

Minutes of the Tenants & Residents Federation Executive Committee Meeting held on Thursday, 23 June 2016 at 12 noon at Riverside's Head Office, Speke, Liverpool, L24 8RF

1. **In Attendance:** Patrick Rice, Richie Kelly, Walter Macfarlane, Sally Trueman, Heather Bruce, Jean Williams, Ian Caldwell, Janice Murray, John Gray, Michael Hulme, Richard Austin. Glynn Williams (NSC Observer).

Staff: John Wood, Anna Bishop, Mark Hoskisson, Sharon Hutchinson and Maxine Davis

2. **Apologies:** Ann Robertson, Barbara Fitzgerald, Jo Yoxall, Julie Moss and Kathy Forsyth Smith

3. **Minutes of Previous Meeting held 14 April 2016** – Agreed

4. **Matters Arising:**

9 - Noted Phil Glover will provide an update for the September Fed meeting.

10 – The fundraising training was held on 22 June and received excellent feedback.

5. **Declaration of Interests** – None

6. **Digital Strategy** – AB explained that the strategy will be focusing on two areas.

1. The appropriate channels of internal communications, 2. Communicating with customers, Noted that Riverside have commissioned specialists to review the strategy with the aim of ensuring that the customers' digital experience is improved.

Agreed 4 members to be on the working group as ST, RA, HB and MH. Group will create ten personas with a back history to be consulted on how they would like to access services and communicate with Riverside. **ACTION:** AB to send Digital Strategy brief to Fed members.

7. **Draft Equality, Diversity & Inclusion Policy** – L Bowker/B Houghton – BH gave background information. Noted the wide consultation process on the draft policy including a Mystery Shopping exercise undertaken by Tenant Inspectors. Riverside's new Equality and Diversity Manager to run E&D training for all staff starting with Executive Directors. Agreed that training would be provided for Federation members. Suggested amendment to paragraph 3 of the policy was agreed (The characteristics *currently* protected by the Equality Action 2010).

Noted that tenant feedback on the policy had been positive however tenants want to see what Riverside do and outcomes from the action plan. Suggested that a scrutiny exercise on Aids and Adaptations be undertaken in 12 months. **ACTION:** BH to send out the Aids & adaptations policies.

Federation agreed the draft policy and noted it would be considered by Group Board in July.

8. Update on Riverside's TOM – J Blackburne.

Noted update on transformation progress. JB explained what is changing:

1. People – wave 1 focus areas
2. Process – mapped new process for key functions
3. Technology – Open Housing Academy replacement
4. Premises – not yet

Noted that 250 staff had been involved in workshops discussing current and future culture. JW explained that Riverside was concentrating on communications with staff to ensure they are informed throughout the process and was pleased that engagement scores were quite high.

Noted Riverside will continue to reduce office footprint and that tenants will have more face to face contact via mobile front workers. Agreed that Riverside need to make it very clear how customers can access services.

9. Update on the Review of Local Governance

Unapproved Draft Terms of Reference for the Proposed Neighbourhood Services Committee – Noted the Committee's remit will encompass those services provided by the social housing business and Riverside Home Ownership. This will mean that shared services and central services, including asset management and the customer services centre, will have an accountability to the Committee for the services they provide to support those businesses.

Its purpose will be to support the Board of TRGL by undertaking detailed consideration and monitoring of those services and, where necessary, providing advice and making recommendations. It will particularly have responsibility to consider the customers' experience of services and ensure they well managed, deliver value for money, and appropriately manage risk. Noted the draft will be going to Group Board in July. MH pointed out as part of co-regulation it is the role of scrutiny to draw attention to GB on performance. **ACTION:** JW to look at the working of this point.

