

Minutes of the National Scrutiny Committee Meeting held on
Wednesday 4th November 2015 at Local Solutions Liverpool

Present:

Keith Harkness, Maria Milford, Linda Perry, Glynn Williams, Ann Rignall, Paul McGregor, Michael Fullerton, Allan Paton, Ivy Isherwood, Janice Murray (Federation Observer) and Pam Bradbury (Observer – South & Central).

Staff:

Kate Jungnitz, Mark Hoskisson, Rachel Hayes, Sharon Hutchinson and Maxine Davis

Apologies: Kate Jungnitz – part of meeting

- 1. Minutes of last NSC meeting and matters arising - Held 7th October 2015 – agreed as accurate.**

Item 6 – Report Writing, universal template. ACTION: RH to send to Scrutiny officers.

Item 7 – RH has requested hard copies of the Annual Report. They are still with the printers, however the online version is available.

Item 10 – RH to meet with TISG (Tenants Inspectors Steering Group) to discuss how they could work with NSC and create a stronger link with them and will feedback at the next meeting. **ACTION:** RH to invite a representative along to the next meeting. **ACTION:** RH & SH to look at reviewing the training for TI (Tenant Inspectors).
- 2. South & Central Scrutiny Report –** PB elaborated on the Estate Management Scrutiny Report. She advised that the panel had decided to scrutinise the estate management as complaints had been made about service charges with tenants not knowing what they were paying for. As well as this contractors and sub-contractors were not carrying out the duties to which they had been contracted to do. MF advised that when IHA (Irvine Housing Association) carried out a scrutiny on repairs they did not interview the contractors as they thought this was not within the scrutiny 'rulebook'. MM and RH advised that if any panel is carrying out an exercise that concerns contractors or sub-contractors then the panel can indeed interview the contractors. LP stated that many tenants do not know what they are paying for in their service charge and when the actual services – such as for example cleaning of the windows is carried out. AR advised that in her scheme there is a calendar up stating when the services take place and exactly what the residents are paying for. All agreed that the report was put together really well and the service response was good as well. PB stated the board agreed with all the recommendations. An action plan has been completed by

the head of service which gives time scales of when the recommendations will be implemented. Again this action plan was congratulated.

3. **Scrutiny Recommendations:** RH, MM and KH met to put together a list of all the divisional recommendations and to simplify them by putting them into 3 categories. **1. Standard policies and procedures, 2. Tenant Feedback & Involvement 3. Communication.** This will be ready to present at the joint meeting in December. The main focus should be if the recommendations have been implemented and value for money.

4. **Scrutiny Updates:**

- **Carlisle** Keith Harkness – Have been carrying out a scrutiny exercise since January on Voids and Allocations. They are hoping to present the completed report to the board in December or January.
- **Mersey South** Glynn Williams – They have not met again since the last meeting and was unable to give an update.
- **IRVINE** Paul McGregor – The Complaints Scrutiny report went to board and was approved. Also a member of staff and a member of the Scrutiny panel have been shortlisted for an award with TPAS.
- **Mersey North** Linda Perry - The affordable loans scrutiny exercise is almost complete. The report should to go to board this month.
- **Riverside North** Ivy Isherwood. They now have a Scrutiny Panel, but are still a scrutiny panel for all of Riverside North to get together twice a year. Il chaired the first Scrutiny Panel meeting, and she is undergoing some Chair training. They are currently carrying out an exercise on the quality of voids when handed back and the length of time of turnover of voids
- **South & Central** Pam Bradbury – They are not carrying out any exercises at the moment.

5. **Terms of Reference** – It was agreed that a standardised terms of reference should be used for all of the divisions, however maybe some be slight alterations based on locality. This will be looked at by the NSC after Riverside have completed their governance review.

6. Joint Federation Meeting – SH has put together a draft agenda and asked for any suggestions.
- The Fed and NSC will give a presentation the progress and outcomes over the last 12 months.
 - Group wide Scrutiny Outcomes
 - Working with Leaseholders and widening our experience
 - Team Building Exercise

The Joint Federation and NSC Christmas Meal is on 01 December 15 at the Liner Hotel, Lord Nelson Street L3 5QB

7. Federation Minutes and Board Headlines – 1. The Federation minutes were noted. 2. Board Headlines, MH apologised for the lack of board headlines, he has chased it up. SH gave an update of the latest Core Brief and the three key topics that were agreed being; The Conference feedback, the Target Operation Model (TOM) and Fundraising. The Federation Core Brief will be presented at all NSC meetings. 3. Federation Annual Report – SH gave an update of the progress. The working group which consists of three fed members and 2 NSC members, have had their first meeting. They have looked at a number of items to be included and have been in touch with the divisions for articles and stories. It was decided to hold a competition with primary schools to design the front cover and they will send out a brief to RI workers and Fed members to get involved. The theme is One Federation for all, Carol Matthews will do a blog and the NSC will be included.
8. Any Other Business
- MH informed all that Housing Day is 18th November, the theme is 'Proud to be a tenant' and encouraged all to get in touch with their RI worker to find out how to get involved.

**Date and Time of Next Meeting : Wednesday 20th January 2016 Local Solutions L7 8TF
11 – 3.30**

Kate, Mark, Sharon, Maxine and Rachel would like to take this opportunity to wish you all Seasons Greetings, Happy New Year – and Happy Hogmanay ☺