



RCVE Meeting Minutes Thursday 22nd April 2021 Chair: Vic Andrews

1	Welcome and Introductions:	
	Attendees: Vic Andrews / Cameron Dougherty / David Otty / Margi Kelly / Rich Nichols / Nina Lees / Viv Fleming / Keith Harkness / Patrick New / John Glenton / Lee Buss-Blair / Belinda Stewart / Tonia Punter-Ojong / Steve Hewitt	
	Vic Andrews opened the meeting and welcomed attendees.	
2	Apologies	David Brookes / Peter Taylor.
3	Previous Minutes	Minutes of previous meeting (4 th February) agreed as a true record.
4	Matters Arising	<ul style="list-style-type: none"> • Task Group – Customer Journey Mapping – appointed to Margi Kelly. • Keith Harkness – will update on Impact Housing involved customers integration. • LCR Voice accounts – action to remain on minutes. • New format for recording meetings agreed and will include actions that will remain noted until complete. • Updates on iCommunity and Together with Tenants completed by Cameron – focused on communication, currently waiting for report of survey outcome. • Estate Service Tenders – appointed to David Otty and Rich Nichols (Stephen Lewis in contact with David Otty and Rich Nichols – meeting scheduled for 20th May) • Group Board Update – received Group Board and Governance core briefs, in future papers will be circulated with minutes and agenda and members are expected to read and send questions to Cameron so answers can be obtained prior to RCVE meeting. • London Regeneration Independent Tenant Advisor – meetings with Ray Coyle and Riverside Steering Group – meetings with Tenants taken place – Newsletter sent to Tenants and plans for a base for meetings to take place is in progress. Working Group set up may not involve all Tenants depending on interest – Ray Coyle currently working on Tenants Charter



		<p>and to be made aware of RCVE codes of conduct etc.</p> <ul style="list-style-type: none"> • Equality and Diversity – training to be kept as an action. If members have already completed training no need to complete again.
5	Belinda Stewart - Housing Services Manager South and Central	<p>Working closely with the Regeneration Team – 6 staff members including 2 Environmental Officers and 4 Housing Officers. Currently working closely with Tenant Engagement Team – working on consultation at Calverley Close.</p>
6	Lee Buss-Blair (Director of Operations) Service Charge Update	<p>Lee gave a presentation and overview of project THOR. Different work streams within the project are looking at different areas of the business.</p> <p>Wave 3 release 3 – redesign of the operation of rent and service charges including budget setting and management, tenure flips from social housing. Customer queries in relation to services charges – identifying current issues. Riverside’s responsibilities – how we collate and manage queries – defining what a timely manner is, identifying problems with letters e.g., language barriers.</p> <p>Proposing to set up consultations – Jo Dean is in contact with Tonia and the CEP team to arrange focus group and support facilitation in June/July. Within consultations plan is to identify what are the ways customers are dissatisfied and what are customers’ expectations in terms of Riversides responses as they relate to service charges.</p> <p>Consultations planned to take place in June/July.</p>
7	Patrick New (Executive Director Customer Service)	<p>Patrick gave a summary of a presentation from the Stakeholder Strategy Day – attendees included: Customer and Governance Committees, Leadership Team and Social Housing Regulator. White Paper discussed which is equivalent of a social housing charter focused on the rights of social housing customers – what customers should expect and what should Riverside deliver. Riverside are improving but we still have improvements to make. Improvements in customer satisfaction needed e.g of pyramid model discussed – customer engagement e.g. listening, use of customer surveys, working with RCVE – not every customer wants to be involved – we need to think about creating a framework about how customers get involved when they want to – each interaction affects how customers feel and what they think of Riverside. Care – we ask each month for customer’s responses in relation to ‘do they think we care’. Trust - we ask about trust – showing that you respect somebody, which includes their time and money e.g., if we don’t turn up when planned this</p>



