



Minutes of the RCVE Meeting 11/04/2024

The Women’s Organisation Liverpool (10:00 – 16:30)

<p>Attendees:</p> <p>RCVE: Vic Andrews, David Otty, Carole Warburton, Keith Harkness, Julie Jackson, Rachel Roche, Jackie Lewis, Paula Simpson, Viv Fleming, Jolene Nell, Kevin Farrell</p> <p>Riverside: Elaine Bateson, Chris Colman, Jo Young, Steve Hewitt, Rebecca Gorman, Charlene Little, Andrea Thorn, James Norfolk-Cinis, Dave Robinson, Sarah Wall, Ali Clintworth, Ingrid Nyaundi, Karen Hutchinson, Helen Reddington, Carl Mitchell</p> <p>Apologies: Patrick New, Linda Jackaman, Malcolm Taft, Derek Bower, Susan Pursell</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 08/02/2024 were agreed as a true record.</p> <p>Pet Policy - VA acknowledged that this was an emotive subject and following discussions with CL, the RCVE will be requesting a review, no longer than a year, to see how the policy has settled with tenants.</p>
3	<p>Matters Arising</p> <p>VA referred to the appendix on Bankline and EB confirmed that everything is ready and in place once a new treasurer has been appointed.</p>
4	<p>ASB Scrutiny Update James Norfolk-Cinis</p> <p>JN-C shared his presentation outlining updates on this Scrutiny Project.</p> <p>DO referred to a point raised in a recent LCR Hub meeting where it was discussed that people are still afraid to use the system and asked if any further reassurances can be given that may allay these fears.</p> <p>JN-C responded that perpetrators are not often ‘reasonable persons’ so it is difficult to assure people around this. Reassurances are given of the powers that are used. If a legitimate issue is raised then intervention can be stepped up, but it does rely on that behaviour being exhibited. People are always encouraged to report firstly to the police if there are issues around safety.</p> <p>DO also asked if successes are publicised.</p> <p>JN-C confirmed that this is not always the case unless exceptional circumstances which show these serious issues are tackled.</p> <p>VF explained that she was on this particular Scrutiny panel and referred to a discussion about needing to let the public know anonymously that these issues are being tackled. VF felt that there was a need to publicise both the good and the bad to show transparency and believability.</p> <p>JN-C posed the question “Are people under reporting and therefore a true record is not being reflected?”</p> <p>He went on to say that successes are shared in the team but that they need to find an appropriate way of publicising to customers.</p> <p>JL stated that she didn’t think evicting customers is something to be proud of and that surely something can be done earlier to prevent escalation.</p> <p>PS added that HO’s do initially start with conversations with customers.</p> <p>JN-C explained that this is part of the conversation around showing what is done and that eviction is the last point of escalation after a very long process. He explained that early stages are around engaging with the perpetrator to try to explore the circumstances of what is going on and appropriate interventions are sought.</p>

		<p>JN-C referred to noise complaints and added that this needs to be explored in more details as noise should not be always put down as antisocial behaviour.</p> <p>PS reflected that Riverside have embraced the Scrutiny project on ASB and a fantastic job was done by the panel and Riverside. She felt that it was definitely working for the benefit of the customers.</p> <p>VF commented that she felt nobody celebrates evictions and also reiterated the point that the process takes a very long time to get to that point.</p> <p>RR asked what happens when the perpetrator is not a Riverside tenant and referred to a specific incident.</p> <p>JN-C to speak in more detail about this incident but did confirm that Riverside can still intervene, but it limits the action to a Civil Injunction.</p> <p>VA referred to the point on anonymity – if there is a serious issue what can Riverside do?</p> <p>JN-C explained what they can do in various circumstances:</p> <ul style="list-style-type: none"> • e.g. drug dealing reported at the end of a street, but no further information given – this would be passed to the police. • If direct address given, then HO’s can try to ascertain further information. • If name of victim given – front line officers to explore further. Training and guidance are in place on how to deal with anonymous cases. <p>VA also commented that it is very important that cases are shared.</p> <p>JN-C explained that where good practice is seen then good news stories are included internally on the Take 5 report. Knowledge articles are also shared internally.</p> <p>CC also shared that there is a new listening page where 5 stories are put up every month; there was an ASB story shared last month.</p> <p>VA thanked JN-C for his update.</p>
5	<p>CI&E Strategy Charlene Little</p>	<p>CL shared updates and gave a brief recap on the focus of the customer involvement strategy. She explained that we are just at the end of the first year focusing on 5 themes that came through from customer feedback and new regulations.</p> <p>VF asked for clarification on how the complaints procedure now differs and this was explained by both CL and VA – complaints no longer go through a panel but goes straight to the ombudsmen. Tenants now see a mixture of complaints and the panel look at an overview of these to review how they were dealt with.</p> <p>VF referred to Local Service Assessments and asked if this included shared ownership customers. JY to look into this.</p> <p>AT & SW both confirmed that there was no reason why they should not be included.</p> <p>VA referred to the Regional Hubs and asked if everyone was on the same page regarding these being customer led. He commented that LCR tends to be a bit easier as Riverside have a large footprint in this area. However, he felt that this could give the impression that the further away you are from Liverpool, the less of a voice you will have.</p>



