**Your Say Minutes**

**Time & Date: Thursday 29th October 2020 2.00pm – 3.00pm**

**Where: Zoom**

**Chair:** Alan Benson **Minute Taker –** Narinder Dosanjh

**Attendees:** Alan Benson (AB), Gareth Bubbins (G), Yvonne Benson (Y), Bruno Meekings (BM), Amber Debenham, Siobhan Oktay, Dave Guyatt, Michelle Howard, Gareth S, Amanda, Bruno Meekings, John Clarke, Mary Harrison (joined half way)

| **No.** | **Agenda Item & Discussion By Who By When** | | |
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|  | **Apologies –** Paul Leonard, Mary Harrison | | |
|  | **Previous Minutes/Matters Arising**  No comments or corrections noted. 14th October was cancelled due to Covid. |  |  |
|  | **RHP Representative**  David Guyatt, Head of Customer Services at RHP – keeping customers and employees safe, essential services maintained and keeping business safe  Planning for move to emergency service should Covid changes deem necessary.  Disability related projects (Carolyn) – 1,500 outbound calls made by RHP. DG unsure around identification.  Michelle Howard, Customer Service Manager at RHP  ND asked for SAP for SP Team or a named person  How RHP have responded to Covid?  Communication between departments – departments not always on same page or talking to each other.  AD - Rolling stock letters – offered to go through stock letters with Mary Harrison  Often found that RHP repairs not to standard – how legally binding is the nature of the work  Boiler provision – do you consider tenant costs when decisions mad on tenants behalf. DB costs have doubled since change of boiler  John Clarke – issue raised – Michelle to answer  DG – apologies for delays in getting them to attend in past. | **DG**  **DG to take away and review**  **DG to invite head of repairs or arrange answers beforehand** |  |
|  | **Access to business –** Gareth **-** no great change. Not spoken with Susan since last meeting.  **AB** – Vodaphone shop in Richmond has ramp but no means of identification -AB gave them a sticker. |  |  |
|  | **Richmond Community Health Partnership -**  BM – FrontDoor Project – pilot intended to ultimately replace Access Team model.  BM editing video for distribution | **BM** |  |
|  | **Bridging the Gap/Mental Health**  AD – Ruils rebrand has meant slight delay to printing of latest addition. Kingston edition back from proof.  AD - SWT CCIF fund awarded £16K approx. and now financially secure in project until 2022 |  |  |
|  | **Assistive Technology Project –**  AB mentioned Ruils AT project  Gareth S – using Alexa open window, turn on lights, TV and radio ect. Given him back element of control |  |  |
|  | **Mobility Forum**  Next months Mobility Forum to be followed by short Your Say update  Gareth and AB to discuss  MF topic to be around Council Covid changes and low traffic neighbourhoods  JC reported that Councillor Munira Wilson wants to be kept in touch with Your Say. 111 bus service issues resolved and also back on route |  |  |
|  | **Any other business?**  Mary wanted to know when Ruils AGM is.  AB – SO asked re Community Conversations. One recently around Black History month. Another around Domestic abuse and then come back to You Say.  BM – reminder re vat reimposed on PPE |  |  |
|  | **Next meeting: 26th November 2020**  **Chair: Alan Benson**  **Notetaker: Carolyn** |  |  |

**NEW ATTENDEES**

**None**