



Minutes of the RCVE Meeting 03/02/2023 Via Teams (10:00 – 16:00)

	Attendees: VA, MK, VF, BC, RN, CW, KH, NR, JY, CC, CL, SH, DA, PN, SW,	
1	Welcome and Introductions	VA welcomed and thanked all for attending today's session. Moment taken to reflect on Ruth Richardson, National Customer Service Manager, who sadly passed away in January.
2	Apologies	VA advised CD and AT give their apologies for todays meeting. CW will need to leave at 14:00.
3	Previous Minutes	Minutes from previous meeting on 14/10/22 were agreed RN advised CW was minuted in apologies twice, and that this would be amended.
4	Matters Arising	<p>VA referred to Appendix 1 on agenda regarding outstanding actions.</p> <ol style="list-style-type: none"> 1. Pet Policy – still with Riverside. VA needs updates for next meeting. Action 1 2. Meeting Schedule – Complete. 3. Xmas Party – Complete. 4. Riverside reports – Complete. Issue regarding sending summary report: out of domain. RN will pick this up with Ed Lea. Action 7 5. Task & Finish Group – Complete 6. Outstanding expenses – complete.
5	Riverside website update	<p>1. Riverside Website update</p> <p>Presentation by Joe Robinson outlining reasons behind the review: to increase foot traffic on website and get involved page. JR shared and ran through a mock-up of the proposed page, simulating how it could look. JR would like RVCE input on what they want from the page and thoughts on how to increase interest. DA added that the RCVE page would be their own page to design how they would like. Another session would be required to discuss the contents of the page.</p> <p>Questions/Discussion</p> <p>VA – Congrats to the CI&E team and JR for putting this presentation and detail together. Great start. Hopes that RCVE would still be involved in Local and National and is not out of remit.</p> <p>BC – Feels the model doesn't work.</p>



		<p>The problem is that RCVE have no control. Information changes all the time and RCVE must rely on Riverside to update. Feels a sub page would be a better solution as RVCE would be able to edit and have control.</p> <p>Answer: JR – Can understand what BC is saying. Stated that once a page is produced there’s a process to follow to make changes. The changes would take (at most) 2-3 days. There are no barriers for changes, and RCVE can contact at any time.</p> <p>A separate RVCE website would need to sit under CI&E and something to discuss separately.</p> <p>BC – Feels RCVE should be trusted and authorised to access page to make changes quickly.</p> <p>DA – Stated that as the CI&E digital officer, she doesn’t have access to make changes herself. She meets regularly with JR for this.</p> <p>VA – Asked BC to give an example of RCVE needing access.</p> <p>BC – Stated that if RCVE had an announcement, live broadcast at short notice, they would need access. Creating a subdomain for RVCE is the way to go.</p> <p>Whoever controls the information, Controls you.</p> <p>VA – The subject of RCVE own website is one thing. Another debate would be whether can create and manage own website. No point starting things if struggle to manage.</p> <p>RN – Has concerns if RCVE had own website, can we trust all members not to put anything detrimental.</p> <p>Delay of minutes (being uploaded to website) is due to them being signed off at following meeting. Perhaps could look into this being done via email. Action 8: RN to look into producing and distributing minutes at early opportunity</p> <p>VA – would like something added to content re: how to set up groups. Maybe CI&E pyramid.</p>
6	Finance update	<p>Bankline issues almost solved. New code has been ordered for CD and card for VA. Once arrived, meeting to be set up. RCVE should then have better visibility and hence, control.</p>
7	Digital Roadmap	<p>Catherine Rigby delivered a presentation on Riversides Digital roadmap.</p> <p>CR walked through presentation and touched on how they are looking to tailor communication and preferences, making log in / registrations easier...</p> <p>CR asks RCVE following questions regarding establishing customer engagement mechanism.</p> <p><i>How to get customer voices?</i></p>



