



Minutes of the RCVE Meeting 10 February 2022
Via MS Teams at 1030
Chair: Vic Andrews

1	Welcome and Introductions	<p>Vic opened the meeting and welcomed attendees.</p> <p>Attendees: Vic Andrews / Margi Kelly / Cameron Dougherty/ Rich Nichols / Nigel Hollingsworth/Paula Simpson / Brian Chiyama / Carole Warburton / Peter Taylor / Viv Fleming / David Otty / Charlene Little /Joanne Young/Damla Ankah/Keith Harkness</p>
2	Apologies	<p>Stephen Hewitt</p> <p>Peter Taylor resigned on health grounds and left the meeting at 1045</p>
3	Previous Minutes	<p>Minutes of 6 October 2021 agreed as a true record.</p>
4	Matters Arising	<p style="color: red; text-align: center;">Please note that these DRAFT Minutes have been prepared in the absence of access to the Teams Recording of the Meeting. This is due to ongoing system access issues affecting the Secretary (as well as several other Members).</p> <ul style="list-style-type: none"> • Jonothon Duffy to be invited to one of the RCVE Thursday evening meetings as technical difficulties in the previous meeting preventing him from completing. • Sarah Wall is following up on ensuring that each Riverside Welcome Pack contains information and advice on how a customer can become engaged. • A Template for reporting Complaints to the Panel is to be developed to standardize the information that the panel will require before complaints can be progressed. Rich is looking at this. • Cameron reminded CE&I that statistics relating to lower level 1 & 2 Complaints, though previously promised, have not yet been received. Sarah/Charlene still following up. • Charlene following up on the Pet Policy
5	Group Board, CEC and C&S Committee Updates (if available)	<p>These useful updates are not currently being received by the Secretary, perhaps because of the data breach. Only the Group Board Meetings had arrived on time and were circulated.</p> <p>Charlene will follow up to try to ensure they arrive in advance in future.</p>



	Specialist Customer Panels	<p>Additional Item: Time allowed the following update about the specialist customer panels:</p> <p>Charlene gave an update on the Spectrum (LGBTQ+) Customer Panel and the BAME Customer research project. The Spectrum Customer Panel has its first meeting in March and so far, we have three customers interested. Riverside is writing to a selection of BAME customers to invite them to a focus group session, led by an external consultant, to explore the reasons for lower customer satisfaction ratings amongst our BAME customers. The letters are being posted at the beginning of March with the focus groups happening in April. Action- Charlene to follow up by email with more info to the Secretary.</p>
	Update on the Consultation on Governance and Scrutiny	<p>Additional Item:</p> <p>Charlene gave an update that the survey has now gone out to the iCommunity and there has been a focus group held with the RCVE's consultation happening next week. RCVE members could not recall being included in the design of the consultation. Action- Charlene agreed to forward the details of the involvement via email.</p>
6	Break	
7	Customer Journey Mapping	<p>Andrea Thorn – (Please see slide previously supplied)</p> <p>Andrea gave an update of the current projects being undertaken in conjunction with the external consultant Mustard.</p> <p>The 2 projects underway are:</p> <ol style="list-style-type: none"> 1. Repairs 2. Service Charges <p>Slides and background information distributed to the RCVE.</p> <p>Cameron asked how the RCVE could be involved in prioritizing future CJM activities and CE&I will revert.</p> <ul style="list-style-type: none"> • Brian is following up with Andrea Thorn regarding non-standard light bulb replacements groupwide.
8	Tenancy Sustainment Services	Carried forward, Sarah Wall will update.
9	Complaints Update	<p>No report as Steve was absent.</p> <p>Charlene advised 2 new Complaints had been received and she would coordinate with Vic.</p>
10	Finance	<p>No report due to Steve's absence and Peter's resignation.</p> <p>Cameron advised that LCR had now been in touch regarding the £1000 refund owed to the RCVE, and they will be in a position to</p>



		return this soon. Charlene to provide account information either directly to LCR or via Cameron.
11	ED & I	The RCVE have agreed to discuss separately how best to continue with this fixed Agenda item for future meetings.
12	AOB	Nigel asked a number of questions relating to Government funding to be received by Riverside and this will be added to a future agenda. Charlene introduced a new/reconstituted RA from the Salterbeck Estate in Workington who are planning a launch event on 14 April 2022. A request for funds (£500) has been received for them to cover certain start up costs relating to their bank account. Jonothan Laycock is leading for the RA and RCVE Officers will consult.
