



**VIVID Impact Quarterly Meeting
Minutes
16 May 2024
18:00 via Teams**

VI Attendees: Mark Allen, Kenneth Moore, Vix Thomas, Natalie Weaving, Richard Gurdler, Rose Pyke

VIVID Staff: Sarah Smith (Place Shaping Manager) Mark Gittos (Place Shaping & Customer Engagement Team Leader) Sue Willis (Customer Engagement Officer)

Apologies: Alan Chatfield, David Conquest, Maralynne Pyle

Agenda Item	
1.	<p>Welcome & apologies</p> <p>Sarah welcomed all and introduced herself for the benefit of those she has not met previously.</p> <p>Sue announced apologies.</p>
2.	<p>Customer Influence Project Team/Action Plan</p> <p>Sarah explained that she would be providing an update on Customer Engagement; where we're at, where we've come from and where we're going, using presentation slides to talk through this, and that there would be an opportunity for questions at the end. The presentation slides can be found here: VI CustomerInfluence Slides May24</p> <p>Sarah advised that VIVID recently commissioned Housemark, to undertake a 'deep dive' audit of Customer Engagement, for which some VI members were part of, and Sarah confirmed that VIVID have now received the findings from that work.</p> <p>The full presentation from Sarah can be found on the meeting recording for which you should've received a link to access.</p>

Sarah asked if anyone had the chance to complete the 'Definition Exercise' that had been previously sent out and explained her reasoning for providing this. No attendees had completed this as yet. Sue confirmed that David had sent his over, as was unable to attend this meeting. Sarah then proceeded to talk through the subjects & respective definitions.

Sarah advised that Emma from Housemark that completed the audit, has now been appointed to provide some specialist support for VIVID around our approach to customer influence and that Emma has set up an internal working group, called the Customer Influence Project Team (CIPT) which includes the whole of the Customer Engagement team (including Sarah) and colleagues from other service areas, including: Communications; Customer Resolution (Complaints); Performance & Insight. The team will be focused on working their way through a devised action plan to develop a new Customer Influence Strategy and further embed customer influence within and across VIVID.

Sarah then asked for panel members to complete the customer influence survey they have been sent, for the opportunity to have their say, and to encourage other customers(neighbours, friends, family that live in VIVID properties) to complete the survey too, as it's important that we receive a wide representation of feedback. There is also a prize draw for all submitted surveys, with an opportunity to win one of six prizes.

Sarah also mentioned the work we are carrying out to achieve an external accreditation through an organisation called TPAS (Tenant Participation Advisory Service) which we are tasked with achieving by March 2025.

Sarah opened the floor for questions:

Ken: asked question re current VIVID rating. Sarah explained the regulatory regime, and where VIVID are within this.

No further questions.

Sarah advised that her and Emma recently presented Customer Influence workshops at the leadership team meetings, which included Executives, Heads of Services & Managers asking how they feel customer influence is happening within our organisation and asking them to make pledges for what they are going to stop/start and continue around customer influence so we can analyse this.

	<p>Mark Allen: provided an example of an expectation of customers for a responsive repair, which was not a realistic expectation with VIVID, explaining that although surveys completed may indicate that services have not improved, the KPI's may show they have.</p> <p>Natalie asked if there would be a plan from the audit. Sarah confirmed there is an action plan that contains all the recommendations that came from the deep dive, which the CIPT are working through. Sarah suggested that an item is included on the agenda for future meetings to provide an update on the action plan.</p> <p>Richard Gurdler mentioned that communication is the most important thing – so to communicate messages as much as possible, ensuring that customers are aware of where to find the information.</p> <p>No further questions.</p> <p>Sarah left the meeting.</p>
<p>3.</p>	<p>Service Review – Communications (next steps/training)</p> <p>This was basically covered in the previous section.</p> <p>Mark Gittos added some information regarding communications and reiterated the training that is due to be provided by Jane Eyles and Emma.</p> <p>Mark also indicated the change in the process of future service reviews and how we will liaise with relevant VIVID staff in advance, to provide them with the recommendations/actions required, to give them the 'heads up' for the review and allow them time to prepare and be ready to act on those recommendations with immediate effect.</p>
<p>4.</p>	<p>Service Review Update (Average time to complete non-emergency repairs)</p> <p>Sue advised that the 5 recommendations from this review were subject to P25 (Transformation Project)</p> <p>Mark advised that Carolyn Munns (previously Head of Property Services) is now part of P25 (heading up the repairs element) and explained how the recommendations around the software, planning, systems 'talking to each other' etc are being taking into consideration via the business architect to ensure the systems will 'talk to each other' going forward.</p>

5.	<p>Update on Social Housing Quality Resident Panel</p> <p>Mark Allen confirmed he has sent over the presentation from the last meeting (20 April) for all VI members to view. Sue has previously saved this in the VI 'teams' channel following the document received from Alan Chatfield.</p> <p>No further update.</p>
6.	<p>AOB</p> <p>Sue highlighted the proposed initial training session with Jane Eyles (face to face) and reminded everyone to respond to her email to confirm dates/times they are available.</p> <p>Mark Gittos added that we will reimburse any costs incurred from the event (i.e travel, childcare etc)</p> <p>Richard Gurdler provided some feedback from the South Coast Training event that he attended on 20 April, where he participated in the workshop around 'Building Safety & Resident Engagement'. The presentation slides from this event are saved in the 'General 2022' folder in the VI 'Teams' channel. There are also slides available to view from the other training session that was held on this day - 'Housing Policy & Regulation/Understanding the Tenant Satisfaction Measures & Consumer Standards, which Ken Moore attended.</p> <p>Sue also asked for any feedback from the Repairs Working Group, which Alan Chatfield, Richard Gurdler & Vix Thomas are part of. Vix advised that the following points were discussed:</p> <ul style="list-style-type: none"> • Extension to our service hours – possibly to 8pm on weekdays and possible Saturdays, offering different time slots. • Possible use of virtual inspections pre appointment (where suitable) and/or uploading videos/photos. • Complaint response timelines – some negativity experienced during complaint process. • Focus on resolution, rather than just response. <p>Mark Allen raised the matter of improvements and cost/no cost implications, stating that he would be more inclined to put pressure on the improvements VIVID could make where there is no cost involved, just changing our business to make things better. There should be no resistance where there is no financial disadvantage to VIVID as a business.</p>

	<p>Mark also asked Mark Gittos if they could have an organisational chart (mind map) to provide them with the various service areas/departments/relevant staff, so they know who they need to contact/are responsible for relevant recommendations moving forward.</p>
7.	<p>Date for next meeting</p> <p>The next quarterly meeting is scheduled for Thursday 20 June, where Emma will be attending to provide further updates on Customer Influence.</p>