

**Minutes of the National Scrutiny Committee Meeting held on
Wednesday 18 May 2016 at Riverside Head Office, Liverpool**

Present:

Keith Harkness, Maria Milford, Linda Perry, Glynn Williams, Ann Rignall, Paul McGregor, Ivy Isherwood, Michael Fullerton

Observers: Viv Fleming (RHO resident), Michael Pells (Care and Support scrutiny panel)

Staff:

Mark Hoskisson, Maxine Davis, Imogen Harrison, Mark Burnett (morning)

Apologies:

Rachel Hayes

1. Minutes of last NSC meeting:

Agreed as accurate.

2. Matters Arising:

Item 3 – Query of responsibility for drains where they are communal or across a number of properties and whether tenants are responsible for removing blockages that they themselves have not caused.

Riverside explained that where a blockage could be traced to a tenant then it would be their responsibility. Tenant Arrears Team working hard on this. However where tenants were not responsible then Riverside would remove the blockage and not charge it to tenants affected.

Linda Perry to re-send Mark Hoskisson legal query on responsibility for repairs

Mark Burnett to send Rachel Hayes full Repairs Policy document for circulation to NSC.

Michael Fullerton to send any further legal queries to Mark Hoskisson

Item 5 – Training – now underway with two tenants

3. Smart Recommendations Update:

a) Asset Management:

Mark Burnett (MB) provided feedback on all of the Asset Management recommendations and Ian Gregg sent a letter of response to NSC on recommendations (see separate document).

Recommendation 1:

33% post repair inspections – MB explained the percentage would be finalised as part of the TOM changes but that the text survey tool (see below) would ensure a far more complete picture of satisfaction with repairs. MB also explained that PDA's would not be used as a tool to measure satisfaction with repairs.

NSC response – Satisfied with measures but will re-look at in the future after text survey tool has been used for a while.

Recommendation 2:

Void inspections to include gardens and fences – MB explained new approach to voids – Safe, Clean, Clean – which replaces Void Standard and would cover gardens and fences.

NSC response – Satisfied with this but will monitor to ensure new approach is applied consistently.

Recommendation 3:

Phone survey to be conducted after repairs. MB explained that the introduction of texting service to every tenant who has had a repair would meet this recommendation. He added that all staff would be trained in the Riverside Service Style and there would be penalties for contractors who did not follow it. MB also undertook to share results of text surveys with NSC.

NSC response – Satisfied – will revisit when service has been in operation for a while.

Recommendation 4:

Text 30 minutes before appointment from contractors. MB explained that a third text to customers has been reintroduced. Customers will receive text once the contractor is en route to their home.

NSC response – Satisfied but need to consider phone calls for those tenants without texting facilities.

Recommendation 5:

Gas leaflet to be sent with appointment letter. MB explained leaflet done but that there were problems with Promaster leading to admin errors. These were being addressed.

NSC response – request updates when Promaster is working properly.

The NSC were very grateful to Mark Burnett and Ian Gregg for such a thorough response to their recommendations and felt this was a model way of responding to scrutiny.

b) Marketing and Communications:

Recommendation

That a tenant join the editorial panel for the Riverside Newsletters: Hugh Owen replied by letter explaining that this would not be feasible due to a current review of publications which was exploring a range of ways of getting the tenant voice heard through various communication channels.

NSC response – Agree to suspend proposal and invite Hugh Owen to future NSC.

c) Customer Services

Recommendation 1:

Provide a range of opportunities for feedback collate, analysis and publicise this feedback. Anna Bishop responded in writing explaining the changes that were taking place in the way Riverside was conducting surveys, the range of options for feedback that already exist and the publication of the results of feedback in a number of publications.

NSC response – NSC was satisfied with this response.

Recommendation 2:

Reintroduction of mystery shopping. Anna explained that the work of the type of work carried out by tenant inspectors, scrutiny etc., would be affected by the eventual TOM changes in Riverside itself and therefore proposed that no new strand of mystery shopping be introduced until after impact of TOM was clear.

NSC response – agreed to put proposal on hold.

4. Divisional Reports:

- a) Cumbria – Carry out a doorstep survey on possibility of shifting 48 week rental payments to 52. Majority prefer 48 week. Next scrutiny to be on service charge.
- b) Irvine – Completed a repair service scrutiny. Formulating recommendations. Also updating where we are up to with recommendations from previous reports. Still discussing plans for new exercise. CE officer did questionnaire for staff on scrutiny panel and 80% gave the correct answers.
- c) North – First scrutiny just completed on Voids. Will forward to Rachel.

d) Mersey South – Decided to review and evaluate past work before deciding on new exercise. Putting final touches to review.

e) Care and Support – Recruited six new people to panel.

5. Care and Support Scrutiny

Michael reported on Care and Support scrutiny exercise on Complaints handling. It was finished in February 2016 and then subject to various discussions and now forms the basis of an action plan.

The NSC felt that the report was excellent and a real strong piece of work with lessons for other scrutiny panels in it.

Agreed that Linda Perry would go through report before next NSC to see if there any national implications of the report that the NSC needs to extract and follow up at a national level.

6. TASQ Inspection:

The TASQ inspection report was completed and recently went before the Housing Services Directors. The NSC noted that four out of five recommendations had been accepted and were being implemented. Congratulated tenants on TASQ for such a thorough and effective piece of work.

7. Governance Sounding Board:

Maria Milford reported on functioning of Sounding Board and key proposals in the report. Agreed to discuss further at joint meeting with Fed tomorrow.

8. Federation Representation Working Group

NSC entitled to two delegates to this group which will be working on further clarifying and developing future role of Fed and NSC and selection methods for both bodies. Following a discussion it was agreed that Maria Milford be one delegate and then – following names out of a hat – Ivy Isherwood was drawn from the hat as the second delegate.

Date and Time of Next Meeting: Wednesday 20 July 11.00am to 3.00pm, to be held in Riverside Head Office Lecture Theatre Speke.

Meeting closed

