**A&A**

**RIVERSIDE CUSTOMER VOICE EXECUTIVE MEETING**

28 August 2019, The Brain Charity, Liverpool



**Attendance:** Victor Andrews (VA), 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), Peter Taylor (PT)

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

**Presentations**: Carl Mitchell, Head of Social Housing, North

**Apologies**: Margi Kelly (MK), Pauline Simpson (PS), Harry Soar (HS), Sally Trueman (ST) Stephen Elliot (SE) & Patrick New (PN)

**VA** Opened the meeting and welcomed everyone.

**VA** introduced Cameron Dougherty to the group and gave an overview of his experience and proposed that Cameron be opted onto the Executive to act as the RCVE link to set up a hub group in Kent. This was agreed unanimously.

**Presentation to Executive**: Carl Mathews presented the Consultation to the Executive “July 2019 Draft N&EM Policy”. There was also an exercise to enable the Executive to carry out an Equality Impact Assessment.

RCVE meeting 27.06.19 minutes agreed and accepted without any amendments.

RCVE Officers meeting 22.07.19 agreed and accepted without any amendments. **VA** gave feedback to the Executive around the visit to Kent.

**CRV:** DO gave some feedback around the CRV meeting. The Chair expressed some disappointment that the CRV (Liverpool) did not seem to be making much progress with regard to expanding member involvement into their HUB meeting. Liverpool is the ‘Home’ of Riverside and has by far the largest and densest population of Riverside Homes, yet the Liverpool RCV ‘HUB’ doesn’t seem to be growing at all, which is one of the agreed funding conditions. Discussion took place with contributions from all the Liverpool based RCVE Members. It was decided that perhaps the RCVE should plan a tour of those schemes and estates that we might reasonably expect to be covered by this particular ‘HUB’ advertise its existence and make members aware that a representative can attend these ‘HUB’ meetings and that travel expenses are covered by the ‘HUB’ funding.

**RCV Cumbria: VA** addressed the issue of the unresolved questions from his visit and did not feel it was a fair representation of the responses he provided. KH confirmed the queries had indeed been responded to adequately by the Chair and this will be corrected in the next set of minutes. **KH** Gave the Executive an update around some recent activities.

**LANGLEY RECOMMENDATION: VA** gave an overview of the recent developments and his visit to Langley. VA asked the Executive to vote on the recommendation to adopt them as a ‘Hub’ group. **JV** discussed that she felt it is necessary for the RCVE to have a uniformed approach to the funding of groups, **VA** reinforced that the existing funding was always only a temporary measure and was put in place to get the initial ‘Hubs’ off the ground. During the first year from April 19-20 that funding has occurred, the officers need to have devised a clear and uniformed procedure that will then be put to the full RCVE and if adopted, into the Constitution.

The matter of Langley Estate Forum Voice becoming a RCVE HUB was voted on and agreed unanimously.

**FINANCE REPORT:** The annual financial statement has now been completed for 2018/19 and will be presented at the AGM

**SCRUTINY WORKING GROUP: RL** Reported that the first scrutiny exercise went very well the report, the findings and recommendations, with the exception of the need to set up a dedicated complaints team at this point. The report has now been passed to the NSC.

**VA** gave an overview of the process for scrutiny moving forwards. This includes input from the NSC&RC&S.

**VA** has provided them with the matrix, the process we adopt and the journey that scrutiny topics and any recommendations should take, any suggestions need to have been through the matrix before reaching RCVE, this should avoid wasting time.

**VA** suggested that there could be 3 or 4 topics that are in the pipeline to cover the Scrutiny subjects for the next 12 months

SCRUTINY TOPIC SUGGESTIONS:

There were some that were included last time:

* Futureproofing the housing of motability scooters
* Service charges

Subsequent additions were:

* Pre-tenancy inspections and post MOT checks
* Safe, Clean & Clear policy
* Planned Works

The next Officers Group meeting will select the Scrutiny Working Group and a subsequent full RCVE meeting will Choose and Scope the Topic.

It is anticipated that SWG2 will begin a process in November.

**REGIONAL REPS REPORTS:** The additional reports were handed out.

**GROUP BOARD & NSC UPDATES: DO** gave some feedback to say that he had some discussions at Group Board around the implementation of the ‘Hub’ groups and the Board members were very interested to hear of the framework that has been developed by the RCVE to hear Customer opinions and feedback. **TPO** advised the RCVE that she has been working with the BIIT team to develop where we have our local groups, this can be accessed by staff to locate and identify all local groups, and can be added to as more are developed.

**#NSC UPDATE: MMc** Gave some background as to how she came to be the non-executive tenant member, not as the ‘tenant member’ and this was quite a learning curve for **MMc.** There are 3 non-executive Tenant Members and for the last 2 years they have been looking at regeneration projects which is just one of the items she is working on. **MMc** made the point though that she and other Tenant members of the NSC were not there to represent tenants and had to be aware of conflicts of interests, although she would like to develop a stronger link with the RCVE and is looking forward to this happening.

There was discussion around how this can happen effectively, and it was recognised that the current terms of reference for Board & Committee members needs to be looked at.

**VA** said this was definitely a conversation that needs to be addressed, as it was not the first he had heard this opinion expressed of conflicts of interest existing, and one he would investigate.

**CO-REGULATION REVIEW:**

**TPO** was able to inform the RCVE that it has been agreed by TRG to deliver another Co-Regulation event and this will happen in May 2020. The RCVE agreed that this was a positive step and were pleased that their initiative this year had resurrected this annual Co-Reg event to the calendar.

**EQUALITY & DIVERSITY:** **KK** shared with the Executive some wise words from the Dalai Lama.

**AOB:** Christmas event, it was agreed that we would proceed with the same kind of event as last year, **KK** will push on with this and make the necessary arrangements.

**#Stakeholder Day,** **TPO** asked if the RCVE would like to invite members of the local hub groups, the group agreed that yes it would be a good idea

**Corporate Plan** Need responses are required to the invitations asap Yes: PT, DO, RL, KH, CD, VA, MHew No: JV, MHul Not Sure: RN & VF. There will also be an opportunity to discuss the Customer Plan, which **PN** discussed at the June meeting. **TPO** discussed as to whether or not the priorities in the Customer Plan are still relevant. **TPO** also advised the RCVE to use the listening@riverside.org.uk email and really reinforced the importance of this as an opportunity to get their opinions and voice heard.

**#PT** Proposed that **KH** become a Co-Opted RCVE member and **DO** seconded, A vote was taken and it was unanimously agreed.

**#ASSET ROADSHOW**: They are due to start the procurement process for new bathrooms and kitchens, and they would like for Customers to have real choice around new fixtures, they have already planned, Carlisle, Kent, Langley, Hull & Liverpool. Watch this space for dates in November, this is a real opportunity for RCVE members to support Riverside and go out and promote the RCVE.

Date of next meeting 31st October 2019