

Minutes of the National Scrutiny Committee Meeting held on
Wednesday 20th January 2016 at Local Solutions Liverpool

Present:

Keith Harkness, Maria Milford, Linda Perry, Ann Rignall, Paul McGregor, Michael Fullerton, Allan Paton,

Staff:

Kate Jungnitz, Mark Hoskisson, Rachel Hayes, Maxine Davis and Kathy Loftus

Apologies: Glynn Williams, Ivy Isherwood

1. The Chair welcomed Kathy Loftus – Service Improvement Co-ordinator - to the meeting
2. **Minutes of last NSC meeting and matters arising** - Held 4th November 2015 – agreed as accurate.
Item 5 – Terms of Reference – await until the decision of the Governance Review which should be March. MM stated that Mersey South have revised their terms of reference and she will forward to the NSC to look over.
3. **De-brief & Feedback joint Meeting with Federation** – the NSC agreed that the joint meeting was very productive. The three new members of the NSC from Irvine Housing were introduced to the Federation. Both national bodies gave feedback on their contributions and success stories over the past 12 months. MM and KH delivered a presentation on the NSC and this was very well received. The chair of the Federation, Patrick Rice, spoke about the work the fed have carried out over the past 12 months including consultation on the Riverside lettings policy.
4. **Scrutiny Updates:**
 - **Carlisle** Keith Harkness – advised that the exercise on Voids & Lettings is complete and the panel have received a verbal response. The panel have also sent out a memo to staff to ask if there are any services they wish the panel to scrutinise.
 - **Mersey South** Maria Milford – the panel have an away day next month at Trafford Hall. They will be having updates on the scrutiny exercises they have

carried out with updates from involved staff RH to attend to give an update on the NSC work.

- **IRVINE** Paul McGregor – it has been decided that the panel will meet with contractors monthly now over complaints and performance information.
- **Mersey North** Linda Perry – scrutiny exercise has been to Board – awaiting response
- **Riverside North – starting voids and allocations exercise**
- **Care & Support** - Scrutiny exercise into complaints is nearly finished. Once the report has been finalised it will be sent to the NSC.

5. Scrutiny Exercise – Kathy Loftus introduced herself to the NSC. She explained that her role within Riverside lies in Service Improvement and the recommendations that scrutiny have made should feed into her team.

The group split into three groups and each took a set of recommendations that come under the separate headings of:

Tenant feedback

Communication

Riverside policies and procedures

The groups were asked to list three recommendations from the list they were given and 1 recommendation to be a wild card. 12 recommendations were produced by the groups and the next meeting the NSC will make the recommendations SMART so that they can be presented to the group for consideration. The NSC will present the top 10 to the group with a clear direction, timescale and reasons as to why they should be considered, feeding into service improvement.

ACTION – RH to write up the 12 recommendations, circulate to the NSC members and they will be discussed in the next meeting.

6. TISG Review – a review was carried out into the way tenant Inspectors work. This was because the feedback from many inspectors was that reports they had produced had disappeared or not been acted upon, they were receiving no feedback, the amount of inspections had decreased as had the actual inspectors and in some divisions, there was no programme of inspections or indeed any inspectors to carry out the work.

MH carried out the review and the key points that came out of this were:

- There will now be a named member of the community engagement staff who will take ownership of the inspections as well as a named member of staff who works on the service inspected. This will ensure feedback and reports acted upon - accountability

- There will be a simplified method regarding recruitment, training and the actual process of inspections.
- There is now a clear link as to where the TI's fit into the involved structure within Riverside and a clearer process of how inspectors feed into scrutiny.

RH and Sharon Hutchinson have been tasked with relaunching the new TI process and this should be expected at the beginning of May 2016. An action plan has been produced and this will be circulated to staff who facilitate TI's.

7. Federation Core Brief and Board Headlines – the core brief was circulated to the NSC and RH advised that they can also be viewed on Riverside website. The Board Headlines were not available for the meeting but RH to circulate with next set of minutes.

8. Any Other Business – Kate Jungnitz announced that in March she will be leaving Riverside. She thanked the NSC for all their hard work and contribution over the past 2 years.

Date and Time of Next Meeting : Wednesday 2nd March 2016 Local Solutions L7 8TF

11 – 3.00