		<p><i>What are your ideas?</i> <i>How to involve them?</i></p> <p><u>Questions/Discussion</u></p> <p>VA – Riverside are not replacing traditional methods. They need to be using the platforms available to best of ability.</p> <p>CW- Do hardcopy welcome packs get sent out to new customers if they don't have devices?</p> <p>PN – This is about giving customers choice. Paper based options are still there.</p> <p>SW – Digital exclusion is main theme on corporate plan. It is on radar.</p> <p>PN – Spoke of digital wings trail happening next week, which will help with feedback. Programme to be rolled out in March.</p> <p>CR – Would customer prefer low effort involvement or face-to-face?</p> <p>RN & VA – agree that it differs for each customer.</p> <p>VF – Anything being promoted needs honesty.</p> <p>CR – agrees.</p> <p>VA – New customer journey needs to show how customer can get involved.</p> <p>VA spoke of how he recently learned a space is classed as a character when inputting passwords. Possibly more awareness round this.</p> <p>Action 9: CR asked I there's anyone who wants to be involved or has any other ideas to let SW know to pass on.</p>
8	CEC Update	<p>Patrick New presentation on the CEC- roles, structure and what they do.</p> <p>CEC is a sub committee of group board that reports directly into board.</p> <p>Purpose is to provide assurance to topics relating to customer, approve group relate policies, both CP and BP. Monitor delivery of CP, BP, and customer related performance targets.</p> <p>Responsible for tenant involvement and empowerment standards. What have customer said, Riverside done differently.</p> <p><u>Questions/Discussion</u></p> <p>VA – Review of scrutiny – This is aimed at what Riverside should be doing. Planned maintenance scrutiny needs to be reviewed. Feedback on if recommendations have made a difference. Some concern around why seats empty.</p> <p>PN – Due to the merger of OHG, all committees will be merged. This will take place this year and should be done by December.</p>



		<p>Not recruiting any new members because of this, however RCVE members can come along to CEC meetings and contribute. Next meeting is 02/03/23, VA, RN and VF are due to attend re: scrutiny. Next meeting after that will be April. VA – Suggested RCVE to create rota for attendance. BC – Communication is key and long overdue. If terms of reference are clearly set, nothing can be done without amendments. RCVE - Understands on formality. CEC chair explained in August the RCVE members could come along and have a voice. Would RVCE prefer a formal, governance route to change in terms of reference. VA – There will be some here today who didn't fully understand what CEC do. An invitation to come along is not the same as a formal role. We don't want customers voice to be diminished.</p>
9	Committees and other updates	<p>CSC; GDC; Group Board; CEC & Complaints. RN – Everyone should have received updates via emails. VA – Any queries/questions to be dealt with outside meeting. Justine Lennon joined to advised has submitted complaints report. Same format as last time, any follow-up, to let her know. VA – updated that there are two cases outstanding with customer complaints panel. He is in touch with customer as RCVE chair. PN – referred to previous complaints' scrutiny. Looking at central complaints team for all stage 2 complaints across the business.</p>
10	Damp & Mould	<p>Short Damp and Mould presentation by Phil Pemberton, Lindsay Parker, and Michelle Wood. PP shared 12 month project plan and spoke of what Riverside have implemented to help tackle damp and mould, such as learning to all staff, bespoke damp survey, sensors (Switchee devices) working with BI&I to look at data insight and revising the content in Our Welcome brochure for new customers. <u>Questions/Discussion</u> VA – Will the eLearning be accessible to RVCE? LP – Yes, can roll this out to RCVE. Action 10 VA – In terms of void. Is Riverside saying they're committed to resolving issues before letting property? PP – Yes. Checklist and procedure to ensure this. VA- Claim responsibility -It shouldn't take tragedies to understand that damp and mould is serious.</p>



