

**Minutes of the National Scrutiny Committee Meeting held on  
Wednesday 21<sup>st</sup> September 2016 at Riverside Head Office, Liverpool**

**Present:**

Keith Harkness, Maria Milford, Linda Perry, Ann Rignall, Ivy Isherwood, Colin Nuttman (rep S&C), James Olsler (rep Cumbria)

Observers: Richard Austin (Fed observer)

**Staff:**

Mark Hoskisson, Maxine Davis, Rachel Hayes, Jackie Ulring, Jamie Hendry, Lee Bailey, Tonia Punter-Ojong (VC), Wendy Mason (VC), Joan McTurk (VC)

**Apologies:**

Michael Fullerton, Glynn Williams, Paul McGregor (all accepted)

1. The Chair welcomed all members of the NSC, reps and staff
2. **Minutes of last NSC meeting at matters arising:**

Agreed as accurate.

3. **Divisional Updates**

Cumbria – the panel want to look at Service charges as there are vast differences between charges for some tenants and the service they receive. However, Riverside have advised that this is going under review so the panel have suspended this until further notice.

Riverside North – the next scrutiny exercise will be First Time Fix (FTF) as the KPI figures are very good which is not what the panel are hearing from local tenants.

Mersey North & Mersey South – the two panels met up and have decided to carry out a joint exercise on MOT in both divisions – quick hit exercise. The exercise will look at the communication element of the MOT not the actual work being carried out.

South & Central – the panel have recently finished an exercise on positive exit KPI (which will be shown to the NSC at the next meeting). They are currently looking to do customer satisfaction on void properties for their next exercise.

Care & Support – there is a recruitment issue at the moment due to the vast geography of the region. Once this has been addressed they will start on a new scrutiny.

Irvine – over the past month the panel have been looking through KPI's to see what to scrutinise next. The panel have just been awarded a gold accreditation for the panel very recently. The panel was congratulated by the committee members.

It was noted that any panel wanting to carry out an exercise to check with Rachel or the website to see if a similar exercise has been carried out in other parts of the group that could help.

#### **4. Update from Federation Working Group:**

The group was set up to look at the governance of Riverside. And came about because of the sounding board. The HSC (Housing Services Committee) will now be replaced with a new committee NSC (Neighbourhood Services Committee) which is currently being recruited for.

The Fed working group met in September and have agreed going forward that the Federation will increase in membership from 16 to 18 members. 2 members will represent each of the new regions (Riverside North, Riverside South & central, Liverpool City region, Care & Support, Irvine and Riverside Homeownership) and the remainder 6 will members will be picked irrespective of the geography. The NSC going forward will still have 10 members but 6 will be representative of each of the regions and the other 4 will again be picked irrespective of geography. The new membership to both national bodies will go ahead next year after a recruitment drive and new assessment centres. The NSC have asked for a map of the new regions (ACTION RH to send out)

Timeline for new membership:

Recruitment Feb/March 2017

Assessment centres April/May 2017

Selection June/July 2017

#### **5. Federation Annual report – 2 reps:**

The NSC have been asked for 2 representatives to sit on the fed annual report steering group. RH to ask absent members from the meeting if they wish to put their names forward and names will be picked.

#### **6. New Proposals for the Newsletter – James Rae (Marketing manager)**

James Rae addressed the NSC about changes going ahead with the Riverside Newsletter – in relation to a recommendation put forward from the NSC earlier in the year about having tenants on an editorial panel. Marketing have been tasked with producing a newsletter that will be more cost effective. It was proposed that instead of having different formats of the newsletter go out to different divisions at various times of the year, to make just the one Riverside Newsletter to be published 3 times a year ( 1 newsletter for general needs and 1 for Care & Support). The NSC agreed that this would be more effective for readership levels and value for money but advised that the newsletter must clearly state its Riverside news and agreed that the publications should be written in consultation with a group of tenants who will advise

what information should be highlighted to tenants. Therefore the original recommendation put forward from the NSC has been reformulated and tenant liaison is still paramount as they will input what type of information they think tenants want and need to hear from Riverside.

## **7. Scrutiny Document - Discussion:**

(please see attached document).

All the items on the document were discussed within the meeting and the decisions that could be taken have been noted on the main document. This will be presented to the Federation at the next joint meeting in December.

It was noted that the NSC will have to think of a new name as it will be confusing with the new Neighbourhood Services Committee – discuss in the next meeting

## **8. Federation Core Brief/Board Headlines**

Noted.

## **9. AOB:**

RH advised that an assessment centre will go ahead in early October to recruit 2 new members to the NSC.

Appraisals will be carried out by the chair and deputy chair over the next couple of weeks (Action RH to organise)

**Date and Time of Next Meeting:** Wednesday 16<sup>th</sup> November 11.00am to 3.00pm, to be held in Local Solutions.

**Meeting closed**