



Minutes of the RCVE Meeting 08.08.2024

Teams (10:00 – 12:30)

	Attendees:	
	RCVE:	Paula Simpson, David Otty, Jules Jackson, Jackie Lewis, Linda Jackaman
	Riverside:	Elaine Bateson, Rajvinder Vine, Jo Scarlett, Joe Robinson, Kimberley Wadham-Castles
	Apologies:	Carole Warburton, Keith Harkness, Carole Warburton, Jolene Nell, Susan Pursell, Vic Andrews, Viv Fleming
1	Welcome and Introductions	PS stood in as acting Chair and opened the meeting. She thanked all for attending today's session.
2	Previous Minutes	Minutes from previous meeting on 13/06/2024 were agreed as true record.
3	Matters Arising	<p>PS - Hull BBQ – not able to attend but this went ahead and survey completed. CC updated results yesterday. 30% of people fed back into the survey. Looks positive that the shop will be set up (possibly honesty box or someone overseeing it).</p> <p>Communications panel – General discussion was had regarding some possible ideas. PS to speak CL regarding this</p>
4	Reports	<p>Updates of Committees - previously distributed.</p> <p>PS relayed that Board updates are online for members to read.</p>
5	D&M Scrutiny Update Jo Scarlett & Joe Robinson	<p>JS shared presentation to give progress update on recommendations that were accepted:</p> <p>R1 is on hold at present as awaiting Awaab's Law to be introduced. R4, 5, 6 & 10 are in progress R7, 8 & 9 have now been completed.</p> <p>JS also referred to the recommendation to have a separate phone number and explained that this needed picking up with communication sheets with Evolve. She shared that the call time at the moment is 1minute 52 seconds and these have definitely reduced considerably.</p> <p>JJ enquired about the recommendation for members to attend CSC to observe. JS to liaise with JY to arrange this as soon as possible.</p> <p>JR shared Comms Plan and briefly looked at outline of how this is put together. He explained that this sets the context and scope of what is being done. He confirmed that many of the actions have already been completed. Ideally everything will be ready to be sent out by 1st October 2024 – but in terms of the exact time, this depends on when the weather breaks. Riverside want to ensure that the information lands at the right time for maximum engagement.</p> <p>PS commented that when members have read the report they should email JR if they have any queries.</p> <p>JR finished by saying that the scrutiny panel input had been a really useful exercise and very helpful. He also confirmed that the report is now on the website.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. JS to liaise with JY to arrange CSC visit for members 2. EB to forward Comms Plan to members.



6	ASB Update Rajvinder Vine	<p>RV shared latest update and looked at key highlights. All completed items were shared with members.</p> <p>RV confirmed that Riverside is now working with One Housing to communicate good practice policies and procedures.</p> <p>She also shared that they now have a new Head of Services – Charlotte Smith.</p> <p>RV thanked the panel for their input and support and confirmed that the Domestic Abuse training module has now been rolled out.</p> <p>PS felt that this was an excellent example of how well scrutiny works.</p> <p>ACTIONS: None Noted</p>
7 Comfort Break		
8	Housing Officer Surgeries Paula Simpson	<p>PS shared with members that Riverside Housing Officers are trying to introduce monthly surgeries for face-to-face concerns with customers. She shared that on previous surveys feedback showed that customers are wanting face to face meetings.</p> <p>PS felt that RCVE could do something to support this and asked if members were willing to attend surgeries if they had the time. She also felt this was an excellent opportunity for recruitment.</p> <p>PS went on to point out that it was important to show that RCVE are working with Riverside to improve services.</p> <p>JL agreed that this was a great idea and would love to be involved.</p> <p>LJ agreed and said she would contact her local HO.</p> <p>DO thought it was a good idea but moving forward felt that it was important to get management to agree to this first.</p> <p>It was agreed that GDPR training would need to be completed in advance.</p> <p>ACTIONS:</p> <ol style="list-style-type: none"> 1. EB to liaise with SH to look at who needs to complete training.
9	Introduction Kimberley Wadham-Castles	<p>KW-C introduced herself as the new head of Customer Engagement since the 1st of July 2024 and shared that she was very excited to be part of the new Riverside family.</p> <p>Previously OH have not had Housing Officers and so these will be embedded from December 23 to April 24.</p> <p>PS asked for reassurance for members regarding upcoming changes and how this will affect them.</p> <p>KW-C explained that Riverside will be looking to bring the best of both together, by utilising what has been working well in both and merging the two together and by incorporating the experience and skills that are already present to ensure a more diverse and inclusive voice.</p> <p>PS commented that this sounded really positive but that a lot of work needed to be done to achieve this and that RCVE needed to be encompassed within the new framework.</p> <p>DO asked if KW-C saw this as being local activity feeding up into a National Group. In response KW-C said that she did not want to assume what the</p>



		<p>T&F group would decide on. She explained that this is very much in the 'thinking' stage of the process at the moment.</p> <p>PS shared that this was really reassuring to the RCVE members and that it was refreshing to know that someone with so much passion will be leading on this.</p> <p>PS thanked KW-C for joining the meeting today.</p> <p>ACTIONS: None noted.</p>
10	Annual Workplan	<p>Plans in place for 2024:</p> <ul style="list-style-type: none"> • Scrutiny – ED&I to begin in September • Possible attendance at HO surgeries • Ongoing Thursday consultations <p>ACTIONS: 2. PS to discuss further with VA</p>
11	AOB	<p>JJ enquired about the status of the minibus and EB provided an update. Minibus MOT now completed.</p> <p>PS added that a meeting needed to be arranged regarding where the minibus would now be best placed.</p>
Meeting ended at 12.30pm		

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	Complete	Waiting on any potential issues
6	Set up Communications Panel	CL	Not Set	Ongoing	Exploring possibilities of setting up customer communications panel
7					
8					
9					
10					