



Minutes of the RCVE Meeting 14.04.2022 Holiday Inn – Liverpool (10:00 – 15:30)

1	Welcome and Introductions	<p>Margi Kelly chaired the meeting in Vic Andrews' absence</p> <p>Attendees: Rich Nichols, Margi Kelly, Keith Harkness, Brian Chiyama, Paula Simpson, Cameron Dougherty, David Ottey, Viv Fleming, Mark Lea, Sarah Wall, Joanne Young, Charlene Little, Patrick New, Chris Coalman</p>
2	Apologies	Carole Warburton, Vic Andrews
3	Previous Minutes	<p>Minutes of meeting 10/02/2022 were agreed.</p> <p>The meeting did not follow the agenda order, due to some attendees other commitments.</p>
4	Matters Arising	Suggestion for the next RCVE meeting that the subject of Facebook hubs be added as an item.
5	New tenants welcome pack	<p>Paper based - digital side has not been easy on sign-up, team are looking at a simplified method. To be picked up by Paula \S, Viv F, Damla & Salesforce team, by end of May.</p> <p>Mention of the "Text Anywhere" functionality being used to target various customer groups.</p>
6	Complaints Template	Rich N – Should be ready for next meeting.
7	Pet Policy	notably chickens (from Facebook hub) – To be reviewed.
8	Tenancy Sustainment Services	Request for a Thursday Evening Presentation (Sarah Wall) – there is also a Board Masterclass w/c 18/04/22, Sarah suggested this be repeated for RCVE members.
9	Complaints:	<p>A brief overview of the current complaints was given by RN.</p> <p>One concern was that customers making complaints might not be aware that the complaints panel are volunteers, and as such are not held to any timeline for resolution of the complaints.</p> <p>(Next meeting agenda, Complaints Scrutiny internal to RCVE).</p>



10	Finance	Waiting for the correct Account details for the repayment from Riverside City Region customer group – information promised at the end of the meeting.
11	AOB	There will be a RCVE recruitment exercise after the recent changes to RCVE personnel.
12	Safety First	<p>Mark Lea gave a presentation & talk on the status of Health & Safety within The Riverside Group. Questions from the room answered. One item of interest, the Safety team use “Saw-it” reporting tool, which is perceived to be quite useful.</p> <p>Mark asked if any RCVE members were interested in joining the team as a critical friend. RN advised of an interest, will need to be ratified by the RCVE prior to this taking place.</p>
13	Election of officers	<p>Five positions were up for election: -</p> <p>Social Media Officer – Paula Simpson nominated, and voted in unopposed.</p> <p>Treasurer – Cameron Dougherty nominated, voted in unopposed.</p> <p>Comms/Secretary – Rich Nichols nominated, voted in unopposed.</p> <p>Vice Chair – Margi Kelly nominated, voted in unopposed.</p> <p>Chair – Vic Andrews nominated, voted in unopposed (pending agreement with VA as has sent apologies)</p> <p>Margi Kelly thanked the outgoing officers for their help and support over the previous two years, and welcomed the incoming officers for the task over the next two years.</p>
14	Customer Hubs	<p>Salterbeck & Workington “STAR” (Salterbeck Tenants And Residents) group was discussed, the RCVE have received a request for £500 to support a start-up for a bank account (this is the minimum amount required). It is hoped this will then feed into the RCVE via the ‘Hub & Spoke’ method that is a wish for the RCVE going forward.</p> <p>On the back of this, Sarah Wall asked that if anyone hears of events they think Riverside should become involved with, to let her know directly.</p>
15	Roadshow	There was discussion around previous roadshow meetings, particularly in Margate, where promises were made, then dropped by the wayside. There now appears to be a climate to re-start the roadshows in some form, and a new meeting schedule will be



		drafted. This should contain a commitment to either not make commitments, or track any made (take ownership of these).
16	RCVE Accounts	<p>Signed off and emailed to Vic and Peter (outgoing treasurer), Cameron to liaise with Vic going forward.</p> <p>Procurement to investigate meal allowance for RCVE members, as this was set below the constitution level.</p> <p>Cameron commented there was a requirement for a RCVE credit card (held by a staff member), Charlene & Sarah to progress this.</p> <p>Banking running smoothly, Charlene to organise a back-up process to approve expenses.</p>
17	E & D	<p>Interesting progress – 2 LGBTQ+ meetings, only one person attended, however some good discussions held. This customer has potential to become part of Social Housing groups “Rainbow Roofs” – Northern Housing Organisation overarching social housing in the north of England, giving a link in for Riverside.</p> <p>Charlene has joined the “Houseproud” network (for organisations) and also advised that John Glenton has asked for the set-up of an online group to promote “Stonewall Award”, received by Riverside.</p> <p>Now wanting to focus on customers (work in progress) people who have expressed an interest will be contacted over the summer to see how they want to be involved.</p> <p>(Agenda Item for next meeting)</p>
18	Meeting closed	Next meeting 10:00 Friday 17 th June Teams or Face-to-Face



Action/s	Owner/s	Deadline	Status