RCVE Meeting 17.06.21
Minutes
Chair: Vic Andrews

1	**Welcome and Introductions**
	Vic opened the meeting and welcomed attendees. New members of the RCVE in attendance introduced themselves. Attendees: Vic Andrews / Margi Kelly / Cameron Dougherty / Viv Fleming / Peter Taylor / John Glenton / Mark Lea / Lee Bus-Blair / Andrea Thorn / Rich Nichols / David Otty / Chris Nove / Keith Harkness / Brian Chiyama / Tonia Punter-Ojong / Claire McLean / Carol Deary/Carole Warburton / Steve Hewitt

2	**Apologies**	Stephen Mills / Charlotte Callan / Patrick New / David Brooks / Clive Callow
3	**Previous Minutes**	Minutes of 22.04.21 agreed as a true record.
4	**Matters Arising**	LCR Voice accounts – Cameron informed the group that the group have been unable to meet but hope to within the next 4 weeks and will then send the financial information to us. Estate Service Tenders – first meeting taken place with next meeting in July.
5	**Mark Lea (Head of Health, Safety and the Environment)**	Business Continuity Planning. Mark shared a presentation with the group (previously circulated). Input is required from RCVE to help shape plans for the future. Mark talked through the Business Continuity Lifecycle: 1 Business Impact Assessment 2 Business Continuity Planning 3 Crisis Management Plan 4 Specific Threat Plans 5 Assurance Activity Task and finish groups to be set up and to include customer involvement – if members are interested they can join a group to participate. **Mark Lea to let Cameron know the different groups that will be set up in order that the RCVE can allocate interested members to the

		groups**
6	**Simon Allcock (Head of Improvement at C & S)**	Supported Housing Asset Review (SHAR). Simon shared a presentation with the group (previously circulated). Included in C & S are various properties including large properties which provide supported housing for customers – Riversides approach has previously been reactive as opposed to reactive – now have a new opportunity to invest £26m for improvements for supported housing 45 schemes containing over 20 units each – Riverside need to look at each one with the help of key stakeholders to find out what the best use and purpose of the investment is. Currently at remedial works stage due to H & S issues that need to be addressed. Nest stage is to bring together stakeholder groups lead by Area Managers to look at what investment is required – June 2021 March 2023. Funding is online from April 2023 when works will commence.
		Customer engagement – C & S is driving the project so can get the impact of customers involvement from the beginning so can be integrated into the way it will work. Customers currently living in schemes will have a direct input into project.
		Simon talked through the customer groups that utilize the supported housing accommodation. Riverside work with local authorities to help identify and support vulnerable customers including homeless, substance misuse and mental health issues – any vulnerable group that requite supported housing can be included and make use of the service.
		Discussion took place around involving customers affected by the works and how they will be supported to be involved in the consultation process and also supported while the various works are taking place. Plans are in place to address these issues.
		Discussion took place about the importance and advantages of involving local businesses and community groups while the works are taking place.
7	**Lee Bus-Blair (Director of C & S)**	Everybody In. Deferred for a future meeting (August 2021)
8	**CEC Update (Margi Kelly)**	Please see document provided previously. David asked about affordability of sinking funds.

		Margi responded that there is nothing to add in addition to what is contained in the document but further information may be available after a meeting taking place in early July. Andrea gave an explanation of the term sinking funds and affordability.
9	**Group Board Update (Cameron Dougherty)**	Please see document provided previously. Cameron mentioned about performance related to the Customer Service Centre – new shift patterns now in place which are beginning to result in better service levels. The dispute between some CSC staff and Riverside is mostly resolved and now only a very small number of staff are not in agreement with the new shift patterns. The formal process has now come to an end.
10	**Care and Support Update (Vic Andrews)**	Please see document provided previously. John mentioned the issues with a lift and heating system at a scheme, the impact on customers and what actions Riverside had undertaken to minimize the impact. At another scheme some fire risk assessment work that was going to prove costly and a discussion with the leaseholders involved had taken place and that Riverside had decided to step in. A new member of the group was welcomed and then discussion around the performance and audit reports.
11	**Information (Carole Warburton)**	1 Removal of joint tenancy Carole asked for advice on how a customer can ask for a joint tenancy can be changed – Carole was advised to contact Tonia or Andrea to help with signposting advice. 2 Sub letting Vic explained that issues of this nature require use of the various procedures in place and that if customers are unhappy with the response they receive escalation processes are in place. 3 Repairs (lack of communication) Carole explained about a situation where customers have reported repairs and received communication from operatives who have said they are on their way but then not arrive – especially where customers have taken time off work. Discussion took place around gas safety checks and customers being

		sent letters and the confusion around warning letters sent to customers at the wrong stages in the process. Vic will mention this issue to Patrick New when they next meet. Discussion about the Riverside Direct repairs service and general dissatisfaction and issues experienced by customers.
12	**Facebook Hubs (Keith Harkness)**	Keith mentioned concerns about the administration of the NW Facebook Hub and responses to members' comments on the hub. Vic explained that the Facebook hubs are owned by the Customer Voice and that RCVE will assign and train members who will administer the various groups. Administrators' responsibility will be to signpost customers to the correct channels within Riverside to get issues addressed. RCVE will use the information provided on the hubs to highlight trends. Paula mentioned that the hubs could also be a great way to educate customers in using the correct processes.
13	**Complaints Update (Cameron Dougherty)**	Cameron updated the group on the complaints process including the role of the designated person (RCVE tenant panel). Update given on current ongoing complaints. Complaints procedure specifically the designated person process will be reviewed and training delivered so members are aware of the process.
14	**Finance and Accounts**	Vic is in possession of 2020 accounts to sign off and will then send to Peter Taylor.
15	**Equality and Diversity (Tonia Punter-Ojong)**	Tonia informed the group that the E & D training will be rolled out in the next 2 weeks via Learning Zone. Equality Impact Assessment training will be delivered in the next 4-6 weeks to new members to ensure all protected characteristics are taken into account when reviewing policies. Lee mentioned that Riverside has some significant gaps in customer E & D data – currently work underway to address the issue.
16	**Chris Nove (Business Information and Insight)**	Chris gave an explanation of his role and responsibilities. Produces reporting and insight on various business activity.
17	**AOB**	Margi asked for confirmation of the next area for scrutiny – Vic

| | | cconfirmed these are ASB and Front-Line Service Delivery. Discussion around scrutiny working groups to take place.

Peter announced his recent engagement and the group congratulated him and wished him well for the future. |
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Action/s	Owner/s	Deadline	Status