



## Minutes of the RCVE Meeting 14/10/2022 Via Teams (10:00 – 15:30)

<b>1</b>	<b>Welcome and Introductions</b>	Attendees: Victor Andrews, Margi Kelley, Viv Fleming, Brian Chiyama, Veronica McLintock, Cameron Dougherty, Richard Nichols, David Ottey Jo Young, Andrea Thorn, Chris Collman, Charlene Little
<b>2</b>	<b>Apologies</b>	Carole Warburton, Paula Simpson, Vicki Frankland, Carol Warburton, Sarah Wall, Stephen Hewitt
<b>3</b>	<b>Previous Minutes</b>	Minutes from previous meeting on 11/08/22 were agreed
<b>4</b>	<b>Matters Arising</b>	RCVE Secretary to write to Governance to request summaries of meetings for: Group Board, General Development Council, CEC & Care & Support. <b>Action 4</b> This to be approx. 2 weeks prior to next RCVE meeting requirements.
<b>5</b>	<b>Customer pledges</b>	Report through CL & RN on the Task & Finish group actions working on the Golden Rules regarding the merger with One Housing <b>Action 5</b> enquire why there was a decision to exclude customers who express a need to communicate through letters/post i.e. non-digital
<b>6</b>	<b>Reports</b>	All available reports were sent to attendees prior to the meeting (see item 4 above)
<b>7</b>	<b>Facebook Hubs</b>	Idea submitted by PS will be discussed at officer meeting
<b>8</b>	<b>Finance</b>	Brief update from SH on where we currently are. VC has received card reader, waiting on card. Idea is to have a “user” and a “spare” for both the entering of expenses etc., and the authorization/payment. Small concern that this needs co-ordination as there is a 24 hour window between submission and authorization, otherwise the request gets lost in the system. <b>Action 6</b> CL to check some outstanding payments
<b>9</b>	<b>IT</b>	Left for later discussion when CD arrives
<b>10</b>	<b>Complaints update</b>	5-6 complaints came in together, PS, CD, RN & MK have been involved in the servicing of these. CL to enquire of Justine Lennon on feedback of closed complaints. JL reports these to Directors quarterly. Margi to follow in CEC to complete feedback loop
<b>11</b>	<b>Training</b>	Members to check the Tpas training offer via document emailed out. Write to RN with any interest. RN to collate these and look at creating a training (and skills) matrix to discuss requirements at Officer’s meeting. Ongoing yearly review to follow this.



12	<b>RCVE Members time</b>	<p>RN raised how RCVE meetings are becoming more and more frequent, where we run the risk of becoming overcome by these. A number of members expressed the Thursday evening meetings were difficult due to child (grandchild) care etc.</p> <p>A healthy debate ensued. Some agreement from this was that for any of these Riverside presentations, at least one officer must be in attendance. The idea of a skills matrix is interesting and should be explored too. Other issues around the number of members, that we need to recruit to bring this up closer to the 21 required. Additionally, anyone who answers that they will/not attend should “reply all” so other members and officers know who is planning on attending. Officer group and the CE &amp; I to work on another recruitment drive. RN advised meeting dates/times was complete and will share this with members for scrutiny in case something clashed. Once any issues ironed out this would be published to Riverside.</p>
13	<b>Equality &amp; Diversity</b>	<p>Margi Kelly shared an item about a guy called Elijah McCoy, who was a Canadian-American of Afro-American descent, an engineer and inventor. One of his inventions was an automatic lubricator for steam engines (rail and ship). Over his lifetime he held over 50 patents (more than any other black man) and his oil lubricator spawned the saying “The Real McCoy”!</p>
		LUNCH
14	<b>ASB Scrutiny</b>	<p>The presentation of the ASB Scrutiny exercise was given to the members, all Riverside personnel other than Joanne Young, were excluded from this part of the meeting as the impact is required for when it is presented to the Riverside Group.</p> <p>There were a number of discussion areas, and as time became short, with a lot of the background not being covered in what had been presented so far, it was decided to send the whole presentation out to all members, and request comments/suggestions over the weekend to be brought to a “wash-up” meeting of the Scrutiny panel &amp; the RCVE Officers to determine the final presentation format. This was agreed.</p>
		Meeting closed 15:30



Action/s	Owner/s	Deadline	Status
<ol style="list-style-type: none"> <li>1. Pet Policy</li> <li>2. Meeting Schedule</li> <li>3. Xmas Party</li> <li>4. Riverside reports</li> <li>5. Task &amp; Finish Group</li> <li>6. Outstanding expenses</li> </ol>	Riverside RCVE Officers RCVE Officers RCVE Secretary RN/CL CL	Not set Not set Xmas Ongoing Next meeting None	In progress Complete Complete In Progress In Progress In Progress