



Have your
say about
Riverside.

Customer
Voice

A & A RCVE 2020 Meeting 3 - Thursday 20 August 2020 – 1630-1800
Via BluJeans

Please note that the RCVE Meeting scheduled for 16 April did not go ahead, and this is therefore the 3rd meeting of 2020 rather than 4th.

Present:

RCVE Members: Margi Kelly (MK), Viv Fleming (VF), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair), David Otty (DO), Richard Nichols (RN)

Riverside Staff: Tonia Punter-Ojong (TP), Karen Kendall (KK), Patrick New (PN), Stephen Elliott (SE), Lee Buss (LB), DOO C&S and Group Veteran's Lead, Rupa Chandarana (RC), Regional Planning Manager South & Central, Sarah Wall (SW), RPM Liverpool City Region, Sarah Mitten (SM), RPM North Region, James Fisher (JF) (by phone).

Apologies: Peter Taylor (PT)

Welcome by Chair – Vic was temporarily hindered from joining the meeting and the Secretary proceeded with the initial items whilst Vic solved his joining issue by 1700.

Apologies

Minutes of Previous Meeting (18 June 2020) & Matters Arising

Minutes approved with no matters arising.

Regional Planning – Rupa Chandarana, Sarah Wall and Sarah Mitten presented an overview of Regional Planning for S&C, North and LCR. The Secretary will distribute the slides with the Minutes.

This was a really interesting presentation which:

- Described the methodology used to identify which neighbourhoods would be the recipients of a Neighbourhood Plan during the 2020-2023 period in each region. Internal and external data, as well as knowledge from staff group sessions and neighbourhood performance are compiled and analysed to identify where Riverside will focus their efforts. For this period data specifically looking at Covid disruption have also been considered.
- An example Neighbourhood Plan (for the Langley Estate in Rochdale) was presented by SM showing the scope, activities and results of the plan.
 - There is very significant customer engagement as part of the process, including survey consultation, walkarounds, meetings and compliance tracking.
 - Aside from the improvements, the customer engagement creates an opportunity to introduce other services. For example, in Langley the teams were able to sign up



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23 customers to the Online Customer Panel, as well as referrals to Affordable Warmth, Money Advice, Employment & Training and Community Safety.

- RCVE Officers to explore opportunities to engage further with the activities of the RPMs.
- Secretary will distribute the Langley slides with the Minutes.
- The Regional Planning Managers were thanked for a great presentation and invited to observe the rest of the meeting.

LCR Status and Future Strategy – Group Discussion.

The RCVE Officers discussed the strategy for the LCR Hub in their July meeting:

- Funding provided by the RCVE to the established LCR Group is due for renewal.
- For various reasons the previous funding had not provided the engagement benefits the RCVE had hoped for, and it is therefore prudent to re-visit this provision.
- At the same time, the Covid challenge has caused us to examine other opportunities for customer engagement through virtual and remote working. This will include the establishment of (up to) 8 Hubs via Facebook. One of these Facebook Hubs is Liverpool and we plan to manage this Group using the existing RCVE Members residing there.
- The RCVE Officers therefore proposed to discontinue funding for the LCR Group.
- This was voted on and accepted by the RCVE. (6 For, 0 Against, 1 Absent).
- RCVE Secretary to write to the Chair and Secretary of the LCR Group to thank them for their help to date, and to let them know of our intentions to establish an RCVE Hub for Liverpool separately.
- All Officers and Members of the LCR Groups will be warmly welcome as Members of the new RCVE Liverpool Facebook Hub and we hope they will join us.

SWG Status Update on Planned Maintenance – Cameron

The SWG Report was provided to the business after the last RCVE Meeting in June. It contains c. 30 recommendations. The business replied to this in early August as promised. The Chair, Secretary and TP reviewed the response and sent it back with a request for additional clarification. The Secretary will set up another meeting once this is received.

Complaints Update – Cameron

During this period 2 of the 3 outstanding complaints were Closed and 1 has been proposed to Close with the Customer. Additionally, one new complaint was received and is being led by RN.

NSC Update - Margi Kelly

- Michelle Wood is now the Director of Riverside Home Ownership taking up her position in May 2020.

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- A reduction in numbers of evictions across all regions of Riverside because of interventions having the desired effect and continued to be monitored.
- Pleasing progress continues to move forwards digitally with 8,500 customers (Updated by Patrick New to 12,000 customers now registered). Use of "My Riverside" to pay rent online has resulted in an almost 10% decrease in calls to CSC.
- CSC handled 789,443 interactions including Web, E-mails and calls last year resulting in 166 complaints & 731 compliments.

Group Board Update – Richard Nichols

- The new Contact Centre is now in place.
- Research has established that whilst, sadly, some Covid deaths have occurred within the Riverside properties, none of the cases are linked to each other. Riverside's approach to Covid has thus far proven effective.
- Riverside are examining contractor liquidity and any impact on same as a result of Covid.

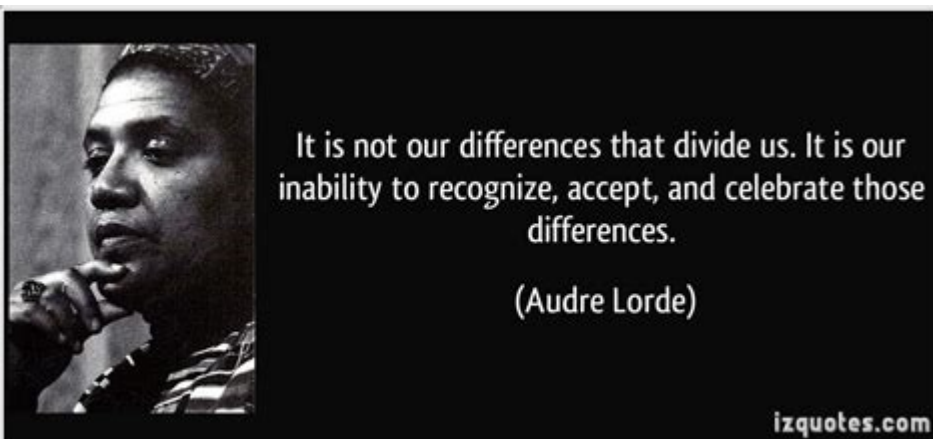
Recruitment Update – Vic Andrews

The panel have now interviewed 5 potential candidates who will be considered for co-opted positions on the RCVE. An update to be provided early September.

Equality & Diversity - Karen Kendall

Once again KK came up with the goods for our continuing edification.

Audre Lorde was an American writer, **feminist**, **womanist**, **librarian**, and **civil rights** activist. She was a self-described "black, lesbian, mother, warrior, poet," who dedicated both her life and her creative talent to confronting and addressing injustices of racism, sexism, classism, **heterosexism**, and homophobia.





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After the meeting Karen shared the following, very touching, video “All that we share”. (Tip – It’s a Must Watch).

<https://www.youtube.com/watch?v=jD8tjhVO1Tc>

AOB

Closed at 1815