

**Minutes of the Tenants & Residents Federation Executive  
Committee Meeting held on Thursday 15<sup>th</sup> September  
1.30pm at the Brain Charity, Norton Street, Liverpool, L3 8LR**

**AGENDA**

1. Welcome and Introductions

**Present:** Patrick Rice, Richard Kelly, Walter Macfarlane, Sally Trueman, Barbara Fitzgerald, Jean Williams, John Gray, Michael Hulme, Richard Austin, Heather Bruce, Jo Yoxall and Janice Murray.

**Staff:** Mark Hoskisson, Anna Bishop, John Wood, Carol Matthews, Sharon Hutchinson and Maxine Davis.

2. **Apologies:** Julie Moss, Ann Robertson and Jamie Hendry (observer)

3. **Election of Federation Executive Committee Officers:** Federation Executive Committee Officers were appointed unopposed WMC (Chair) PR (Vice Chair), RK (Secretary), and ST (Treasurer).

4. **Minutes of Previous Meeting held 23 June 2016** – Agreed.

5. **Matters Arising:**

Item 4.9 – Noted update on Asset Management Communication Strategy consultation.

Item 9 - JW reported the Terms of Reference for the new Neighbourhood Services Committee were signed off by Group Board in July. Interviews for Chair are 16 September. The closing date for applications for panel members is 16 September and the interviews will take place the following week. Noted ST is on the interview panel. **Action:** Amend the word tenants to nominees (para 3).

6. **Declaration of Interests:** None

7. **Update on Digital Strategy** – Noted Digital Strategy brief was sent to all Fed members. AB thanked the working group for providing some useful amendments to the personas. Strategy has been approved by Executive Directors. **Action:** AB will send to SH when complete to circulate to the Fed members.

8. **Discussion on Resident Involvement & Tpas Standards** Noted the 6 National Tenant Engagement Standards and agreed that the discussion document produced by the Representation Working Group (on the future of Co-regulation and Tenant Participation) covered similar principles. Noted Carol Mathews presentation which highlighted the outcomes from Riverside's Corporate Plan 2014/17, what has been strengthened and what still needs progressing. Discussed the risks to Riverside including austerity and safeguarding and opportunities including building more homes and mergers. Agreed that priorities for the new Corporate Plan (2017 to 2020) should include:
- Building new homes
  - Improving the repairs service
  - Developing the relationship and partnership between Riverside and its customers
9. **Recommendations from Federation Representation Working Group for 2017 Federation and National Scrutiny Committee selection** – the following recommendations from the Representation Working Group were agreed:
- To increase Federation membership to a maximum of 18 with at least 2 members selected from each Riverside region, from Scotland, from Riverside Home Ownership and from Riverside Care and Support. There will be a maximum of an additional 6 vacancies for members who are selected as national members (these members do not have to be representative of a region or sector). It was agreed that JW present the new constitution to Group Board in October.
  - The National Scrutiny Committee will comprise up to ten members with at least one member from each Riverside region, from Scotland, Riverside Home Ownership and Riverside Care and Support and where applicable from a scrutiny panel in these regions/sectors.
  - To establish a selection panel to appoint the new members of the Federation and National Scrutiny Committee following the assessment centres in May 2017.
  - To extend the current Federation term to June 2017.
10. **Minutes from the National Scrutiny Committee meeting held 18 May 2016**  
– Noted that TASQ has been formally dissolved:
11. **Report from Group Board meeting 7 July 2016 and Annual Strategy Day 8 September 2016**
- a) **Group Board Headlines 9 June** – Noted. Agreed to invite Lauren Chadwick to attend next Fed meeting to give a presentation on the new customer services' monitoring results.
  - b) **Group Board Headlines 7 July 2016** - Noted
12. **Housing Services Committee Update 30 June 2016**

a) **HSC Highlights – Report to Group Board 7 July 2016.** Noted CSC have been under staffed and should be up to full capacity in October/November 2016. Noted the impact of bedroom tax on Riverside and its customers. Noted that income collection is steadily improving. Agreed to invite Richard Brint to a Federation meeting to present information on Bedroom tax impact analysis. **Action:** JW to follow up.

**13. Recommendation from Federation officers on appointment of Tenant Shareholding Member of TRGL –** Agreed that Richie Kelly would remain in role for a further 3 year term.

**14. Nomination of Tenant Observer on Group Board -** Agreed to nominate JM and PR. **Action:** SH to follow up.

**15. Nomination of Neighbourhood Services Committee members –** Noted 17 applications were received for the 3 tenant/resident places on Riverside's new Neighbourhood Services Committee. A transparent and fair selection and voting process was undertaken to select a shortlist of 5 candidates. The shortlist has been forwarded to Riverside's Governance and Remuneration Committee (GRC) who will appoint 3 candidates to serve on the new committee.

**16. Provisional Meeting 2017 Dates -** Agreed.

**17. Completion of Core Brief –** Agreed the key points to be:

- Election of Federation Executive Committee Officers
- Discussion on Resident Involvement & Tpas Standards and priorities for the new Corporate Plan (2017 to 2020)
- Recommendations from Federation Representation Working Group for 2017 Federation and National Scrutiny Committee selection

**18. Any Other Business -** None

**19. Date and Time of Next Meeting:**

Thursday 3 November 2016 at Riverside's Head Office, Speke Liverpool

