



Have your
say about
Riverside.

Customer
Voice

RCVE 2020 Meeting 4 - Thursday 8 October 2020 – 1630-1800
Via Microsoft Teams

RCVE Members: Margi Kelly (MK), Viv Fleming (VF), Peter Taylor (PT), Cameron Dougherty (CD), Vic Andrews (VA) - (Chair), David Otty (DO), Richard Nichols (RN), David Brooks (DB), Clive Calow (CC), Nina Lees (NL), Paula Carr (PC)
Riverside Staff: Karen Kendall (KK), Patrick New (PN), Stephen Elliott (SE), Rachel Hayes (RH)
Apologies: Tonia Punter-Ojong (TPO)

Agenda

Welcome by Chair & New Co-opted Members Introduction – Vic Andrews

Vic extended a particular welcome to our 4 new co-opted RCVE Members, Nina, Paula, Clive and David Brooks. It's great to see the team growing and for the RCVE to gain skills as well as coverage in other areas.

The new Members have received a copy of the Constitution, and the Meeting Charter.

Another warm welcome was extended to Rachel Hayes, the Customer Involvement Officer for LCR, who has rejoined after a period of leave. Glad to see you back Rachel.

During the Introduction it was apparent that Richard was experiencing technical difficulties with his connection and that communication would be difficult as a result of this. Richard is in the process of changing his ISP so this is a temporary issue. In the meantime, Rich emailed his contributions to the Secretary for incorporation here.

Minutes of Previous Meeting (20 August 2020) & Matters Arising

We reviewed and approved the Minutes, Secretary to file.
Any matters arising are on the agenda today.

Updates from Officers Meeting – Vic

- **Governance**

Governance have prepared a document outlining how the various boards do/should interact with the RCVE. The first iteration raised some questions and the Chair will seek clarifications and suggest any amendments via Governance before this proposal is adopted. UPDATE: This was discussed at Board, and Patrick New and Sara Shanab will organise a meeting with Vic to progress. Date TBA.

- **LCR Voice**



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The RCVE Secretary communicated with LCR last month regarding the final accounts, and received no response. UPDATE: The LCR Secretary has now responded and informs us that due to Covid meetings have not gone ahead this year. RH will assist in getting the final statement.

- **Scrutiny Feedback**

Asset Services have now provided a comprehensive response to the Scrutiny Document, and this is accepted by the RCVE. A small number of the original recommendations were dropped, in agreement with the Scrutiny Chair. Several other recommendations are accepted but specific implementation dates are not yet in plan, so reviews of each have been agreed and will be tracked by the Secretary.

Please see other Agenda Item below.

- **Merchandise**

Karen did a stock-take of merchandise in Carlisle. Plenty of leaflets, mugs, pens, bags. Shall we do a “thank you” bag for some of our frontline colleagues to promote the RCVE? Around 10% of the existing stock would help us to raise the profile of the RCVE amongst office-based staff. UPDATE: The RCVE agreed this, and KK will revert with a specific plan.

- **Your Involvement Article**

CD to do an article around “Scrutiny”, RN to do “How to become more involved as a Riverside Customer” for publication in the next “Your Involvement”.

- **RCVE Welcome Pack**

This document is a step-change improvement to how the RCVE welcomes new members and will also be very useful in recruitment. KK reported that all amendments are now incorporated, awaiting proofreading and costs from Julian. KK to update.

- **Riverside Direct Core Group Meeting**

RCVE now have a 15-minute slot during the RD Core Group Monthly Meeting and we will use this to promote our activities. CD is currently delegated by Vic to attend these monthly meetings.

- **Railcard Costs for Involved Customers**

The RCVE agreed to continue covering the cost of Railcards for eligible involved customers who must travel for business. NB, and for information, the government will add a Veteran’s Railcard to the current set on 12 November.

- **LGBTQ+ Customers** – Do our customers want to have, and are they willing to engage, with a separate group? VA and RN to investigate and report back.



