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AGREED MINUTES  
**RIVERSIDE CUSTOMER VOICE EXECUTIVE MEETING**  
25 April 2019, The Brain Charity, Liverpool

**Attendance:** Victor Andrews (VA) Chair, Viv Fleming (VF), Michael Hewes (MHew), Michael Hulme (MH), Robert Lowther (RL), Richard Nichols (RN), David Otty (DO), Peter Taylor (PT), Sally Trueman (ST)

**Staff:** Patrick New (PN), Stephen Elliot (SE), Tonia Punter-Ojong (TPO), Karen Kendall (KK)

**Presentations:** Kate Henderson (KH) Head of Strategy & Planning, David Mackin (DM) Communications Co-ordinator, Maria Mendez (MM) Insight Analyst, Sam Smith (SS) Policy & Strategy Advisor, Laura Brough (LB) Regional Planning Office North, Sophie Hennigan (SH) Regional Planning Officer Liverpool, & Ingrid Nyaundi (IN) Regional Planning Officer South & Central

**Apologies:** Trevor Davies (TD), Margi Kelly (MK), Harry Soar (HS), Pauline Simpson (PS) Jacky Vince (JV)

VA Opened the meeting and welcomed everyone.

RCVE meeting 21.02.19 minutes agreed and accepted without any amendments.  
RCVE Officers meeting 26.03.19 agreed and accepted without any amendments.

**PRESENTATION TO EXECUTIVE:** Annual Report to Customers & Strategy & Policy update.

**LGBT EVENT:** agreed max £3000, and there was some discussion and dialogue about making some changes to the event. The RCVE has supported the LGBT annual conference for some years now and it was suggested that to make the event more inclusive for other groups too could Spectrum start some discussion with ORIGIN & Enable to maybe do a joint event? It was agreed that the RCVE would support the event this year, but next year will expect it to be widened to others. The date for this year's event is Sat 8th June at the Holiday Inn, Liverpool. It was also suggested that planning for the event start immediately after the 2019 to allow as much time as possible to organising a great event. It was proposed we support LGBT for £3k for 2019, the proposal was 2<sup>nd</sup> by ST and agreed by all apart from MHul who abstained.

**RCV MINIBUS:** is all compliant and is available to book by staff through internal resource booking, some very specific criteria, such as objectives of trip, and evidence based outcomes.

It will be available in S&C for 6 months to start with. TPO will ensure that all the criteria information is relayed to the RCVE members, and it will also be promoted widely on Social Media. MHul also suggested the info be sent out to all local T&R groups. There was some discussion around the geographical location of the bus and how this can be used in all areas. PN said it could potentially be used to promote the roll out of the Customer Annual Report.

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**SCRUTINY WORKING GROUP:** RL gave an update and gave an overview to the Executive as to how it why and how it been decided to focus on Complaints handling and satisfaction.

**TRAINING:** TPO advised the RCVE that there is a plan to develop and deliver a training course on 'Safeguarding' this training would be for all involved tenants. It was widely agreed the by Executive that this was an excellent idea.

**ATTENDANCE AT CONFERENCES/EVENTS/TRAINING:** ST suggested a month is quite a short period time to give the feedback and maybe 2 months would be more ideal. There was a discussion about how we select people to attend Conferences especially when costs are very high, which is why it is essential to have an attendance criteria, this would also include training. The document relates to Exec members. It was agreed to extend the time period to 2 months. The decisions will be made either by email where possible or alternatively by the Officer group outside of the meeting dates, but as accordingly to the Constitution will take it back to the next RCVE meet.

**PRESENTATION TO EXECUTIVE:** Regional Planning Priorities, presentation delivered by representatives of all Regional Planning Teams.

**REGIONAL REPS REPORTS:** MK, VF, DO & ST VA apologised for not sending his in but he will get this out over the next few weeks.

**NSC UPDATE:** Handout provided.

**GROUP BOARD UPDATE:** ST provided verbal update.

**REGIONAL GROUPS UPDATES:** CRV & RCV Cumbria minutes had been read by all members, it was discussed that it is important that matters are channelled through RCVE.

There was some discussion about the roles of local framework groups following from an observation by DO. VA reiterated that it was important the Exec members go and meet with local groups in order to raise awareness and increase membership and provide the opportunity for issues to be raised and then they could be channelled back to the RCVE via the minutes which will be an agenda item at every RCVE meeting.

**CONSTITUTION CHANGES:** a discussion took place around the reselection process, it was agreed that the four officer positions would be protected.

**CO REGULATION DAY:** date agreed. Monday 17<sup>th</sup> June 10:30 – 4:00

**SEE THE PERSON CAMPAIGN:** VA is going to make contact with the coordinator and is going to arrange for them to attend to do a presentation.

**EQUALITY, DIVERSITY & INCLUSION:** KK provided a thought for the day.

ST had some queries regarding matters raised from the Liverpool CRV minutes which VA addressed.

Date of next meeting 27<sup>th</sup> June 2019