

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

held Thursday 14<sup>th</sup> May 2015 at Neuro Support Centre, Liverpool

**Present:** Patrick Rice, Richie Kelly, Walter McFarlane, Sally Trueman, Ian Caldwell, Barbara Fitzgerald, Michael Hulme, John Gray, Heather Bruce, Jean Williams and Mike Little (HSC observer).

**Staff:** Mark Hoskisson, Kate Jungnitz, Anna Bishop, Sharon Hutchinson, Maxine Davis and Lee Bailey (observer).

**Apologies:** Julie Moss, Kathleen Forsyth Smith and Ann Robertson

PR welcomed Heather Bruce (new Carlisle Fed member), Mike Little (Chair of Housing Services Committee) and Lee Bailey (CE Team Leader, Riverside North).

3. Minutes of the previous meeting held 12 March 2015 – Agreed
  - Noted amendments - Richie Kelly (not Rickie) and Ann Robertson (not Roberts)
4. Matters Arising
  - Item 5 – KJ explained that following a conversation with the Fed Officers regarding managing Federation agendas and consultation issues, that with John Wood's assistance the Fed's meeting dates are now included on Riverside's meeting schedule and have been circulated. This will help staff planning consultations with the Federation.
  - Item 7 – MH explained he had been contacted by RECHG's Scrutiny Panel who thought that the Federation's February minutes said the Federation had proposed a name change for RECHG. Noted that MH had re-assured the Scrutiny panel that this not the case. Noted that the panel would like a Federation rep to attend one of their meetings. Noted that KJ and MH will be meeting with the Scrutiny Panel on 15 May 15 to discuss their report on RI in RECHG. **Action – MH to contact Fed members with RECHG meeting date when he has it.**
5. Update on Federation's Workplan - PR gave an overview of the workplan and thanked all of the officers, staff and tenants for their ongoing work. Noted that issues had been discussed at the joint NSC meeting on 14 May 2015.
  - *Feedback on Federation Core Brief* – It was agreed that the three key points would be identified by the Chair with Federation members at end of each meeting. Staff to record the agreed 3 key points and send Core Brief out to members within a week. John Wood to be included in the circulation. **Action**

- **MD to record 3 key points and send out.** Noted that IC and MH had used the core brief to feedback at local meetings and had found it useful.
- *Federation Mini Bus Project – sign off on design* (for decision) – WM explained that the minibus is ready to be picked up at the end of the week. The vehicle has an all-star fuel card registered to it and will have a log book for recording the mileage which will also include a checklist for the user. Agreed to: 1. Include the Federation logo on the back by the contact details. 2. To purchase 100 each of adult and children T-shirts and 12 dozen mugs. 3. To purchase a Hoover **Action: WM to place order.** 4. KJ agreed to write an article about the minibus for the weekly staff bulletin. **Action: KJ to draft article and send to Fed Officers for approval.** The design of the Minibus was agreed and signed off. Noted that the RI team have donated two laptops and MH has booked a session with IT department to ensure that they are fit for purpose.
  - *Wrap up meeting of Federation’s Annual Report to Tenants 2014* – JW and ST explained that the planning group had met and agreed: 1. The size of the planning group had been right and a good mix of tenants. 2. Two members of the current group should join the 2015 group to ensure continuity. 3. The planning for 2015 ATR would start in September and hold four meetings, 5. RI workers should be contacted to take photographs for the report within the next month or so. 6. To send 10 copies to RECHG schemes directly to avoid distribution problems with 2015 report. Noted that the ATR 2014 had been brought in well under budget at a cost of approximately £4.500. JW explained that the working group had considered a request by John Wood who suggested that the Federation have a joint Annual Report to Tenants with Riverside and that the working group had not been in favour for a number of reasons. MH explained he had received a call from John Wood prior to the Federation meeting where John had explained a joint report was a good opportunity to showcase Co-regulation. A detailed discussion followed and it was unanimously agreed that the Federation would keep its own Annual Report to Tenants but that to evidence Co-Regulation both the Federation and Riverside should provide 2 pages to be included in each report. **Action: SH to report back to JW.** PR thanked members of the 2014 Annual Report Group working group.
  - *Update on Data Acquisition Contact Card* – MH re-assured the Federation that text used on the cards had been checked with Data Protection and he had been provided with a link that gives instruction on the guidelines of the storage of the data. **Action: MH & MD to discuss data storage issues.** It was agreed that the quarterly prize draw should be dated from 14<sup>th</sup> May 2015 and draw every quarter.