		<p>VF- Trickle vents. More information of the benefits. Could a contractor report trickle vents not being used correctly?</p> <p>PP – important not to put blame on the customer. Important to educate and let people live safely in their own homes.</p> <p>CW – spoke of issues at Charlotte Court.</p> <p>PP – will look into this.</p> <p>BC – Asked if anything being done re: overcrowding?</p> <p>PP – Knows this is an issue but this hasn’t been brought into scope.</p> <p>LP – added that the ventilation strategy is looking at occupancy.</p> <p>BC – Spoke about issues for those customers that have bathrooms with no windows and poor ventilation. Has provided his own address as an example for PP follow up.</p> <p>VA – spoke about previous repairs scrutiny recommendations regarding no access.</p> <p>PP- As a result of OHG merger, Riverside will be moving away from Riverside Direct. Need to bring repair policies together.</p>
11	Service Charges	<p>Service charge presentation by Dean Tracey, Antoinette Nwufo. This was requested by RCVE as a follow up from the Income Consultation.</p> <p>Riverside recognise the challenges customers are facing due to the 7% cap.</p> <p><u>Questions/Discussion</u></p> <p>CW – Regarding service charges and paying for a service that is not provided when contractor doesn’t show.</p> <p>DT – Customers should only pay for a service that is delivered. In those cases when it’s not, a refund should automatically come through. Will look into this further.</p> <p>VA – How does Riverside know that services are being delivered?</p> <p>DT – Currently visits are monitored manually via a sheet etc. Going forward, looking to replicate what is being used in building safety.</p> <p>VA – Sheets can be abused.</p> <p>NR – Do customers have a say in how contractors are chosen?</p> <p>DT – Procure contract. Advertise service and contractors bid. Section 20 customers will receive letter and have opportunity to suggest alternatives over 90-day period.</p> <p>VF – Could something be put in place that if a contractor gets so many complaints, then they’re gone?</p> <p>DT – This can happen and there are indicators in place.</p>
12	Corporate Plan	<p>Patrick New shared presentation: Developing out strategies 23-26. Advised the Task & finish group and OHG customers have been involved so far. Now looking for input from RCVE.</p>



		<p>Asked if the themes outlined, <i>Poverty reduction, Community empowerment, Health and wellbeing, Homelessness prevention</i>, are correct.</p> <p><u>Questions/Discussion</u></p> <p>NR – Some of what’s outlined crosses over.</p> <p>SW – Stated this was one of the challenges of being national but being able to build relationships is key.</p> <p>RN – Re: poverty reduction – Transfer of tenancies. Anything previous tenant has/left is thrown out. Can we preserve them for next tenant?</p> <p>PN – Unsure of this and will double check.</p> <p>SW – Well made point. Clearance costs in up £2k. Possibility to work with local clearance firms, help with furniture poverty.</p> <p>PN – Asked how can we reach hard to reach customers? What should we do?</p> <p>RN – Questioning Housing Officers how to reach them. They have more contact than anyone.</p> <p>VA – using the platforms we have already, posters in shared spaces, text messages, the app.</p> <p>PN thanked RCVE for time. Seems on right track and need to carry on talking to customers. Has agreed to provide regular updates to RCVE on corporate plan.</p> <p>Action 11: PN to look into preservation of items from previous tenants to try to assist with poverty reduction</p>
13	Scrutiny Matrix	<p>VA advised not going to be able to get into scoring of proposed scrutinies. Proposed RCVE come back together another time to do this.</p> <p>Need to ask C&S committee for suggestions.</p> <p>RN shared the matrix on screen and VA briefly ran through.</p> <p>SW updated all that she will be leading an ASB scrutiny meeting next week with Peter Yoh, Raj Vine, VA, VF and RN.</p> <p>RN to circulate up to date matrix with RCVE & CI&E</p>
14	Any Other Business	<ul style="list-style-type: none"> • ED&I – MK shared that February is LGBTQ+ history month. • Veronica McIntock has resigned from RCVE to concentrate on family commitments. • Congratulations to CL - RCVE wish her well as she goes off on maternity leave. • Congratulations to CC on secondment as CI&E Manager. <p>VA gave update on RCVE/CI&E TPAS sessions. Next session will be Feb/March and will be open to all RCVE members and CI&E staff to attend.</p>



	VA gave a brief insight into a couple of items touching on LGBTQ+ - points to ponder
	Meeting closed 16:00

Appendix 1

Action/s	Owner/s	Deadline	Status
1. Pet Policy	Riverside	Next Meeting	In progress
2. Meeting Schedule	RCVE Officers	Not set	Complete
3. Xmas Party	RCVE Officers	Xmas	Complete
4. Riverside reports	RCVE Secretary	See Action 7	Complete
5. Task & Finish Group	RN/CL	Next meeting	Complete
6. Outstanding expenses	CL	None	Complete
7. IT issues with email	RN	Not Set	Not Started
8. Earlier production of RCVE minutes	RN	Not Set	Not Started
9. Digital Roadmap Assistance	SW	Not Set	Not Started
10. Damp & Mould e-Learning roll-out	LP	Not Set	Not Started
11. Voids item retention	PN	Not Set	Not Started