

Riverside Tenants & Resident Federation Executive Committee
Minutes of the Meeting held on
Thursday 18 February 2016 at 11.30am in
The Brain Charity, Norton Street, Liverpool L3 8LR

Welcome and Introductions: Patrick Rice, Walter Macfarlane, Richie Kelly, Barbara Fitzgerald, Heather Bruce, Jean Williams, Ian Caldwell, Janice Murray, John Gray, Jo Yoxall, Michael Hulme, Richard Austin, Allan Paton (NSC observer).

Staff: Anna Bishop, John Wood, Kate Jungnitz, Sharon Hutchinson, Rachel Hayes (observer), Maxine Davis.

Apologies: Julie Moss, Kathy Forsyth Smith, Sally Trueman, Ann Robertson and Mark Hoskisson.

3. Minutes of the previous meeting held on 1st December 2015 – Agreed

4. Matters Arising:

Item 5 – Noted Phil Glover is on leave and that he would attend the meeting in April to give update on the Asset Management Communications Strategy consultation.

Item 9 – JW reported that the Conference report was very well received by both HSD's and HSC.

Item 7 – SH gave an update from Kathy Loftus – The updated Domestic Abuse and Violence Procedure became operational on 1 February 2016 after approval by HSD's. An article was published in Riverside Matters informing all staff of the changes and some local teams have also circulated bulletins. The rechargeable repairs procedure has been updated and is clear about who makes the final decision and includes guidance about how they might make the decision. The Federation is happy with the response.

5. Long Term Plans and Vision for Improving Evolve's Services – It was agreed to monitor Evolve's performance and integration across Riverside to ensure tenants are getting the same level of service. The Federation was pleased to note that Asset Management have been using the National Scrutiny Committee as a sounding board. It was agreed to ask for future update on the MOT roll out and approach to voids.

Noted that Riverside would no longer operate the voids standard but have a targeted approach to ensure that each property was safe, clear and clean.

6. Update on Riverside's Target Operation Model – It was noted that Group Board had agreed all the TOM recommendations at the meeting held 11 February 2016.

Noted that TOM aimed to achieve:

- Good Quality Services to Customers

- a One Riverside approach
- a £30m annual reduction by 2019/20

It was agreed that the Federation would be kept fully informed of TOM's progress. It was agreed to send a hard copy of the presentation to the Federation Members for their information only. It should be treated as private and confidential. KJ gave an update on the Governance Sounding Board and distributed a briefing note produced for Divisional Board members from Paul Hilliard.

7. Update on Budget 2016/17 – Noted WMc update.

8. Update on Federation Work plan

- **Federation's Annual Report 2015** – JW gave an update on the Federation Annual Report 2016.

A flyer was produced to advertise the availability of the report and an article was included in the staff newsletter. The working group were keen to support Riverside's objective re digital inclusion so are encouraging people to read it online. A link was put on Riverside's website, Divisional websites and the Federation's Facebook page and Carol Matthews posted the link in her weekly blog. 2000 copies have been printed and are available on request for those who do not have internet access. 100 copies have been sent to each Division, 2 copies to every Care and Support Scheme and 10 copies to each FED and NSC member to distribute locally. Irvine tweeted the 3 picture competition winners from Pennyburne School. Noted the current spend for report is £3069 from the budget of £10K. The working group to hold a wrap up meeting 18 April 2016.

- **Update on Chin Wag** – WMc gave an update on the use of CHINWAG since June 2015 and also encouraged members to think of ways of using CHINWAG as much as possible.
- **Federation Representation Working Group** – A working group to be established to look at Representation following TOM and the Governance review. A meeting had been arranged for 18 April and it was agreed to postpone the meeting until after the Sounding Board proposals go to Group Board in April. Any expressions of interest for the working group should be made to SH.
- **PR/Promotion** – Agreed that one of this year's key tasks is to get the Federation more widely known within our communities by
 - Producing a schedule of visits to be tied in wherever possible with community events. Mini bus (Chin Wag) to be used for visits and events.
 - Federation Officers will incorporate the ideas/suggestions for the Federation membership certificate made at the December 2015 joint meeting with the National Scrutiny Committee. The certificate will explain that a Tenancy Agreement with Riverside gives tenants automatic membership of the Federation and provide contact details.
 - Contact Cards – The promotion will be run for a further 12 months. We have placed another order and the prize has now been changed to a computer Tablet.
 - Fundraising – Noted that Riverside's Fund Raising Manager Lisa Connor to attend next Federation meeting to discuss options for external fundraising for specific activities and projects.

9. Minutes from the National Scrutiny Committee meeting held 4 November 2015 (for information)

Item 4 – Noted no update from Care & Support.

Item 6 – Noted that the joint Fed/NSC meeting is part a team building exercise and is not formally minuted. Agreed to produce a core brief from these meetings.

10. Report from Group Board meetings 10 December 2015 and 11 February 2016

a. Group Board Headlines 10 December 2015 – Noted. JW suggested inviting Carol Lavender along to a meeting to explain the Voluntary Right to Buy Pilot Scheme. It was agreed to ask Riverside for an update.

b. Group Board Headline 11 February 2015 – Noted. The meeting was largely dominated by TOM.

11. Housing Services Committee Update

a. HSC Highlights – Report to Group Board 10 December 2015 - Noted

b. HSC Highlights – Report to Group Board 11 February 2016 – Noted

JW suggested the Federation should get an update on the Local Housing Allowance (LHA). It was agreed the need for further information on LHA and the impact this will have on both tenants and Riverside.

12. Nomination of Tenant Member of Housing Services Committee – Nominations were received for JM, BF and RK. All candidates gave a statement in support of their nomination. A secret ballot took place and BF and RK were selected. Noted that the Housing Services received the nominations and would make the appointment. **ACTION: SH to produce report for HSC**

13. Completion of Core Brief – It was agreed the three key topics would be:

- Long Term Plans and Vision for Improving Evolve's services
- Riverside's Target Operating Model
- Federation's Annual Report/PR & Promotion

14. Any Other Business

- JG asked whether Tenant Inspection was ending. SH explained that following the recent review herself and RH had been tasked with reviewing the TI training sessions with Tenant Inspector Steering Group members. KJ explained that the outcomes from inspections had been linked to scrutiny and clarified that Tenant Inspection would be carry on as normal until the results of the ongoing Governance review. **ACTION: SH to speak with the Tenant Inspector Steering Group (TISG) about producing a news bulletin.**

15. Date and Time of Next Meeting:

- Thursday 14 April 2016 at 11.30am at The Brain Charity, Norton Street Liverpool L3 8LR