



Minutes of the RCVE Meeting 19.08.21
Holiday Inn – Liverpool (10:30 – 15:30)
Chair: Vic Andrews

1	Welcome and Introductions Vic opened the meeting and welcomed attendees. Attendees: Vic Andrews / Margi Kelly / Cameron Dougherty / Rich Nichols / Paula Simpson / Brian Chiyama / Carole Warburton / Peter Taylor / Viv Fleming / David Otty / Charlene Little / Nina Lees / Lee Bus-Blair / Sally Nicholson / Kate Henderson / Tonia Punter-Ojong / James Fisher / Rachel Hayes / Steve Hewitt
2	Apologies Patrick New / Andrea Thorn / John Glenton / Carol Deary / Keith Harkness / Charlotte Callan
3	Previous Minutes Minutes of 17.06.21 agreed as a true record.
4	Matters Arising LCR accounts – to be carried forward to next meeting. Estate service tenders – no further update since previous meeting.
5	Sally Nicholson (Head of Operations for C & S) Overview of C & S services given. Care and Support services and additional support for C & S customers during the Covid pandemic presentation. The RCVE commended the response to the pandemic for C & S customers. Floating support services customers – discussion between Vic Andrews and Lee Bus-Blair taken place on how the customers can integrate with RCVE / involved customers.
6	Customer Experience Committee update (Margi Kelly) Document circulated in advance of meeting. Group Chair change from Peter White to Lisa Tenant in September.
7	Group Board update (Cameron Dougherty) Document circulated in advance of meeting. At the last board meeting it was noted that it was extremely encouraging to be aware of the hard work undertaken by all front-line workers for customer during the pandemic.
8	Care & Support Document circulated in advance of meeting.



	Committee Update (Vic Andrews)	Lee Bus-Blair explained that the Committee have expressed a desire to increase the voice of 'lived experience customers' within the committee meetings from the various different customer groups – Lee has been tasked with finding a way of doing this – ideas to be discussed with Vic.
9	TRGB Observer	<p>Vic explained that the role is for a duration of 12 months and Cameron's last meeting will be in October with a change of Observer required for the December meeting. If any members are interested, please let Cameron know in the first instance – before Friday 27th August. All applications are reviewed by the Group Board and they make the final decision.</p> <p>Cameron gave an overview of the role of the Group Board. The group operate at a strategic level and any new Observer will be appointed a Mentor to support and guide them through the process.</p> <p>6 meetings over a 12-month period using a mixture of face to face and Microsoft Teams.</p>
10	Committees – 6 Year Term Proposal	<p>Riverside have decided to reduce the terms of length of members time on committees from 9 to 6 years and have asked if RCVE can do the same to fall in line. RCVE Officers have discussed this and feel this could be done when there is significant customer involvement in place so suggest staying with 9 years and review the position if/when required. Vic asked for members views and comments: it was pointed out that it takes time to learn the role and that 9 years may work better for the RCVE members.</p> <p>The group agreed to remain with 9 years membership.</p>
11	One Housing Update (Vic Andrews and Margi Kelly)	<p>Vic Andrews explained about the Joint Customer Advisory Panel comprising 6 x One Housing tenants and 6 Riverside tenants.</p> <p>Rich Nichols – the merger probably won't affect Riverside tenants much; this is reflected in the meetings as it seems One Housing tenants have the reservations and questions.</p> <p>Independent Tenant Advisor (liaison between tenants and Riverside/One Housing) – Tpas has been chosen for this process.</p> <p>Viv Fleming pointed out that One Housing don't have Housing Officer</p>