Noted the committee will include 3 nominees, who will be nominated by the Federation and do not have to be Federation members. Federation pleased to see strong tenants voice. Noted all committee members to be interviewed and appointed by Group Board. **Action - JW to recommend to GB that a Fed member be on the interview panel.**

10. Update on Voluntary Right to Buy Project - V Corner. Noted that Right to Buy was an opportunity for 1.3m Housing Association tenants to own their own home. Discounts are up to £77,900 outside London and £103,900 within London and capped at 70% of the property value. 2% discount for flats for each year of tenancy and 1% for houses.

Noted eligibility criteria agreed for the pilot included no breaches of tenancy, no rent arrears and a minimum tenancy of 10 years.

Noted that Riverside had 247 live applications for RTB. Concern expressed about the effect this would have on Riverside's business. JW explained that this depended on replacing properties and the Government paying compensation. Noted that predominant interest was in 3 bedroom houses and that properties which had undergone major adaptations were not included in the pilot.

Federation asked to be kept fully informed of progress on the RTB Project and noted that a report was due in September.

11. Update on Budget 2016/17 – Noted the budget is slightly ahead of the 3 year projection. The fundraising training was very useful. Federation Officers to discuss feedback from the session at their next meeting and decide way forward. WMc asked for all fundraising ideas to be communicated to MD.

12. Updated Riverside Tenants & Residents Expenses Policy – Agreed the amendments and noted new policy must be signed by all members. **ACTION:** MD to follow up with those not present.

13. Update on Federation Workplan

- **Federation Representation Working Group** – The Federation Representation Working Group comprising five Fed members and two NSC members met 26 May and will meet again 29 June. The Terms of Reference and Statement of intent has been agreed. **ACTION:** MH to send out to Fed members.
- **Update on Chin Wag** – Noted CHINWAG has been booked out 12 times this year and out for 39 days in total.
- **PR & Promotion** – No update
- **Fundraising** – External Funding opportunities for Federation Activities – Riverside's Fund Raising Manager ran a fund raising training session for members on 22 June. Federation Officers to discuss feedback from the session at their next meeting and decide way forward.

14. Feedback on joint meeting with National Scrutiny Committee held 19 May 2016 - Noted that the key issues discussed were membership and recruitment/selection to the Federation and how to ensure that local tenants have a voice in Riverside's new regional structure. Also draft Terms of Reference for Representation Working Group.

PR provided feedback from the first Representation Working Group meeting. CSC manager had attended and given an update on CSC performance and outcomes from the tenants group. Noted that a Riverside tenant had delivered a Community Cohesion workshop and all agreed that it had been very informative. Next joint meeting scheduled on 2 December 2016.

15. Minutes from the National Scrutiny Committee meeting held 2 March 2016 -
Noted Heather Bruce was the Fed Observer but not recorded.

16. Feedback on Federation sponsored LGBT event held 2 June 2016 – Noted the conference was well attended by 31 tenants and residents from a wide geographical area. Care and Support were well represented. Feedback has been obtained through evaluation forms which are being collated into a report. Noted the thank you letter from Stephen Chapman for the Federation's funding of the event.

17. Report from Group Board meetings 21 April 2016 and 9 June 2016 – S Trueman/J Wood

a. Group Board Headlines 21 April 2016 – Noted

18. Housing Services Committee Update 14 April 2016 J Wood – Noted.
a. HSC Highlights – Report to Group Board 21 April 2016 – J Wood – Noted.
Noted BF was appointed the tenant member of HSC. **ACTION:** JW to pass on thanks and best wishes to Mike Little, outgoing HSC Chair from the Federation.

19. Completion of Core Brief - It was agreed the 3 key topics would be:

- Digital Inclusion Strategy
- Equality, Diversity and Inclusion Strategy
- Right to Buy

20. Any Other Business

- NSC and HSC joint meeting 14 July. **ACTION:** JW to suggest re-schedule to Autumn.
- Send out Right to Buy Presentations to members. **ACTION:** MD to follow up.

21. Date and Time of Next Meeting:

Federation Executive Committee & AGM at 1pm on Thursday, 15 September 2016 at the Brain Charity, Norton Street, Liverpool 3.