		<p>He reiterated that so far meetings have been staff led and that we need to ensure that moving forward these are customer led with staff assistance. SW asked if they felt that the level of feedback being given from the meetings was enough, and it was agreed that this would be added as an agenda item on the next meeting.</p> <p>VA enquired if there was an RCVE member present on each Hub and this was confirmed.</p> <p>CL also noted that an Administrator for the RCVE had now been employed and that this had shown a big impact on the level of organisation. She said this was reflected in the quality of meeting packs that are now circulated and that this was a really positive achievement. VA agreed.</p>
6	<p>Reports C&S Update Dave Robinson</p>	<p>DR introduced himself and explained that he would now be joining meetings to give a C&S update as required. This was following a request from John Glenton for C&S attendance at meetings.</p> <p>Discussions had been had recently regarding customer involvement and DR confirmed that at present there are no customers on the C&S committee. VA asked for more detail on this - DR to follow this up and feedback.</p>
Comfort Break		
7	<p>Service Charge Rob Wharton & Antoinette Nwifo</p>	<p>Cancelled due to unforeseen circumstances.</p>
8	<p>Finance Update Elaine Bateson</p>	<p>EB confirmed that the account balance as of 11/04/2024 was £40,645.60 and advised that recharges would still need to be taken from this figure once the final amount has been calculated.</p> <p>PS enquired what the RCVE budget covers – for example Hub visits. AT confirmed that this would come from the RCVE budget.</p> <p>VA confirmed that he was happy for RCVE budget to cover all related expenses as long as Riverside are happy to top up the account.</p> <p>VA explained expenses for the benefit of new members and the rules around claiming these.</p>
LUNCH		
9	<p>End of Year Review Ali Clintworth Ingrid Nyaundi Karen Hutchinson</p>	<p>An end of year review was given for LCR, North and South & Central regions. CW enquired about doors and fencing issues in the Scheme where she lives. IN thanked here for her feedback and assured her that she would explore further and get back to her with updates outside of the meeting.</p> <p>JL asked why Maryport was not on the map, and it was explained that the map only highlights areas where current plans are in place. JL enquired how many properties are in Maryport. SW confirmed that this could be found out.</p> <p>VA observed that there needs to be a way to bring scattered customer bases together. IN agreed that Riverside need to be flexible in their approach and are looking at ways to engage dispersed customers. Help is needed from frontline staff and HO's are beginning to go out and have conversations regardless of where customers live.</p>



		<p>JN asked for more information about the Leicester City Neighbourhood Plan. IN to contact with further details.</p> <p>JJ enquired about the neighbourhood plan for Belle Vale and Netherly and confirmed her interest in taking part. VF also expressed an interest. Further contact to be made from Neighbourhood Planning Team.</p> <p>VA asked about Margate and referred to an overgrown area which was attracting antisocial behaviour. He observed that if areas are neglected then this will attract unwanted behaviour.</p> <p>SW commented on issues arising from neighbourhood plans. Next year will see a big push of projects developed to target the needs in different neighbourhoods.</p>
10	<p>Shared Ownership Helen Reddington</p>	<p>HR shared updates and reiterated that this policy was a slimmed down version of the original Rent to Buy policy.</p> <p>PS enquired if this was also available to self employed people and HR confirmed that it was – assessments are completed in a way to take different circumstances into account. All forms of income are considered if they can be verified.</p> <p>DO asked how customers prove they are saving. HR explained that evidence of savings is recorded in year one and this process is repeated again each year so they can be tracked over time. She confirmed that financial checks are built into the process.</p> <p>PS acknowledged that this was an excellent opportunity for Foster Parents who have previously struggled with proof of earnings.</p>
Comfort Break		
11	<p>Diversity Panel Feedback Paula Simpson & Jules Jackson</p>	<p>JJ and PS gave feedback on their recent visit to Hull, specifically Redwood Glades and Harrison Park. (These provide extra care and support to people with considerable needs).</p> <p>JJ commented that Harrison House was like a hotel and had a very corporate feel to it. Residents were very happy, and one resident asked about setting up a shop as the local ones made them feel vulnerable.</p> <p>They also found that although computer facilities were up to date, these were not being used.</p> <p>A further finding was problems for disability access in various areas. Redwood Glades – again they found these very nice and residents very happy. This particular scheme does have its own shop for essentials which runs very successfully.</p> <p>Both are hoping to revisit in the summer as they felt there was a lot of scope for involvement and the use of Teams/Hybrid meetings would definitely accommodate a lot more people, but this would need further support.</p> <p>The biggest difficulty they found was transport in and around Hull and would like to explore this further. AT suggested that a meeting with Dave Robinson may be beneficial regarding this matter.</p> <p>SW felt that there was a couple of practical things that could be looked at to support Computer Training and setting up shop facilities. SW to investigate further and feed back.</p>

