



Minutes of the RCVE Meeting 06.10.21 Holiday Inn, Liverpool 10:30am

1	<p>Welcome and Introductions: Vic opened the meeting and welcomed attendees and talked through the venue fire drill procedure and format for the day.</p> <p>All attendees introduced themselves and their respective positions.</p> <p>Attendees: Vic Andrews / Margi Kelly / Cameron Dougherty / Rich Nichols / Paula Simpson / Brian Chiyama / Peter Taylor Nigel Hollingworth / Viv Fleming / David Otty / Keith Harkness / Andrea Thorn / Sarah Wall / Charlene Little / Jonathon Duffy (via MS Teams) / Steve Hewitt</p>	
2	Apologies for Absence	Carol Warburton / Carol Deary (now resigned due to a change in circumstances)
3	Previous Minutes	Minutes of the meeting of 19 August 2021 agreed as a true record.
4	Matters Arising	No matters arising.
5	<p>Andrea Thorn (Director of Homes & Communities) & Sarah Wall (Head of Homes & Communities)</p>	<p>Update on the Customer Engagement & Involvement Team. Andrea gave an update on the recent changes and development within the Customer Engagement and Involvement Team including the move towards incorporating customer journey mapping within their responsibilities.</p> <p>Peter expressed concern that the RCVE hadn't been notified of the changes in the Customer Engagement Team until the process was nearly complete.</p> <p>Vic asked if there had been a reduction in staff salaries and Andrea confirmed that salaries were protected.</p> <p>Brian enquired about the increase in duties of the new job roles and Andrea confirmed that only the emphasis of the job roles had changed not an increase in duties.</p> <p>Nigel asked about customer journey mapping and what it entailed as it had never been included within Impact Housing activity – this was agreed to be covered during the next meeting.</p> <p>Sarah explained about her previous positions working at Riverside and her new role as Head of Homes & Communities and talked the group through the new structure and the various sections, job roles and</p>



	<p>responsibilities included and plans for future working and projects.</p> <p>(Peter mentioned about some basic problems that customers have with their boilers and that these may be able to be rectified over the phone saving contractors some work)</p> <p>Andrea talked about the carbon zero agenda and a recent meeting she had attended with Newcastle College Group and how Riverside can work jointly with them helping develop skills and career opportunities for our customers – Andrea has further meetings planned to discuss this further.</p> <p>Viv asked about the new structure and how dealing with ASB may be affected within the Liverpool area. Sarah explained that Housing Officers will deal with the lower level ASB (stages 1 & 2) and then specialist officers will deal with the higher-level issues. Andrea explained about a training matrix being developed to ensure staff were equipped and confident to deal with ASB.</p> <p>Nigel talked about ASB and the inclusion of risk assessments on specific individuals that other organisations are undertaking - this information was shared through TPAS. Andrea explained that risk assessments are part of legislation and that Riverside have this in place and gave an example how a what could be classed as low-level ASB could actually be causing an individual serious issues so may end up being classed as a higher-level case.</p> <p>Cameron asked about the differentiation between engagement and involvement in the new structure and Charlene explained that engagement may include community events and customer feedback and involvement may include scrutiny and helping shape services.</p> <p>Keith asked about plans to work with and involve local groups – Sarah explained that she would like to see local groups revived and set up and engage with Riverside.</p> <p>Vic explained about previous customer involvement activity and that support is now needed to help set up a national framework so local groups can feed into the RCVE.</p> <p>Viv enquired about the workload for Housing Officers and if there was</p>
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		<p>any recruitment planned. Andrea explained that some work was being taken away from Housing Officers by the National Lettings and Income Management Teams. Viv asked if this can be included on the agenda for the next meeting.</p> <p>Brian enquired whether Riverside help customers in their search for employment or whether they are signposted to JCP – Cameron explained that as a member of the board of Trustees he see’s information and figures relating to helping customers gain employment and the figures are positive.</p>
6	Jonathon Duffy (BI & I Team)	<p>Responsive Repairs Customer Satisfaction Survey – Amendments RCVE Update.</p> <p>Due to technical issues with AV set-up Jonathan was unable to deliver the presentation so this was postponed to the next meeting.</p> <p>Cameron agreed to collate any questions the group have any pass to Jonathon.</p> <p>Andrea mentioned that the customer journey mapping process was currently concentrating on the repairs process and issues were being identified where customers weren’t happy with the service they have received.</p> <p>Nigel suggested that a free text box is included the repairs surveys so customers can type in comments as well as rate the service from 1-5 where Riverside ask specific questions.</p> <p>Vic gave an example where he was due to have his boiler checked and he received letters saying the operative had called but couldn’t get access when in fact he was at home.</p> <p>Paula gave an example when she had contacted Riverside to make a complaint and was asked if it was in relation to Riverside or Evolve when in fact Evolve are part of Riverside and whether the issue is with Riverside or Evolve this should make no difference to the customer and complaint process.</p>
7	Customer Involvement	<p>Customer Involvement Policy – returning to group after feedback for approval.</p>