		<p>equates to a lack of respect and trust.</p> <p>Project planned to support customers who want to be involved including training, joint between Riverside and RCVE.</p> <p>New policies will now include involvement from RCVE as opposed to being produced and then passed to RCVE for sign off.</p> <p>Recording of Stakeholder event previously sent to Members.</p>
8	<p>John Glenton (Executive Director Care and Support)</p>	<p>John gave an overview of current customer engagement activity including: work streams on the white paper project / RCVE working with Liz Taylor on customer inspection pilot / Vic now a member of Care & Support committee / John is developing a project engaging with LGBTQ customers / Floating support customers now included in the iCommunity / Service Charge project with Tonia and Jo Dean / Involving customers in procurement / Pier to pier interviews included in the next supported housing survey / Project THOR / Lee Buss-Blair now meeting with Vic on regular basis.</p> <p>Customer Engagement is always a work in progress – things are always changing. Work needed to improve local customer involvement with RCVE – customers who are only with Riverside 3, 6 or 9 months – their opinions are important as they are often involved in local policies and consultations - we are not capturing this information as well as we could. These customers can provide valuable feedback. Care and Support are happy to work with RCVE.</p> <p>Vic commented that C & S should maximise the opportunity to engage with customers by widening the remit for front line workers who use their weekly door knocks to customers (in Retirement Living), and using the opportunity to promote the customer Voice and be viewed as a credible voice for customers in Care and Support.</p> <p>Vic discussed use of the Regional Hubs and information being passed on - Patrick added that he's keen to work with RCVE regarding flow of information coming through Regional Hubs as different areas may have different perspectives – this information could be used to drive service improvements, local or national.</p> <p>Vic added that RCVE Facebook Hubs are not fully launched yet but already have over 1000 members, over 3000 have viewed information e.g., Facebook Live sessions – customers like talking to customers – RCVE have an important role to play in this activity.</p>
9	<p>Scrutiny update</p>	<p>Cameron updated the group on progress made identifying the next Scrutiny topic. Some areas identified have been removed due to</p>



		<p>restrictions by Covid or different things currently going on within the business. Cameron presented a matrix showing possible future areas – scoring system discussed identifying highest weightings. Topics now identified for scrutiny and type / level of scrutiny involved (explanation of types of scrutiny given). ASB and Front-Line Service Delivery identified as highest priorities.</p> <p>Discussion about Riverside Values (care / courageous / trusted) and how they link to the scrutiny process.</p> <p>Patrick suggested sharing information from results of customer’s surveys including care / trusted but currently courageous not included in surveys.</p> <p>Patrick asked for further information on front line service delivery not getting support from the group processes – Cameron mentioned a previous scrutiny uncovered HO’s were dealing with areas not within their remit.</p> <p>***ACTION *** RCVE Officer Group – to put together a scrutiny working group and look at scope to carry out most important topics identified. Main activity and possibly another topic that may involve less time.</p> <p>***ACTION*** Scrutiny topic allocation of properties - unable to score as not enough knowledge – RCVE need to know what Riverside do, process etc. – national / regional – use of Right Move. CEP to enquire from appropriate Riverside staff and provide update to RCVE in due course.</p>
<p>10</p>	<p>NSC Update (Margi Kelly)</p>	<p>Document previously circulated and also presented to group. New name to be used: Customer Experience Committee. Members asked for comments.</p> <p>Vic mentioned about the housing conditions claim section – known as Ambulance chasers.</p> <p>Discussion has taken place with Phil Pemberton. View of RCVE was if we did a Facebook Live event with appropriate staff member taking part in the process – but avoid a Facebook Live about customers going down legal route but could do an event highlighting complaints procedure – use Riverside website to show information. Process to help customers who felt they wanted to make a complaint. Legal route not to be highlighted as may bring to the attention customers who are not previously aware.</p> <p>Patrick – customers can talk to HO’s and/or raise complaints through</p>



