



Minutes of the RCVE Meeting 13.06.2024

Teams (10:00 – 15:30)

<p>Attendees:</p> <p>RCVE: Vic Andrews, Paula Simpson, David Otty, Carole Warburton, Jules Jackson, Viv Fleming, Jackie Lewis</p> <p>Riverside: Elaine Bateson, Jo Young, Steve Hewitt, Charlene Little, Rajvinder Vine, Andrew Douglas, Megan Wardle, Gareth Davidson, Thomas Kewin</p> <p>Apologies: Carole Warburton, Linda Jackaman, Jolene Nell</p>	
1	<p>Welcome and Introductions</p> <p>VA opened the meeting and thanked all for attending today's session.</p>
2	<p>Previous Minutes</p> <p>Minutes from previous meeting on 11/04/2024 were agreed as true record.</p>
3	<p>Matters Arising</p> <p>Feedback shared by EB on Hull updates.</p>
4	<p>Reports</p> <p>Updates of Committees previously distributed.</p>
5	<p>D&M Scrutiny Update Jo Young & David Otty</p> <p>JY shared presentation slides and DO gave a brief overview of work completed. It was explained that 8 out of 10 recommendations had been accepted with the exception of:</p> <ol style="list-style-type: none"> 1. Hotline – a full explanation of why this was not felt necessary had been given during the scrutiny process and the panel accepted the reasons given. It was suggested that some members could have a tour of the call centre – JY to arrange 2. Customer Journey mapping – during the scrutiny process a map had not been provided but was produced after the report had been completed. It was explained that this was an 'as is' report but a 'to be' report will be completed when full integration happens. <p>Scrutiny report will be going to CEC next Tuesday 18.6.24. Due to ill health KH unable to produce report so this will be written by CL.</p> <p>VA noted that he would prefer if CL completed this with a member of the Scrutiny Panel and asked if JJ was happy to do this. JY to liaise with CL regarding this to set up a meeting.</p> <p>Date for new Scrutiny Panel first meeting set for Monday 17th June 9.30am</p> <p><i>ACTION – JY to liaise with CL to setup meeting with JJ to write Scrutiny report for CEC</i></p>
6	<p>CI&E Strategy Update Charlene Little</p> <p>CL shared presentation slides to give update on where CI&E are up to, and she explained that we are now looking at Year 2 which is about growing the Customer Framework.</p> <p>CL reviewed the highlights:</p> <p><u>Strong Customer Voice</u></p> <ul style="list-style-type: none"> • Complaints panel due to deliver first report to CE end of June • First project identified relating to rent arrears • T&F saw 70 applications with 28 shortlisted – first meeting was a great success. • LSA's – customers can now feed back on a local level • CL shared newsletter format and PS asked if these are being sent out nationally. CL confirmed that this is the intention, but it has not yet been rolled out by HO's <p><u>Diversity</u></p> <ul style="list-style-type: none"> • Plans to join Cumbria Pride

		<ul style="list-style-type: none"> • ED&I training offer received from Lyn Bowker • GDPR training required so that customers can listen in to calls – this is being rolled out. <p>JL asked about linking up with ARC (anti racist Cumbria). CL confirmed that she had reached out to these yet but felt there was potential for partnership working. CL propose further discussion around this.</p> <p>JL enquired about completing the GDPR training – SH to arrange.</p> <p>VA asked CL to cast her mind back to the initial meeting attended by RCVE officers, Andrea Thorn, Sara Wall and herself (CL) overseen by TPAS Consultant that resulted in an extensive report from TPAS which included a 3-year plan, of which the integration of ex OH customers into the RCVE was an integral part, CL acknowledged this resume. VA then asked why the RCVE hadn't been consulted on the intention to renege on that plan and told about the T&F group in advance. CL answered that she was unaware of the reasons for this.</p> <p>VA said that he appreciated that CL couldn't answer the question, and that the RCVE did not hold CL or her team responsible, he wanted to acknowledge that this decision had been taken at ED level and recent communications between himself and the Riverside Group Chair, led RCVE to believe that communication from ED level to Group Board appeared to be misleading. However Group Board had now been made aware and appear to support this by-passing of RCVE.</p> <p>VA then asked who the outside Independent consultants were for the T&F Group. CL advised that TPAS had been employed to support this group. For the purpose of the minutes VA wanted it recorded that the RCVE are not happy there has been no consultation with them and that RCVE considered this a failure on the part of Riverside Governance as well as extremely disrespectful.</p> <p>JL enquired about Tpas membership and charges for this. VA confirmed that this was free to RCVE members and said that details of this could be supplied. SH to supply membership details.</p> <p>ACTIONS: SH to set up further GDPR training sessions for interested customers. SH to send membership details of Tpas to members (specifically JL)</p>
7	ASB Update Rajvinder Vine	<p>RV shared latest update with RCVE members. She explained that training is being put together for Domestic Abuse and they are going through consultation. There will be a fully comprehensive e-learning module. She further shared that they are looking at raising profile about how much customers can be supported if they are affected by domestic abuse. Workshops for all business streams will be taking place over the next 2 months – this is to assist frontline workers with any topics they need to discuss. These will be focused sessions on customer safety journey.</p> <p>Moving forward RV explained that they will be looking at anonymity and any cases coming through where customers would like to remain anonymous.</p> <p>RV also fed back that their Action Plan is up to date.</p> <p>VA asked if RV could keep him informed of when sessions will be taking place so that he can circulated to RCVE members.</p>



