



RCVE 2020 AGM – Friday 4 December 2020 – 1400-Close
Via Microsoft Teams

RCVE Members: Margi Kelly (MK), Viv Fleming (VF), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair), David Otty (DO), Richard Nichols (RN), David Brooks (DB), Clive Calow (CC), Nina Lees (NL)

Riverside Staff: Karen Kendall (KK), Patrick New (PN), Tonia Punter Ojong (TP), Rachel Hayes (RH)

Guest: Valerie Oldfield – Chair of the Together with Tenants Steering Group

The RCVE took advantage of the virtual nature of this meeting to invite a number of Involved Customers as Observers.

Agenda

Welcome by Chair - Vic Andrews

Apologies - Peter Taylor (PT), Paula Carr (PC), Stephen Elliott (SE), Megan Duggan (MD)

Minutes of Previous AGM (6 December 2019) & Matters Arising

Minutes approved with no matters arising

Review of 2020 – Margi Kelly

Presentation focusing on the activities and achievements of the RCVE since the last AGM – to be forwarded by the Secretary along with these Minutes

Together with Tenants – Valerie Oldfield

Valerie gave an overview of TwT along with a history of the creation of the Focus Group she Chairs. The RCVE thanked her for taking this time to appraise them of what is clearly going to be central to our work over the next years.

Quote: “It’s easy to inform Staff, but very difficult to inform Residents”

Approval of Revised Constitution – RCVE Members (Vote)

Changes approved unanimously by the RCVE Membership



Have your
say about
Riverside.

Customer
Voice

Finance Statement – Peter Taylor

Peter was not present so KK provided an overview of the accounts, which she expects to be audited and issued by the end of January 2021.

The Future – Vic

Vic thanked the RCVE and engaged customers for their input and efforts over the last, very difficult, year.

As intimated in the TwT Charter the RCVE have scored Riverside on each of the main headings:

- Relationships
- Communication
- Voice and Influence
- Accountability
- Quality
- When things go wrong

The RCVE will now engage with Riverside to improve these scores in each area and anticipates a significant part of the work of the Board over the coming year will focus on this.

Vic thanked Valerie on behalf of the RCVE

AOB

Vic thanked Karen Kendall for all of her genuinely excellent work over the past years and wished her well as she moves to a new role in the civil service.

Karen, left us this gift:

“Well Stanley. When you’re the biggest dog on the porch, nobody will care how loudly you bark” (Laurel and Hardy).

No further business. Secretary to communicate 2021 dates to the Executive in early January.

Close at 1530