- *Establishment of Community Chest Fund & Spending Proposals*
  - *Community Chest Fund* (for decision) – SH explained that this was the next project in the Fed’s Workplan and there was £10,000 funding to support small projects in line with Riverside’s objective to have connected customers who can access online services. **Action: SH & WM to meet with the Community Engagement Project Manager to look at Riverside Community Chest application form.**
  - *Spending Proposals* – WM suggested a Federation Community Investment Fund be set up for each division as detailed in the proposal sheet provided. Federation agreed to allocate £5,000 per division including RECHG and RHO. PR emphasised that outcomes from the funding would be need to be evidenced. **ACTION: SH & WM to meet with the Community Engagement Project Manager to work out the procedures and see how it works alongside the funding in the Community Engagement Team.**
6. **Minutes from the National Scrutiny Committee meeting held 11 February 2015** ((for information) – Minutes noted. MH explained that the NSC meeting in April re-elected Keith Harkness (Chair) and Maria Milford (Vice Chair), to stand for 2 years. NSC has received a resignation from Alan Anderson on health grounds and KH had sent a letter of thanks on behalf of the committee. Feedback was noted on:
- Riverside’s Annual Report to tenants 2015 – The NSC agreed the performance measures with regards to complaints previously used should be the same going forward.
  - The Website - Chris Brown (Marketing Officer - Digital) had been invited along to the next meeting in June.
7. **Report from Group Board meeting 23 April 2015** – noted that ST was unable to provide an update as she had not met JW for a debrief following the meeting.
- Group Board Headlines 12 February 2015 – noted
8. **Housing Services Committee Update** – Nora Rimmer’s report noted. ML explained that the last meeting was year-end so focussed predominately on performance. Noted that Riverside had met all of the KPI targets in terms of the blended score. New KPI targets had been set for 2015/16 around cash leakage, relets and voids
9. **Equality Impact assessment of new Resident Involvement Policy** (for consultation). KJ explained that the draft new RI Policy had been amended following consultation with Federation and Divisional tenants. Members undertook a role play exercise to assess the Equality Impact of the new policy. Federation agreed the new RI policy.

10. Budget Update – Noted WM’s budget update. WM explained that he was applying for a Federation debit card from the bank which will be kept by MD and would be used for hotel bookings etc. **Action – WM to complete debit card application and return to bank.**
  
11. Completion of Core Brief – agreed that the three key topics arising from Federation meeting were:
  1. Policy Consultations
    - The Rental Exchange Project – Federation clarified some of the issues with Riverside.
    - Resident Involvement Policy – Equality Impact Assessment undertaken.
  2. Federation Minibus - Livery was agreed.
  3. National Tenants Conference 2015 – Federation updated on progress made by the planning group.
  
12. Any Other Business

*Northern Housing Consortium Conference 4 & 5 June 2015* – Agreed Federation would fund two places. MH explained that there was 3 places for the price of 2 offer. Agreed that MD would attend with PR and another Federation member. **Action: SH to email conference details to Federation members for expressions of interest in the remaining place.**

*Amendment to Federation Expenses Policy* – agreed amendment to policy of a maximum of £20 for Fed Officers and £10 to members of national groups to contribute to costs of telephone and internet charges. **Action: MD to update Expense Policy and send a copy out to all Fed & NSC members.**

*Rental Exchange Project* – A detailed discussion took place regarding the letter Riverside had sent to tenants. Noted that feedback from the joint Federation and NSC meeting was that there was concern that the letter did not have a tick box to opt in to the scheme. No Freephone number had been included for queries and the Federation felt the language was not transparent or open. The Federation wished to make it clear that they did not endorse the Rental Exchange Project and the letter Riverside had sent to tenants was not the Federation’s understanding of it. The Rental Exchange project was Riversides’ responsibility.

*Nova Group – Double Glazing.* RK explained that that the Nova Group are installing double glazing in his area and the tenants have been told that they cannot smoke while the work is being carried out. Federation agreed that the letter could have been worded better.

*2015 Appraisals* – SH explained that members’ appraisals are due. **Action: SH to contact members and put together a schedule.**

*Riverside Festival – Leicester 6th June.* Noted that the Federation has a stand and Clive Callow and MH would be attending. **Action: MH to ask Kathy Forsyth Smith to attend.**
  
13. Date and time of Next Meeting



- Federation Executive Committee – Thursday 16 July 2015 @ 11.00am at Neuro Support Centre Liverpool.
- Noted the joint HSC meeting with Federation Officers and NSC will take place on 16 July at Speke office at 3.00pm. Agreed that officers will travel to meeting on mini bus.

**Summary of key decisions and actions**

<b>Decision/Action</b>	<b>People involved</b>	<b>Date</b>
Agreed mini bus livery and to purchase branded t-shirts and mugs.	Walter Macfarlane	Immediate effect.
Agreed to keep Fed's own Annual Report to Tenants but that to evidence Co-Regulation both the Federation and Riverside should provide 2 pages to be included in each report.	Sharon Hutchinson 2015 Fed ATR working Group John Wood	September 2015
Community Investment Fund to be established for £5.000 per division including RECHG and RHO.	Walter Macfarlane Sharon Hutchinson	Immediate effect
Agreed the new Resident Involvement Policy.	Kate Jungnitz	Immediate effect
Agreed to make it clear to Riverside that the Federation did not endorse the Rental Exchange Project and the letter Riverside had sent to tenants.	Federation Executive Committee	Immediate effect