		<p>posts – different to Riverside. One Housing seem to have a different customer involvement set up which seems fractured in comparison to RCVE.</p> <p>Margi Kelly – One Housing are one of the largest housing associations in London and comprise of many high-rise buildings and includes a large number of C & S tenants. Overall, the group has worked well together.</p> <p>Brian Chiyama pointed out that the merger should be an informed one and tenants consulted on and communicated with regarding the benefits and drawbacks of the process.</p> <p>Paula Simpson mentioned that One Housing don't seem happy with the merger but as a result thing should improve including fire safety issues being addressed.</p> <p>Vic Andrews mentioned that the process is a requirement of the regulator and designed to ensure tenants of Riverside and One Housing are kept informed of the progress of the merger. One communication document has already been circulated to tenants and a second is in the process of being completed.</p>
<p>12</p>	<p>Responsive Repairs Policy Consultation (Kate Henderson Head of Strategy and Planning)</p>	<p>Presentation on Responsive Repairs Policy given by Kate Henderson. Policy is due a review as reached 3-year stage.</p> <p>Rich Nichols has been involved in the review and made some recommendations.</p> <p>RCVE members were asked how they feel the policy should be communicated to customers and did they feel anything was missing from the policy.</p> <p>The policy will be included on Riversides main website.</p> <p>Paula Simpson suggested use of the RCVE Facebook hubs to communicate the policy might work well.</p> <p>Margi Kelly mentioned that as per Riverside's repair reporting procedure via the customer self-service website and use of pictures could the Responsive Repairs Policy be communicated in a similar way.</p> <p>Vic Andrews suggested use of a short film as they are engaging and can be shared on all Facebook hubs and social media.</p> <p>Vic Fleming suggested that use of TV screens in communal areas as a way of communicating information.</p> <p>Brian Chiyama prompted a discussion about timescales between</p>



		tenants signing tenancy agreements and changes in policies. It was explained that any significant changes would be consulted on and usually to the tenant's benefit.
13	Customer Engagement and Involvement Policy (Tonia Punter-Ojong)	<p>Presentation previously circulated to the members.</p> <p>Policy has been undergoing a review and the draft policy along with related documents shared with RCVE 2 weeks prior to the meeting. Tonia explained the purpose and scope of the policy – there has been lots of changes in the housing sector and customer involvement recently that need to be considered.</p> <p>The current policy has been in place since 2015 and a review is required.</p> <p>Tonia mentioned that customer involvement opportunities need to be communicated via channels accessible to all customers and a discussion took place around communication of opportunities and how these can be undertaken.</p>
14	Complaints Update	<p>3 complaints currently to be reviewed.</p> <p>Vic Andrews enquired which members would like to form complaints panels – members agreed to volunteer and contact Vic.</p> <p>Complaint's training delivered via Tpas recently completed by members who were available. Vic offered to cover the training with members who weren't available to attend.</p> <p>Following on from the complaint's agenda item a discussion around the RCVE Facebook hubs took place and support from the Riverside Digital Team. RCVE members were encouraged to support the administration of the hubs.</p> <p>LCR group face to face meetings to be set up with Margi as the lead and involvement from the wider Liverpool customers to be encouraged – LCR Facebook hub to be used as a source of possible additional customer involvement.</p>
15	Finance / Accounts (Peter Taylor)	<p>Peter Taylor explained to the group how to complete the expenses claim form.</p> <p>(Forms available to all members during the meeting)</p> <p>Expenses information is available in the RCVE constitution booklet.</p>
17	Equality and Diversity (James Fisher)	<p>James Fisher explained about the LGBT+ target group and ways in which Riverside would like to reach out to customers who identify as part of this group and asked RCVE members opinion on helping out with arranging an initial on-line meeting involving customers who</p>



		would like to take part. Members agreed to support James with this initiative.
18	AOB	<p>Vic Andrews relayed a message from Carol Matthews which was to thank members for their continued commitment and hard work as RCVE members.</p> <p>RCVE workplan – Autumn to year end – 2 new groups to be established (South-East and LCR).</p> <p>London Development Committee Observer and Group Audit Committee Observer required – members were asked to volunteer and contact Vic. (Carol Warburton agreed to take on the role of the London Development Committee Observer – first meeting to take place on 8th September via Teams)</p> <p>(Group Audit Committee – David Otty agreed to attend the first meeting to be held in Liverpool)</p>

Action/s	Owner/s	Deadline	Status