

AGREED MINUTES
RIVERSIDE CUSTOMER VOICE EXECUTIVE MEETING
31.10.19, The Holiday Inn, Liverpool.

Have your
say about
Riverside.

Customer
Voice

Attendance: Victor Andrews (VA), Margi Kelly (MK), Viv Fleming (VF), Keith Harkness (KH), Michael Hewes (MHew), Robert Lowther (RL), Richard Nichols (RN), David Otty (DO), Peter Taylor (PT)

Staff: Tonia Punter-Ojong (TPO) Megan Duggan & Karen Kendall (KK)

Presentations: Kate Henderson & Emily Purford (Strategy & Policy Team)

Apologies: Jacky Vince (JV), Michael Hulme (MHul) & Sally Trueman (ST)

The Chair opened the meeting and welcomed, Maria Milford (NSC), Christine Westby (observer from Asset Team), Carole Warburton (London) & Ray Hogben (Hull) Tenant Observers
Kate Henderson & Emily Purford

Previous Minutes

The minutes of the previous meeting having been circulated were agreed as a true and correct record

Matters Arising

VA advised the group that he was very happy to be able to welcome KH to the Executive but just reminded the members of the correct procedure for future reference.

NSC Update

MM provided an update from the NSC and there was some lengthy discussion about the link between the RCVE & NSC. It was reinforced that there is nothing that cannot be discussed in the remit of an RCVE meeting.

Strategy & Policy Update

Kate Henderson gave a presentation on behalf of Strategy & Policy team and gave some feedback on the Corporate Plan Day and Together with Tenants.

There was some confusion around the Together with Tenants group and Kate said she would investigate and feedback to the RCVE.

EP went through a list of Consultations that the RCVE could elect to be involved in. The group voiced their opinions; however, it was suggested that it would be good for them to have an update on the ones they were not directly involved in as well.

There was some feedback about the Stakeholder Day, everyone said it was very good, the best yet, the workshops were excellent. There had been some problems with the blue badge parking on the day. Margi suggested that people should take individual ownership of organising their parking as this is what Viv does and she has always been able to secure blue badge parking. Viv said she would be happy to speak to any member about how she secures her parking.

EIA Asset Strategy

The RCVE completed the Equality Impact Assessment for the Asset Strategy, KK collected this and will feed it back.

Customer Involvement Policy

The RCVE provided some feedback for TPO regarding the CI Policy as to include some additional information regarding "The policy should be screened for its affect in relation to the following; In respect of disability, this should also include sight impairment as this could impact someone's ability to read the document

In respect of sexual orientation there should be a wider description of the different sexual preferences as there are a lot more than the 2 listed

Framework Groups

Minutes of RCV Cumbria and Langley were distributed and read. Some issues had been identified with Liverpool CRV. There has been no meeting as Rachel H has been off and they don't have the groups email info as they said RH serviced the group on their behalf.

RCVE Secretary/Communications Officer

The Chair advised that as the only nominee Cameron Dougherty is elected to the position

National Customer Day(s)

Megan Duggan introduced the idea of National Customer Day(s), this would comply with the Executives view, expressed last year that the sponsorship of the LGBT Conference should be used to include all of those customers represented by the three staff groups and customers in General. The Executive agreed in principle and asked MD to progress the idea and report back.

VA provided a briefing regarding the meeting in November to plan events in 2020

TPO gave an update regarding the Asset Roadshow

KK gave an update regarding the proposed Xmas event.

KK provided the E&D thought for the day which coincided with Black History Month

Meeting Closed.