

Federation Executive Meeting
Thursday 22nd February 2018, 10:00am
at The Mercure Hotel Manchester, The Congress Room

Present: Walter McFarlane, Alison Stokes, Jacky Vince, Janice Murray, Michael Hulme, David Daniels, David Otty, Peter Taylor, Patrick Rice, Dorothy Boreland, Victor Andrews, Margi Kelly, Sally Trueman, Chris Leavy

Staff: Karen Kendall, Tonia Punter-Ojong

Apologies - None

1. Chair's Welcome

2. Minutes of the last meeting held 13th & 14th December 2017

3. Matters Arising

David Otty advised update on Liverpool City Voice meeting was missing. David D enquired about an update from Aids & Adaptation feedback as he expected feedback personally

Action: TP to follow this up by next meeting

4. Meeting Charter Suggestions

Karen Kendall introduced this and a robust debate followed around future meeting and putting forward items for the agenda as recommended by members. Anyone who wishes to add suggestions should contact Karen and it will be brought again to the April Exec meeting.

5. New Constitution

Opening debate. Victor proposed to adopt constitution, Jacky seconded it. Patrick gave his views and advised could not support new constitution. Chris also added his concerns about stakeholders being disbarred from the Fed Exec.

David D also shared his concerns about who qualifies to be on Fed Exec and he has is a homeowner of a former Riverside property.

The debate moved to a vote and members voted 10 to 4 in favour of the new Constitution, the proposal was therefore passed.

6. Making Decisions as Executive

Due to length of previous discussion this was missed.

7. Suggested Items for Workplan 2018

Chinwag – Alison suggested taking bus to PRIDE/ Sparkle. Attempt to get steering group up and running. Volunteers agreed to look at the viability of bus (Sally, Margi, Alison and Jacky)

Blog for bus. Internet newsletter – any platform.

Action 1. for steering group (members: Margi, Jacky, Alison & Sally) – discuss and return to next meeting with their provisional plans

Action 2. Tonia – Going to set out framework for funding to customer groups through from the Federation. For e.g. constituted groups bank/ receipts to use for meetings. Must be accountable to tenants – Fed Exec agreed

Karen also asked about the Fed Exec possibly making some donations to front line teams/budgets to help with customers who may require extra support. This was quite some discussion around this and the disadvantages. However, it was agreed that plans would have to be in place by the Fed Exec by late summer (e.g. August) to work towards achieving a winter donations for customers

Victor spoke on suggested drivers that the Fed could follow. Agreed on some of the drivers. For example, developing Federation pack for schemes/ residents, The Big Question Chinwag etc. Sally added further suggestions about where Chinwag could be used to reduce isolation.

8. **Fed Reps Feedback**

Dorothy commented about the change of Housing Officers and the Housing Officers not letting tenants know who they are. Alison also commented on the same thing.

Action – Tonia will ask the Head of Social Housing to feed back to the Fed Exec re Housing Officers.

David Otty –Fed Exe members from LCR visited to the Liverpool City Voice in February, they have agreed to meet again

Alison gave feedback from the TPAS meeting held on 21st at the Brain Charity – talked about gamification, current trends, pop up events, Sparkle (The National Transgender Charity) Riverside support the Trans community, Cobalt Housing came up with incentive ideas to get tenants involved.

Sally spoke about giving a gift (under £30) to the Riverside Care and Support King Georges hostel which she discussed with the Fed Chair on her return. Sally agreed that the Fed Exec should have been consulted as Tonia had mentioned that the wider Federation Executive needs to be consulted on key decisions.

Margi also attended local estate management board as well as various Christmas events (700 older people over 5 days). There will be 150 vulnerable people attending entertainment over Easter. The area is looking positive. Kelli Melloy, Health and Wellbeing Manager was at meeting, very

productive meeting, Margi was representing communities. Talked about Dogs Trust and about social media

Walter – Following lunch he read letter from Chris Leavy resigning from the Federation Executive

Victor – Will be submitting written report on visit made to 3 schemes. Gave update on Charlotte Court (North London). Spoke about the issue of carbon monoxide alarms there. Victor suggested this could be recommended to scrutiny to look into if there is a trend?

Jacky – Spoke about visits with Victor, opened her eyes to the supported services provided by Riverside Care and Support. This was followed up by Tonia reading a thank you email from the manager of the services visited by Vic and Jackie thanking them for their visit and for giving them an understanding of what opportunities are available to residents

Walter – Karen arranged meeting in Carlisle to get tenant involvement back off the ground. Around 20 people attended and good feedback was given, again it was mentioned about the lack of housing officers on the ground.

9. Looking Forward: Nomination of Officers Process, Roles & Responsibilities, agreeing new timelines and future recruitment

Debate on closing date for nominations being 1st March. New changes. – roles and responsibilities as Fed Officers – we need to adopt roles for new officers – the descriptions were handed out to the members
After a discussion around the nomination process and it proposed by Walter that if a nominated person had not received a seconder by the given date they would be removed from the election process, the resolution was passed.

Recruitment - Megan to give presentation about young people at an upcoming Federation Executive meeting.
Dates for coming year will be set on 19th April for year ahead.

Walter – Do we want to continue with TPAS membership (£3,600)? – no resolution made here. To discuss further

10. Consultation Items: Closure of Offices & Rethinking Social Housing

Mark Burnett advised about first time fix
Debate on consultation and agreed to go forward to Group Board

11. Core Brief

Chinwag
Charter Suggestions
First Time Fix KPI's

12. NSC & Group Board Update

Brief update by Phil Pemberton that went to NSC.

Riverside – KPI on First Time Fix Housemark definition for April, concern raised from audit.

Next month contractor returns data – Compare contractor's figures against data

Post inspections still take place – satisfaction survey results of those who responded (completed First Time Fix): Text survey – 83%, Phone survey – 79%

Talked about planned works.

13. AOB: John Wood leaving was briefly discussed.

Date of next meeting – 19th April 2018- venue to be confirmed