# Minutes of the RCVE Meeting 13/04/2023

# The Brain Charity (10:00 – 15:00)

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|  | **Attendees: VA, MK, VF, RN, KH, NR,PS, DO**  **CC, SH, AT, SH, GB** | |
| **1** | **Welcome and Introductions**  VA welcomed and thanked all for attending today’s session and offered a warm welcome to the newest member of the CE&I, Georgina Birkenhead | |
| **2** | **Apologies** | VA advised CW gives her apologies for todays meeting. |
| **3** | **Previous Minutes** | Minutes from previous meeting on 03/02/2023 were agreed |
|  |  | RN gave an update on the recent RCVE elections, where 7 members were up for re-election. One person withdrew from the process part-way through, causing a re-run.  Three members were re-elected – VF, DO & CW. KH and NR were approached and asked to co-opt on for the time being, with a view to standing in the upcoming selection process which should take place over the summer period. |
| **4** | **Matters Arising** | VA referred to Appendix 1 on agenda regarding outstanding actions.   1. Pet Policy – still with Riverside. VA needs updates for next meeting. Action 1 Some confusion over whether RCVE had previously been consulted. It was agreed that this might need a Thursday evening session to bring any issues into play.   **7**. IT issues with email – RN updated current position around a split between members involved with Complaints, and ‘other members’. It had been discussed with the Riverside IT department and it would appear that any issue of IT equipment to fulfil the Riverside requirements would cost in the region of £1000 per person. **Ongoing**  **8.** RN advised minutes would be produced and circulated within two weeks of meeting, so any amendments could be made before submitting to Riverside for inclusion in Group Board Pack, and potentially Riverside website. Complete  9. Digital roadmap assistance. Not known if anyone contacted Riverside to give assistance on this. Matter on hold for any further action.  10. Damp & Mould e-learning roll-out. Included in presentation update agenda item 8 (below). Complete.  11. Void Item Retention for new tenants. Part of project AT & SW leading on, see agenda item 5 . Complete. |
| **5** | **Income Management Strategy** | In a change to the agenda.  Gwyn Gascoyne gave a presentation on work that is going on in this area. This is in light of the financial crisis and looking at how Riverside can support customers whilst protecting Riverside as a company.  3 themes: Customer, Colleague and Commercial.  Work going on around supporting up to 7500 Riverside customers on the UC managed migration route, and prevention of debt etc.  Currently Riverside employ 12 money advisors and 6 affordable warmth officers to support customers.  Colleagues can benefit from a Reward and Recognition process for work in supporting and recognizing customers with issues around affordability.  Action 12 (from Action 11) Void Item Retention is now a part of this process, with AT & SW leading on this project. |
| **6** | **Finance update** | Nothing to report |
| **7** | **RCVE Meeting Dates** | RN asked for scope to create a calendar for 2023/24/25 as all the other Riverside committees and Group Board dates have now ben supplied. Permission granted, RN to report back at next meeting. |
| **8** | **Damp & Mould and Repairs Policy** | Michelle Wood & Lindsay Parker updated where Riverside are in respect to this. Plenty of work going on (as to be expected in light of media interest).  Champions to be appointed for customer support, all Inspections to be included in this area too. It is accepted that RCVE would become involved in this, and that it would also include Void Inspections.  There is to be a review of the Empty \homes Standard in the next 12-18 months. Plus a Riverside Repairs Policy Review in 2024, consultation starting Q3 2023. (Some aspects of this are currently under review to fit with changes within the business including the amalgamation of One Housing, and a general alignment between Riverside, Riverside Scotland and One Housing). |
| **9** | **Learning Update** | Update from Riverside that Learning Hub has now gone. Replaced further details will follow. |
| **10** | **Scrutiny updates** | This to be a standard item each meeting.  ASB update – Salesforce implementation is due to happen at the end of April, this will place the majority of HO tasks within one place, hopefully allowing a dashboard to be implemented. This should give better visibility to management. (Part of the 12 months review of new process). There is also a plan in place for training of staff in dealing with ASB – this also includes CSC staff being able to recognise the difference between ASB and low-level nuisance, and having the confidence to explain and push back on this. |
| **11** | **Recruitment Planning** | VA gave a brief update on the current situation after the recent RCVE elections. |
| **12** | **Committees and other updates** | AT reported that CSC answer times has significantly reduced over the previous times, now averaging under 3 minutes. This is partly due to a new cohort of CSC agents being employed, and partly down to the method of training, the new recruits being trained in Repairs and ASB services only to start with, bringing them up to speed quicker. This combined with incoming calls being routed intelligently, so these new agents don’t encounter other issues before training has been completed in those areas.  GEC report has been issued. CEC report had been sent to RCVE group email rather than Secretary, this will be made available in due course. No other reports submitted.  No report on complaints as this meeting fell before the next complaint review which is 3-monthly. |
| **13** | **Regulator for Social Housing Consumer Standards** | Edward Carpenter presented on this – There are 7 Regulator Standards, of which 4 are Consumer Standards. There was some discussion around this, and as part of that it was decided to defer any TWT (Together With Tenants) score until next year.  This is something which it is hoped to bring to a Thursday evening session in May 23 for further discussion. |
| **14** | **Scrutiny Matrix** | A request was made to start this process within the next Officer’s meeting (18th May) – the current ‘contenders’ were read, and one item added, nothing removed other than the ASB Best Practice which has just been finalized. |
| **15** | **AOB/Equality, Diversity & Inclusion** | AOB – PS asked if it was feasible for all the Regional FaceBook customer hubs to be merged into one. This would allow easier management of notifications etc. Agreed this also to be discussed at next Officer’s meeting.  PS also requested permission to use Facebook hubs as vehicle for offering unwanted furniture etc. to other Riverside customers free of charge, to help with addressing poverty and the current financial crisis. This might work in conjunction with the project on Void Retention (Action 12).  ED & I – MK quoted a saying on what makes a team:  You are not a Team because you work together, you are a team because you Trust, Respect and Support each other. |
|  |  | Meeting closed at 14:15 |

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| Appendix 1  |  |  |  |  | | --- | --- | --- | --- | | Action/s | Owner/s | Deadline | Status | | Pet PolicyIT issues with emailEarlier production of RCVE minutesDigital Roadmap AssistanceDamp & Mould e-Learning roll-outVoids item retentionVoids item retention | RiversideRN/ CCRNSWLPPNAT/SW | Next MeetingNot SetCompleteNot SetNot SetSee Action 12Not Set | In progressCompleteCompleteCompleteCompleteCompleteOngoingAgreedNo updateCompleteCompleteIn Progress | |  |  |  |