



Minutes of the RCVE Meeting 11/08/2022 The Brain Charity – Liverpool (10:00 – 15:30)

1	Welcome and Introductions	Attendees: Victor Andrews, Margi Kelley, Viv Fleming, Keith Harkness, Brian Chiyama, Veronica McLintock, Cameron Dougherty, Richard Nichols, David Ottey Jo Young, Sarah Wall, Angela Thorn, Chris Collman, Patrick New, Sam Scott, Kate Henderson Nigel & Sharon Roberts (observers)
2	Apologies	Carole Warburton, Paula Simpson
3	New members welcome	A quick round robin of attendees to enable new member (Veronica) and observers (Nigel & Sharon) to become accustomed to the set-up and colleagues.
4	Previous Minutes	Minutes from previous meeting on 17/06/22 were agreed
5	Matters Arising	Pet policy, in hand, to be discussed further. Riverside team working on this. (ACTION 1) Complaints – could these be built into the app? How best should we create an advocate approach? Coaching etc.
6	Forward view of RCVE meetings	Riverside have requested this to assist their meetings schedule – To be discussed at an Officers Meeting (ACTION 2)
7	Together with tenants	Presentation by Kate Henderson. A bit of history behind this, surveys are currently out. VA replied that this approach will require real Customer Involvement Spoke & Hub Framework. RCVE don't feel they are getting the support from Riverside on this. This approach will be put to RCVE to work through and provide a working toolkit, the language required will naturally evolve through this.
8	Reports	Discussion around how/who supplies these. Agreed that all will be (or should) distributed before any meeting.
13	Climate Strategy (brought forward)	Short presentation from Patrick New, various ideas and suggestions on what to include for customers – plus some suggestions on what Riverside can do now. Patrick thanked the meeting for the input.
9	Facebook Hubs & 'out and about'	Discussion around organization of events days, consideration required for RCVE officers. Also mention of merger and how this is developed and sent to board.
	LUNCH	



-	Additional item	Nigel Roberts (Customer observer) reported in regards to his local area group meetings, and the apparent lack of interest from local housing officers/managers etc.
11	CEC Presentation	Sam Scott presentation, how this links the CEC & RCVE with Riverside Margi representing RCVE reports to CEC and brings back a report also Need to align for scrutiny work, to ensure we are both approaching the most important topic. Further discussion required around reports
10	Complaints	Our Riverside Way, Performance – reporting process and periodicity, to allow for sensible comparison. Process is in creation stage and outcomes will follow when process is set correctly.
12	Finance	Nothing to report
14	RCVE IT Requirements	Some ideas, down to officer group to determine criteria etc.
15	Corporate Plan	Meeting in Birmingham, now changed (today) to a Teams meeting to enable One Housing residents to attend.
16	SAR Update	Item withdrawn
17	Riverside Foundation	The Riverside Foundation are looking to RCVE to assist in Quality Assurance on some of the bids for funding, these are some of the awards of up to £10,000 – three people in a subgroup (From Veronica, Rich, Keith, Margi & Brian)
18	Xmas Party	To be discussed by officer group (ACTION 3)
19	AOB	Train discounts for over 65s – Vic explained this can be sought through the expense process if thought feasible.



Action/s	Owner/s	Deadline	Status
1. Pet Policy 2. Meeting Schedule 3. Xmas Party	Riverside RCVE Officers RCVE Officers	Not set Not set Xmas	In progress Not started Not started