

**Minutes of the National Scrutiny Committee Meeting held on  
Wednesday 16<sup>th</sup> November 2016 at Local Solutions, Liverpool**

**Present:**

Keith Harkness, Maria Milford, Linda Perry, Ann Rignall, Ivy Isherwood, Paul McGregor, Viv Flemming, Glynn Williams

Observers: Barbara Fitzgerald (Fed observer)

**Staff:**

Mark Hoskisson, Maxine Davis, Rachel Hayes, Sharon Hutchinson (staff observer)

**Apologies:**

Michael Fullerton

1. The Chair welcomed all members of the NSC, reps and staff

- 2. Assessment Centre Results:**

Four candidates (residents and tenants) expressed an interest to join the NSC. An assessment centre was set up in October to evaluate the candidate's abilities to read and analyse performance data, produce recommendations from a scrutiny report and to observe how they contribute to group discussions. An independent assessor from group board attended and scored all the candidates on these competencies. The scoring sheet was then anonymised and passed to the Federation Officers as well as an officer from the NSC to appoint a new member. One candidate was picked due to their work on the day and the new member of the NSC is Vivien Fleming.

N.B M.Hoskisson advised that he is sending a letter to all tenants/residents who have gone through the assessment centres to gain feedback for the planned recruitment drive next year.

- 3. Minutes of the Last Meeting and Matters Arising**

Minutes agreed from the last meeting and no matters arising. James Rae is going to Fed meeting in Dec with the proposals for the newsletter.

- 4. Divisional Updates**

**Cumbria** – the panel have been looking at Service Charges for their most recent exercise. They have taken this as far as they can due to the fact that the service is

going through changes at the moment. They will send the report over to R.Hayes and bring to the next NSC meeting. The next exercise that the panel will start on is looking at property MOT's. Liverpool City Region is currently undertaking a scrutiny on this so the reports that will come in in the new year will be looked at closely to see if the different regions are carrying out the same communication process – the NSC will analyse. R.Hayes advised that the reports will go to Asset Management to help them in the roll out of MOT's in the South & Central region which should start early next year.

**Riverside North** – the panel are looking at First Time Fix. The exercise should be finished by February.

**Liverpool City Region** –the panel is still undertaking the scrutiny on MOT's. Once they have finished the report will come to the NSC.

**South & Central** – recently finished scrutiny exercise on positive exit survey – which will be looked through today.

**Care & Support** – the panel will be looking at 'on-line services' in supported schemes. Once the exercise is completed RH will get report and distribute to NSC

**Irvine** – the panel have been evaluating their past reports and will embark on another exercise in the New Year.

## 5. 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 has now been recruited – NB M.Milford has been selected for the panel.

M.Milford advised that the committee have met once for a two day induction. The NSC will be looking closely at customer satisfaction and oversee all services.

The Federation working group have proposed that the new Federation will comprise of up to 18 members and the National Scrutiny will stay at 10. There will be a big recruitment drive lead by the central Resident Involvement team in the New Year. The new members of both bodies can attend taster session and have to attend assessment days. A selection committee of 7 members (5 tenants, 1 independent and 1 staff member) will attend these sessions and their role will be to appoint the new members. The RI team will advertise for tenants to sit on this selection panel.

## 6. South & Central Scrutiny Report:

The S&C scrutiny 'Positive Customer Experience' report was discussed – although it was noted that the KPI which used to measure this is no longer used. It looked at reasons why you would refer a friend to Riverside to be housed and reasons why people left their property. It also looked at the state of the property when it was left and the complex issues around this.

5 recommendations were put forward

## **7. Federation Annual Report**

The theme of this year's annual report is 'Valuing Involvement'. A. Rignall and I. Isherwood are the two NSC members who sit on the steering group. There was a discussion around what the NSC wanted to write about this year and it was decided that the SMART recommendations should be discussed as well as the NSC moving forward, highlighting the progress of the log book

## **8. Scrutiny Document for Joint Meeting with Federation:**

There was a discussion around what needs to go into the report that is being presented to the Federation Executive at the December joint meeting. The two main points to be highlighted are that the NSC want to work more closely with the Federation and the NSC will call upon local panels to carry out scrutiny on their behalf. As well as this a name change from 'The National Scrutiny Committee' to 'The Federation Scrutiny Panel'. R. Hayes to meet K. Harkness and M. Milford beforehand to create a presentation for the day.

## **9. Terms of Reference (ToR)**

It was agreed that R.Hayes would send out the current ToR out to the committee and for everyone to feed back to her by mid-January. G. Williams and K. Harkness to collate the feedback and re-write ToR with R. Hayes and M. Hoskisson for the start of May

## **10. New Name for National Scrutiny Committee:**

With the Neighbourhood Services Committee sharing the same initials as the current National Scrutiny Committee there was a discussion and vote for a new name

The NSC will now be known as the **Federation Scrutiny Panel (FSP)** – subject to approval from the Fed Exec.

## **11. Dates and Times for 2017 Meetings – noted**

## **12. Board headlines and Federation Core Brief – noted**

It was noted that Janice Murray from the Federation is now the new Group Board observer. Walter McFarlane is the new chair with Sally Trueman as the new treasurer, Patrick Rice vice chair and Richie Kelly as the secretary.

## **13. Any other Business**

P. McGregor asked if meaningful consultation with tenants and residents had taken place on the office closures across the group. He explained that surely this would have an effect on service delivery and if this is the case then it should be scrutinised – possible future scrutiny exercise.

**Meeting closed**