		<p>the procedure. The correct approach is encouraging customers to talk to Riverside.</p> <p>Vic raised concerns that RCVE Facebook are receiving concerns raised by customers, RCVE then pass on to HO or relevant staff. Customers are using Tenant Hubs to highlight issues e.g damp. If this is the route customers wish to take ok but we need to be sure that when we pass on the information the issues are being addressed – a system is needed to help avoid escalating to a complaint or customer using the legal route. Patrick was unaware of the issue with Hubs receiving negative comments and wants to think the process through. Vic said information needs to go into relevant channels but RCVE need to know the issue has been resolved.</p> <p>Margi – pleased issues with LCR Facebook Hub raised, some customer issues are becoming personal – to be discussed in Officers Group meeting.</p>
11	Group Board Update	<p>Cameron – Customer satisfaction is improving in most areas and gave his perspective as an Observer on the Group Board and commented that the board seemed very engaged with customer satisfaction activity.</p> <p>No other comments.</p>
12	Care & Support Committee Update	Included in meeting pack
	Respite Accommodation Policy	Recommendation from scrutiny. Document circulated previous evening. Agreed to cover at future meeting.
	OPS Update (Cameron Dougherty)	Following the recommendation from recent scrutiny Customer Journey – Planned scrutiny regarding the surveys - Update create a delay between customers having work completed and surveys sent to them – looked at by BII team – agreed to a gap in time but not to affect response rate – agreed to a 3-day gap – to be reviewed by RCVE in 12 months’ time.
	Complaints (Cameron Dougherty)	<p>2 ongoing and 1 on hold (customer currently overseas)</p> <p>Viv a complaint now completed and complainant advised – this may go to the Housing Ombudsman.</p> <p>Patrick – update on complaints panel response – how does it get fed</p>



		<p>back into Riverside – Vic mentioned RCVE can go along time with few referrals but currently receiving more – RCVE have already decided that a clear process is needed – sometimes the Panel have had to search for information – currently trying to establish process that when a complaint is passed to the Panel that every piece of information used in the decision proves at stage 1 and 2 is received.</p> <p>Meeting taken place with Justine Lennon (Complaints Mgr.), CEP Manager, Stephen Hewitt and Vic to discuss issues regarding information complaints Panel needs and have agreed a clear route to hand over complaints to the panel.</p>
	Finance / Accounts	<p>Tonia updated the group – 2019/20 accounts signed off – Vic and Peter to sign paper copies when arrive from accountants.</p> <p>2020/21 accounts currently being worked on. Tonia and Steve are sourcing backing evidence for accountants.</p> <p>Balance as of 21/04 £93,623.36</p>
	Equality and Diversity (Tonia Punter-Ojong)	<p>Tonia shared a poignant and timely presentation / video including information on the anniversary of Stephen Lawrence’s death and Black Lives Matter and thanked the RCVE for their continued efforts commitment and work regarding equality and diversity.</p>
	AOB Impact Housing Update – Integration of Involved Customers (Keith Harkness)	<p>Keith updated the group regarding the merger of Impact involved customers and the Riverside Cumbria group.</p> <p>Meeting taken place 19st April – attendees from Impact - Charlene Little and involved customers and from Riverside Keith H and Steve H. Discussion about RCVE activity and integration of Impact customers with the Cumbria group. Impact involved customer groups have generally disbanded, only 1 small group left (3 members).</p> <p>As a result of the meeting Impact customers have sent contact details to the Cumbria secretary so can be included in communications and future meetings. Details of integration and how groups will be set up to be agreed and finalised.</p> <p>Patrick –what are the issues involved customers have with Impact? Steve H to provide Patrick with this information.</p> <p>Vic – 2 x places on RCVE available for Impact customers.</p> <p>Tonia – email re rent setting policy – responses from Members required ASAP.</p> <p>Gas service letter amendments – responses from Members required ASAP.</p>



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Action/s	Owner/s	Deadline	Status
Rent Setting Policy	TPO	23.04.20	Complete and responses sent to Hugh Owen
to put together a scrutiny working group. The group is to scope topics identified. Possibly another scrutiny project can be done which may involve less time.	RCVE Officer Group		
Scrutiny topic allocation of properties - unable to score as not enough knowledge – RCVE need to know what Riverside do, process etc – national / regional – use of Right Move. CEP to enquire from appropriate Riverside staff and provide update to RCVE in due course			