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Invitations to Attend RCVE Meetings – Viv Fleming

Viv hosted a discussion relating to how we can create a rolling programme inviting Riverside staff members to our bi-monthly meetings. All in agreement that this is a useful idea and details will be further discussed.

SWG Status Update on Planned Maintenance – Cameron

See above at Updates from Officers Meeting for the status of the current SWG Project – Customer Satisfaction with Planned Maintenance.

A meeting to select the projects for the next year will be held on 20 October, TP to invite.

Customer Conference Feedback – Vic/Cameron

Megan Duggan produced a presentation with data and feedback from our first online Customer Conference. The RCVE met with Megan to conduct a Lessons Learned, after the conference. This presentation will be circulated to the RCVE with these Minutes.

Overall, this was a very positive event, particularly as we believe we are the first tenant's group of any HA to do this virtually. High level lessons are:

- A 2-hour event in the virtual world is probably too long and we should consider this in future planning.
- We may wish to provide statistical, project and other complex information in advance of the meeting to allow participants to familiarise themselves with it.
- Proposed presentations from all presenters to be shared with the other presenters in advance to prevent duplication and allow later presentations to underpin earlier ones where appropriate.
- Congratulations to all presenters in learning these new skills so quickly, and a thank you to Megan Duggan to worked very hard to bring this event together from behind the scenes.

Complaints Update – Cameron

- We have one on Hold managed by Rich: Covid is preventing a face-to-face visit.
- A new complaint has been received from the LCR. It is currently with Cameron who has requested additional information from Riverside to allow assignation to a panel.

NSC Update - Margi

Margi has provided a report to the NSC relating to RCVE activities where she quantified and qualified the type and number of meetings held since June by the Executive. Unsurprisingly we are meeting far more frequently than pre-Covid due to VC.

NSC requested to know what the next Scrutiny project will be. Vic suggests that we furnish a yearly statement on intended scrutiny projects. (We are aiming to finalise selection of these on 20 October, in good time for the next NSC).



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Officers to discuss the idea of a Virtual Away Day in their November meeting.

Group Board Update – Richard

August Meeting

- CSC (customer service centre) new time rotas still in dispute with trade union, referred to ACAS, awaiting arbitration.
- Covid-19 - Riverside continue to show a leading edge in support of staff on the front line, and customers who are vulnerable.
- Strategic risk - Riverside show a healthy appetite towards risk whilst protecting the company and the customers.
- Rough sleeping & homelessness - ongoing work in this area with no end to the pandemic in sight. Work is still required regarding what happens going forward although Riverside are committed to progress this area.
- The Riverside Plan - the focus is all around supporting the customer and getting things right.

October Meeting

Discussed the RCVE questions relating to the RCVE and customer members places on committees and the Board.

Sara Shanab advised the Board that the paper supplied was to be noted at this time and that she and Patrick New would address RCVE concerns with Victor Andrews in the near future to progress this further.

Equality & Diversity - Karen

Thank you to KK for another pearl from the E & D body of knowledge:

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EQUALITY & DIVERSITY THOUGHT 08/10/20

BLACK HISTORY MONTH



Idris Elba - "Diversity in the modern world is more than just skin colour - it's gender, age, disability, sexual orientation, social background and most important of all as far as I'm concerned, **diversity of thought.**"

WHICH I THINK IS ONE OF THE MOST VALUABLE ATTRIBUTES|THE RCVE HAS.....

AOB

Stephen informed the meeting that work on the "Together with Tenants Charter" was at an advanced stage now and that he would like now to involve the RCVE. This is a national initiative which commenced after the Grenfell Tragedy, and Riverside one of the earliest contributors. This Charter is in 6 Sections covering:

- Relationships
- Communications
- Having a Voice & Influence
- Accountability
- Quality
- Complaints

A meeting will be arranged by SE shortly.

Close at 1801