12	<p>Neighbourhood & Estate Management Carl Mitchell</p>	<p>CM Shared his presentation/policy on screen.</p> <p>JJ enquired about unadopted lighting near where she lives. CM asked if she could please provide further details so he could look into it.</p> <p>VF commented that this is an over 55 development and that one would assume that this should have been incorporated into the original planning. AT explained that there is other legislation that stipulates what can be costed into rents. This may have had to be costed separately from the sink fund. She also explained that the local council may have refused to adopt.</p> <p>VA asked for further clarification and further detail on point 3.7. CM explained that trees would be left in place unless they become a H&S issue. He went on to say that further information would be added to this point to give more clarity.</p> <p>CW asked about how Riverside deals with fly tipping, and it was confirmed that if it is on Riverside land then it will be pursued, if the person responsible can be identified. Enforcement action will be taken in these cases.</p> <p>JL asked if mobility aids are banned in communal areas and if so, is storage provided for these. CM confirmed that communal areas need to be kept clear at all times, however, the needs of specific individuals need to be considered. If any specific concerns CM asked for information to be fed back to him so that he could look into it further.</p> <p>PS pointed out that, in the 'smaller area' section, it would be helpful if Riverside could signpost customers to other areas of assistance available. CM confirmed that this information can be added to this section.</p> <p>QUESTION ADDRESSED TO RCVE:</p> <p>Q1 Does the policy capture everything needed or is there anything missing? PS felt that timescale was not transparent enough. She felt it would be more customer friendly if realistic timescales were added.</p> <p>Q2 Any specific areas you would like to see more information, other than the points already raised?</p> <p>DO asked how updates are communicated. CM explained that this is dependent on the area. Generally speaking if looking at a scheme they would be communicated with directly. Neighbourhood feedback would be broader and possibly include newsletters, Facebook pages etc.</p> <p>VA asked if flats are allowed ring doorbells that record visitors. AT confirmed that these are allowed on personal front doors but not communal doors due to GDPR. Va also asked if these are allowed on C&S front doors. Further information to be sought around this question.</p>
13	<p>DM&C Communications Scrutiny Panel & Kevin Farrell</p>	<p>VA explained that this discussion would be held after the RCVE meeting was brought to a close and would only include RCVE members. JY and EB were asked to join in their capacity as administrators.</p> <p>VF was unable to be present for this part of the meeting so wished to voice her thanks to KH, KF, EB & JY for their work on the scrutiny group and the report RCVE were being presented with.</p>
14	<p>AOB</p>	<p>CW enquired about a Housing Officer at Charlotte Court and the last one left after only 3 weeks.</p> <p>AT confirmed that a new HO has now been appointed.</p>



	VF also congratulated the RCVE Chair on his becoming the first Riverside Customer selected to the National Housing Federation Tenant Advisory Panel and subsequently, being elected to the office of Chair of that same panel. VA thanked everybody for attending.
	Meeting ended at 3.30pm Scrutiny feedback 3.30pm to 4.30pm

Appendix 1

No.	Description	Owner(s)	Deadline	Status	Notes
1	IT Issues with email	RN/CC	NEXT MEETING	Ongoing	Waiting on any potential issues with "Convene"
2	Digital roadmap assistance	SW	Not set	No update yet	
3					
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