		<p>PS commented that throughout ASB scrutiny she has seen some really positive changes from Riverside and she would be interested in further engagement. RV thanked everyone for their support.</p> <p>ACTION - RV to contact PS regarding further engagement.</p>
8	Comfort Break	
9	<p>Corporate Plan Review Andrew Douglas/ Megan Wardle</p>	<p>AD shared presentation to give a brief update on the first year of the plan. PS asked what evidence there is to prove 73% of homes are now up to EPC standard.</p> <p>AD explained that new systems have been brought in that map EPC – this is a public EPC database. There is also a predictive model that is used.</p> <p>PS asked if the presentation can be shared – AD to arrange this.</p> <p>DO referred to panels that members sit on such as Complaints and Regional Hubs – feels that often when attendees make comments these are not being acted on. DO queried what happens to customer suggestions and how this can be improved.</p> <p>MW explained that in terms of complaints Riverside are obliged by the Ombudsman to report on these. Riverside are going to be expected to report on what improvements have been made. MW reiterated this needs to be improved and further work needs to be done on the website to improve this.</p> <p>JL referred back to comments regarding homeless veterans and asked why not just homeless.</p> <p>AD explained that there has been a lot of research around homelessness, and it was key highlights that came up as a priority. This is not prioritising this service over other areas of homelessness; it was an opportunity to get involved in research in this area. JL asked if this link on Veteran research could be shared. AD to organise this.</p> <p>ACTION – AD to provide presentation and link to veteran research.</p>
10	<p>Service Charge Letters Gareth Davidson & Thomas Kewin</p>	<p>TK shared presentation and a mock example of letter template.</p> <p>VF talked about shared ownership sharing the view that from the onset of the sale, there needs to be more emphasis on ensuring the customer fully understands what is happening.</p> <p>TK clarified his understanding of the points made by VF:</p> <ol style="list-style-type: none"> 1. Customers need more understanding of the share of the property they have bought 2. A breakdown of increase charges needed – more meaningful context of why prices have increased <p>PS also commented that she had no faith in service charges and how they are communicated. She felt that changes could occur without notice and they are not clear.</p> <p>There was further discussion on how documents can represent customers legally and how more transparency could be achieved. All agreed that this needed further investigation.</p> <p>JL made a point that it is not clear what service charges include and she felt that often customers were paying for things that they are not using – it is not clearly itemised.</p> <p>GD explained that the team is in the middle of restructure and one of the new roles created was for a member of staff with responsibility to understand contracts and be able to convey these to customers. He gave</p>



		<p>further reassurance that Riverside are aware of these problems, hence why the role has been created.</p> <p>PS emphasised that a shake up was badly needed and asked to be involved more in customer consultation.</p> <p>JJ asked if the booklet would be tailored to different customers and TK confirmed that this was the case – only relevant services will be included in customers booklets.</p>
11	<p>Induction Process for Involved Customers Stephen Hewitt</p>	<p>SH shared presentation slides and ran through process in place at the moment for induction of new members.</p> <p>PS commented that this was very off putting and overwhelming for new customers – the sheer volume of information to be processed is too much for new customers.</p> <p>A buddy system was suggested whereby customers would be matched up with another member of the RCVE and a member of staff.</p> <p>DO was in full agreement with PS and commented that it sometimes felt like there was a mountain to climb when first becoming a member.</p> <p>SH asked if any members would be interested in forming a sub-group to discuss how to improve the induction process. All agreed that this was a good idea.</p> <p>ACTION – SH to send email to all members asking for interest in setting up a sub-group.</p>
12	Complaints	PS confirmed this is ongoing and further work is needed.
13	<p>Recent Letter Paula Simpson</p>	<p>PS spoke to members to give assurances. She observed that it is business as usual and explained that the recent letter from TA does not affect the structure of the RCVE or any work completed by them.</p> <p>She also observed that RCVE have no choice but to carry on as normal and attend meetings etc. in order to keep the RCVE going.</p> <p>VA reiterated that PS was correct in terms of what she said. He told the members that he had responded to the letter but had not yet received a reply.</p> <p>VA commented that if anybody had any questions regarding wider issues around the T&F group created then he was happy to give the RCVE standpoint.</p> <p>VF commented that she felt it was not business as usual as she is not getting responses from contacts she is making with staff.</p> <p>VA confirmed that he has had all meetings with senior staff cancelled.</p> <p>JL requested that a separate meeting be held to discuss further. VA to liaise with EB to arrange a suitable time for all.</p> <p>ACTION – VA to meet with EB to arrange meeting time for all members to discuss current situation.</p>
14	RCVE Group Board Observer	VA explained that KH term is now coming to an end and Russel Hall from Governance has asked for a new member to be put forward. Discussion was had between members and PS proposed JJ. JJ happy to be put forward for this role.
15	RCVE Expense Claim	VA informed the members that an out-of-date expenses claim has been presented. All agreed that further discussion is needed on this matter before a discussion can be made.



16	RCVE Minibus	<p>VA asked for thoughts on what to do with the minibus. He explained that it is not roadworthy at the moment for various reasons i.e. tailgate repairs, MOT and Insurance.</p> <p>All felt that the minibus should be donated. EB passed on request by Halton Pride.</p> <p>All agreed that VA should seek authorization to go ahead and get the minibus roadworthy and once that is done then a further discussion can be had about donating.</p> <p>ACTION – VA to speak to CL regarding this matter.</p>
17	AOB	EB relayed updates on Hull visit received from Sarah Mitten.
Meeting ended at 2.45pm		

**Action Tracker
(Ongoing actions)**

No.	Description	Owner(s)	Deadline	Status	Notes
1	Hull Visit	SW		Ongoing	Computer training and shop facilities
2					
3					
4					
5	IT Issues with email	RN/CC	Next Meeting	Ongoing	Waiting on any potential issues with "Convene"
6	Set up Communications Panel	CL	Not Set	Ongoing	Exploring possibilities of setting up customer communications panel
7					
8					
9					
10					