the annual conference, ensuring that all members will be given the opportunity to attend during their 3 year term. **Action – Fed members to send expressions of interest to SH.**

5. **Update on Federation's Workplan**

- *Core Brief* – PR outline the new Core Brief which will be used to record 3 key issues from the meetings. This can then be used to support

members giving feedback locally. **ACTION: JW to distribute at HSC and HSD meetings.**

- *Update on Tenant Training* – Noted NB's report. Leadership Training for Federation members to take place in the springtime.  
Accreditation – It was agreed that due to the administration and costs element that any accreditation should be done through the Training & Employment Team.  
RECHG Board observer candidates had undergone a series of training sessions that Nancy worked on with RECHG.  
Advertising Training on the Website – NB to work with Residents Involvement Team to look at the way training is offered using the website. However, as training dates are now decided by divisions rather than centrally the responsibility for advertising sessions on the website largely falls to divisional RI workers and should be taken up with them.  
During the discussion on training Paul Clitheroe raised a whole series of points about Riverside's overall resident involvement strategy, including training and Divisional Board issues. MH proposed that these matters would be better discussed directly with Mersey South Board and proposed that the Board consider inviting Fed reps to a meeting to pursue this discussion further.
- *Update on Federation's Annual Report 2014* – JW gave an update. The report has been signed off and can now be viewed online, 20 copies had been sent to all Fed members for circulation. Flyers had been produced and sent out. **ACTION: SH to contact all Divisions ensure they have received the flyers.** Noted the working group will meet to discuss feedback and wrap up in April.
- *Marketing Campaign*  
Federation Mini Bus Project – Business Plan - WM gave a detailed presentation of the costs, and estimated and intended use of the minibus. PR thanked WMc KJ suggested discussion would need to take place with Community Engagement managers. AB invited WM along to the managers meeting. It was agreed that the project would move forward subject to final discussions, stress testing and costings.  
**Action – WM to pass copy of Business Plan to Andy Coghill in Group Finance for stress testing.**  
*Date Acquisition Contact Card* – WMc presented the draft version of the card. It was agreed to look at the design after which, approval was given to print 1000 as a trial run. **Action - WM to organise print run.**

- *Update from 2015 Conference Planning Group* – SH gave on feedback from the first CPG held on 25.02.15.
  1. *The venue* – looking at the feedback from the previous conference report in 2012, venue has been narrowed down to 3 venues for consideration, Crown Plaza - Chester, St John's – Solihull and The Paragon Birmingham.
  2. *Numbers* – 250 delegates.
  3. *Theme* – “One Riverside One Federation”
  4. *Co- host* – AB has agreed to co-host the event with the Fed Chair.
  5. *Key Themes* – Welfare Reform, Link to Health & Housing, and lack of affordable housing.
  7. *Subgroups* – four subgroups will be formed to look at Sponsorships, Venue & AVA, PR/Consultations, Workshops/Subgroups
  8. *CPG Chair and Vice Chair positions* - SH has sent an expression of interest letter for this position. It was agreed that the position of Chair should be held by a Federation member to ensure consistent feedback and Vice Chair position should be held by one of the Divisional tenant reps. **ACTION: SH to contact the members of the working group to inform them of this decision.**
  9. *Workshops* – Agreed 2 workshops to run for an hour and a half each.
  10. *Speakers* – will be reduced in number and will be allocated 15 minute slots.
  
- 6. **Update on Universal Credit** – (for information) – Noted the update on Universal Credit, its effects on our tenants and the measures that Riverside are undertaking to deal with it.
  
- 7. **Report from Group Board meeting 12 February 2015** – JW gave an update on five key things from the Group Board meeting. Noted that that Irvine's discussion with Barony was off. Ian Gregg delivered a presentation on the Asset Management Strategy which had been well received. Noted that Group Board headlines was unavailable for the 12 February Board meeting and that Federation would like the document to be available in future. **Action - JW to raise this issue with colleagues.**
  
- 8. **Housing Services Committee Update** – NR's report was noted. JW reported that focus is on performance and that Divisional Chairs are being held accountable for their areas. Noted that JW is keen to change the way Riverside tracks Customer Satisfaction.

**9. Budget Update** – Budget update noted.

**10. Update on Housing Service for the Future** (for information) – SP gave an overview of the standard of vacant properties, successful and sustainable tenancies, the changing role of front line services and customer satisfaction. Noted that Riverside will look at the vacant property offer if tenants are being lost to private landlords. **Action - SH to send copy of presentation to members for comments and feedback to be sent to MD by 4.00pm 20 March 2015. MD to collate responses and forward to SP.**

**11. Draft Resident Involvement Policy (for consultation)** – Noted that the RI Policy was due for review and that the new draft policy was 90% the same as previous. Agreed that KJ would send draft to Divisional groups to give more opportunity to ensure consultation at a local level. **Action - SH to send the draft policy to Federation members for comments and feedback to be received by 20 March 2015. KJ to send out to Divisional tenants and residents groups.**

**12. Agenda for joint meeting with National Scrutiny Committee 13 May 2015 - ACTION - SH/MD to contact both groups for ideas and pass to Federation officers for discussion at next meeting.**

**13. Digital Inclusion Strategy** (for consultation) – Noted that a lot of the strategy was focussed on local solutions and there was an acknowledgement that not everyone wanted to be online. MP asked for a volunteer to join the project group. **Action – Federation members to inform MP of interest in joining group.**

**14. Core Brief – Agreed Key Points** - 1. The Tenants & Resident Conference 2015, 2. Tenancy Update (SP - Presentation) 3. Training for tenants at Divisional level (NB update).

**15. Any Other Business**

*Website Workshop* – KJ informed all that a tenants workshop for the new Riverside website will take place in Walton Road office 24 March and Speke office 31 March. **Action - Fed members to inform MD of interest.**

*Homes for Britain Rally* – MH explained that there is one train ticket left, and he would like to offer it to a staff member who has expressed an interest. This was agreed, Noted that there are 8 tenants from around

the country attending the rally. PR asked that they be thanked for their interest. **ACTION - MH to follow up.**

**16. Date and Time of Next Meetings:**

*Joint meeting with NSC – Wednesday, 13 May 2015 at 11.30am*

*Federation Executive Committee – Thursday 14 May 2015 at 11.30am*

Both meetings will be held at Neuro Support Centre, Liverpool

## Appendix 1

### Summary of key decisions and actions

Decision/Action	People involved	Date
Agreed that Fed's new Core Brief document would be distributed at HSD and HSC meetings.	John Wood	Immediate effect.
Agreed to the purchase of a Federation mini bus subject to stress testing of the Business Plan.	Walter Macfarlane Andy Coghil	As soon as possible.
Agreed to print 1,000 data acquisition cards.	Walter Macfarlane	As soon as possible.