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Customer
Voice

RIVERSIDE CUSTOMER VOICE EXECUTIVE MEETING
27 June 2019, The Brain Charity, Liverpool

Attendance: Victor Andrews (VA) Chair, Margi Kelly Vice Chair, Jacky Vince (JV) Treasurer, Viv Fleming (VF), Keith Harkness (KH), Michael Hewes (MHew), Michael Hulme (MH), Robert Lowther (RL), Richard Nichols (RN), David Otty (DO), Harry Soar (HS),

Staff: Patrick New (PN), Stephen Elliot (SE), Rachel Hayes (RH), Karen Kendall (KK)

Presentations: Bryan Simpson, Head of Asset Investment & Delivery, Karen Lewis, Head of Business Management.
Barbara Whitrow, Performance & Quality Manager

Apologies: Pauline Simpson (PS), Peter Taylor (PT), Sally Trueman (ST) Tonia Punter-Ojong (TPO)

VA Opened the meeting and welcomed everyone.

RCVE meeting 25.04.19 minutes agreed and accepted without any amendments.

VA provided an update to say **ST** will provide some feedback on the 'See the Person Campaign' at the next meeting.

RCVE Officers meeting 23.05.19 agreed and accepted without any amendments.

VA Provided and update to the group to say that he has asked **ST** to participate in the CIH interview.

CRV Minutes of meeting held on 26.03.19, were read and discussed, MK gave an overview of the May meeting, and suggested that there are lots of other local activity that is not being linked in to regional groups and could there be some improved links, including maybe some cascaded funding through the regional groups. It was also suggested there could be more networking of groups, maybe some shared training.

RCV Cumbria: The minutes were read and they were commended for the detail provided.

FINANCE REPORT: Nothing to report.

PRESENTATION TO EXECUTIVE: Asset Strategy & Standards Consultation (BS & KL)
There was some good discussion around the Consultation, VA suggested that this could be the first step in starting a line of communication between Asset Management and the RCVE, and reinforced that the earlier the RCVE is involved in the process the better the outcomes.

GROUP BOARD & NSC UPDATES: Updates were handed out

PRESENTATION TO EXECUTIVE: Housing Allocations Policy Consultation (BW) there was a good debate in particular around the lettings policy and some excellent suggestions were made. **RL** made a suggestion that as we now have more Tenant Inspectors trained and on

board could they be involved in inspecting the Safe, Clean & Clear void standards. **RN** said he could provide some advice and support in respect of the issue of Universal Credit, as he has some expertise in the matter, **VA** thanked him for the offer and also thanked **KH** for his very helpful contributions.

SCRUTINY WORKING GROUP: **RL** gave an update and gave an overview to the Executive. The interviews carried out this morning were really successful. **RL** gave the timeline to the group and there was a discussion about the process about how this now moves forward, in respect of preparing draft reports, the challenge meeting and when the final report will be presented to the RCVE. **VA** suggested that some further clarification was required and when he had a clearer idea he will bring this back to the RCVE.

REGIONAL REPS REPORTS: Acknowledged. **VA** reinforced with the group that as and when people can find the time, they could go out to groups in their area and make contact with other tenants that might be meeting to let people know the RCVE exist and also to promote the idea of the regional groups and networks. Any travel requirements can be made through the FCI Team, Megan South & Central, Karen North, and Rachel Liverpool.

KH gave some good feedback about what the RCV Cumbria group are currently doing, explaining that they have done some flyers and posters to go into Community Centres and so on.

CO-REGULATION EVENT REVIEW: **VA** started the discussion around who should be responsible for organising the event, it had been unclear initially and he felt meant the organisation of the event was quite rushed and confused. **VA** suggested that so that everyone can engage and be involved in the day effectively, then we should be already thinking of setting the date so that it is in the diary. **SE** discussed that it was under the NCS's terms of reference and so should be driven by them and the Governance team. There was a discussion about how this can be moved forward and given the same level of priority as other committees within Riverside. **VA** said that Riverside will need to recognise that Customer Involvement needs to be taken seriously within the Organisation.

RL said the event was very useful to put faces to names.

DO said there could have been more discussion as to the purpose of Co Regulation on the day.

A decision was made regarding the 2 vision statements and the second was chosen without the word 'Courageous' as the preferred statement.

EQUALITY & DIVERSITY: To follow

AOB: **VA** talked about Richie K and his contribution to Customer Involvement and Community activities and how he will be very much missed.

Date of next meeting 28 August 2019