	Policy (Charlene Little)	<p>Charlene talked the group through the amendments and additions to the policy.</p> <p>The group gave further feedback to be incorporated.</p> <p>ACTION ***Vic to allocate 2/3 members to help finalise RCVE section of the policy***</p> <p>Policy to go ED's for final approval on 12th October.</p>
8	Meeting the Tenant Involvement and Empowerment Standard (Andrea Thorn & Charlene Little)	<p>Andrea explained the detail behind the consumer regulatory standards and that each year Riverside must self-assess against these standards – currently customers aren't involved in this process however moving forward this will change.</p> <p>Work has recently been undertaken to identify any gaps in the process:</p> <p>'Legislative providers should consult tenants at least once every 3 years in the best way of involving tenants in the governance and scrutiny of the organisations housing management service'.</p> <p>Consultation with all customers to take place and RCVE asked for thoughts on how this can be delivered.</p> <p>Discussion around the different communication channels that can be used for this process e.g i-community.</p> <p>ACTION ***Task and finish group to be set up to look at exactly what the consultation should contain and the different communication channels to be used***</p> <p>Discussion took place that different communication channels would need to be used to involve as many customers as possible.</p>
9	Customer Experience Committee Update (Margi)	<p>Document circulated to the group.</p> <p>Margi talked through the report covering customer satisfaction, achievements / key issues and priorities for the future.</p>
10	Group Board Update (Cameron)	<p>Document to be circulated.</p>
11	Care & Support Committee Update (Vic)	<p>Document to be circulated.</p>
12	One Housing Update (Rich Nichols)	<p>Rich explained that the merger is progressing and the group was being kept up to date on progress.</p> <p>Vic talked through the response rates from customers in relation to</p>



		<p>the merger.</p> <p>Discussion around the Guinness stock transfer and that no consultation with the RCVE has taken place compared to the Clarion stock transfer.</p> <p>Vic asked that RCVE information was included in all new tenant welcome packs to ensure tenants are aware of the Riverside customer involvement function.</p> <p>ACTION ***Sarah will find out which section within the new structure puts together the tenant welcome packs to ensure RCVE information is included***</p>
13	Complaints Update (Steve Hewitt)	<p>14 complaints have been passed to the Tenant Panel for review this year to date.</p> <p>2 are currently ongoing.</p> <p>Responses to complainants are now being sent on RCVE letterhead. Templates have been introduced to help the panels produce letters. A discussion around some of the detail behind the process took place with some ideas to help streamline the process.</p> <p>Cameron asked if the numbers of complaints can be provided to the RCVE and access to Salesforce. To be kept as an item for discussion at future meetings.</p> <p>RCVE Riverside email addresses are being set up for members to use when handling complaints to avoid any data breach issues.</p>
14	Finance / Accounts – Peter Taylor	<p>Paperwork for previous years accounts has been passed to the Accountants with the resulting statement planned to be ready for sign-off at the AGM in December.</p> <p>Expenses forms available from Peter.</p>
15	Equality and Diversity	<p>Discussion took place around what is to be included in the E & D section at each meeting.</p> <p>Vic talked about 'lived experience' and that an assumption that the RCVE had no experience of homelessness had been made when in fact this was not the case.</p> <p>Facebook Hubs can be used to engage with all customers with any messages Riverside wish to send out.</p> <p>Charlene has picked up the LGBT group project and is progressing with the Riverside Comms team with a view to setting up an initial meeting. BAME group also to be set up.</p> <p>Cameron asked about Riverside systems and how they are updated with any E & D information and are Housing Officers close enough in</p>



		<p>the respective areas to have conversations with customers. A discussion took place around the low numbers of customers with a disability reported in Riverside's figures and the point that Riverside won't accept a customer's word that they have a disability and proof must be given before being noted on the systems. ACTION ***Customer Engagement Team to find out who in Riverside can provide information on the above E & D questions***</p>
16	AOB	<p>Pet Policy – a discussion took place with members giving examples of the pro's and con's of customers being allowed to have pets. A more detailed discussion to take place at a future meeting to consider customers being allowed pets from different perspectives.</p>