



Have your
say about
Riverside.

Customer
Voice

A&A Mins of RCVE Meeting 18.06.20
RCVE 2020 Meeting 2 - Thursday 18 June 2020 – 1630-1800
Via BluJeans

Please note that the RCVE Meeting previously scheduled for 16 April did not convene due to Covid, and this is therefore the 2nd meeting of 2020 rather than 3rd.

Meeting Opened at 1630

RCVE Members: Peter Taylor (PT), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair), David Otty (DO) (dial in only), Richard Nichols (RN)

Riverside Staff: Tonia Punter-Ojong (TP), Karen Kendall (KK), Patrick New (PN), Stephen Elliott (SE), Justine Lennon (JL)

Consultant: Kevin Farrell (KF)

Agenda

Welcome by Chair – Vic Andrews

Apologies

Margi Kelly (MK), Viv Fleming (VF)

Vic mentioned he had received the sad news that morning from Margi, our Vice-Chair, that her daughter Pam had passed, peacefully. The RCVE send their deepest condolences.

Minutes of Previous Meeting (6 February 2020) & Matters Arising

Minutes of 6 February were Approved with the following matters arising:

- The lockdown has created a delay in organising the meeting referred to at LCV. Officers to discuss
- A separate meeting was held regarding Building Safety and will be referred to later in these Minutes
- Vic further explained the distinction between the Observer and the Seconded to the Group Board
- Recruitment will be discussed separately by the RCVE Officers at the next meeting in view of the delays resulting from the lockdown

Status Review SWG Complaints – Justine Lennon (Complaints Compliance Manager - Riverside)



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- Justine provided a step by step walkthrough of the actions Riverside have taken in response to last year's Scrutiny Project "Complaint Handling"
- All proposed Actions had been either completed or are underway, in some cases awaiting Phase 1 of the Salesforce rollout in early July
- Justine also referred to a video which will be circulated to the RCVE group. JL or KK to forward to the Secretary for distribution
- One action, to create dedicated Complaints Handlers, is put on hold pending results from the other actions. The RCVE are content with this
- The RCVE members were unanimously positive with the actions taken by Riverside
- Officers to further discuss the opportunities to harmonise process with the Complaints Team now that Stage 3 Complaints are the responsibility of the RCVE
- CD provided a brief update of the current Stage 3 Complaints of which there are 3. He is in communication with all 3 customers and the expectation is that all will be closed within June

SWG Draft Report on Planned Maintenance – Cameron Dougherty & Kevin Farrell

- The Draft Report for the current SWG project, Satisfaction with Planned Maintenance, was circulated in advance of this meeting
- All attendees had had the opportunity to study, and provide feedback
- CD walked through the Management Summary bullets, and provided background on the process followed, and the high-level findings as well as the recommendations
- Feedback from the RCVE and Riverside Management was in general positive with the following amends recommended:
- Paragraph relating to Refusals to be reworded to ensure it takes into account the legalities of gaining access to properties
- The addition of a number of positive customer comments which had been received during customer interviews
- Pending these changes to be organised by CD, the report is Approved and will move forward to the business
- PN and TP will agree attendees and dates for the presentation to the business (Now confirmed for 2 July)

NSC Update - Margi Kelly

- Carried forward to following RCVE Meeting on August 20

Group Board Update – Richard Nichols



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- Richard attended EGMs of the Board in April and May via Bluejeans. Unsurprisingly the main agenda item was Covid and the Riverside response
- He stated he was very impressed with Riverside's response to the pandemic, and gave a number of examples:
- The Group provided all staff who were shielding the necessary equipment to work at home within 3 days
- Staff salaries were guaranteed immediately
- Group IT expedited changes to allow remote working for many staff, including the CSC
- Procedures were implemented to stay in touch with vulnerable residents, including those in C & S. To date, whilst some residents have (sadly) passed as a result of the virus, there have been no instances where infections have spread within any Riverside property. A remarkable result
- A system was also quickly developed to contact all customers via text and offer support if needed
- Several members of the RCVE echoed Richard's sentiments regarding the very effective and efficient response of Riverside to an unprecedented situation

Repairs Update – Vic

- Vic is organising with Megan Duggan a Facebook Live Q&A event for South & Central Customers, this will involve the attendance of SE, RF, and a Housing Officer, it is hopeful they will be able to provide updates on repairs promised to customers in Kent after the last RCVE Roadshow. This event is scheduled for 2 July
- CD will encourage attendance from customers in the Sanger Close/Margate area

Building Safety Champion Update - Vic

- The RCVE attended a meeting on 20 May 2020 with Iain Hardman (Director of Building Safety) Gordon Dickson (Head of Compliance). Minutes issued and with the Secretary if required
- During this meeting it was agreed that the role of Building Safety Champion would be created
- Richard Nicholls volunteered for this role, and this is accepted by the Chair
- The RCVE Officers will decide if our Engaged Customers should be polled for additional volunteers once the scope becomes clearer

Customer Inspectors Update – Vic

- A review of the Riverside Customer Inspectors Program is underway, led by Vic



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- The opportunity to use technology to undertake remote inspections has been identified as a potential game-changer in terms of the numbers of inspections which can be carried out
- Lee Buss (Operations Director C & S) is in contact with Tonia, and shares the RCVE's enthusiasm
- Follow-up between Lee and Tonia to take place, updated by next RCVE Officers Meeting
- CD noted that the current SWG project had recommended a ramp-up in inspections and this technology-led solution seems to support that recommendation

Customer Conference Update – Vic

- Confirmed for 16 September
- RCVE will be contacted by TP for supporting activity assignment

Calendar for Remaining Meetings in 2020 – Cameron

- We will now move back to the original schedule of RCVE Meetings, and plan them remotely for the moment
- For the remainder of 2020:
 - 20 August
 - 9 October
 - 4 December

Equality & Diversity - Karen Kendall

- Thank you for this beautiful, timely, and uplifting quote KK

“No one is born hating another person because of the colour of his skin, or his background, or his religion. People must learn to hate, and if they can learn to hate, they can be taught to love, for love comes more naturally to the human heart than its opposite.”

Nelson Mandela, Long Walk to Freedom

AOB

Closed at 1805