



**VIVID Impact Interim Meeting
Minutes
20 June 2024
18:00 via Teams**

VI Attendees: Alan Chatfield (Chair), Maralynne Pyle, Kenneth Moore, Richard Holder, David Conquest

VIVID Staff: Sarah Smith (Place Shaping Manager) Sue Willis (Customer Engagement Officer) Emma Flynn (Customer Influence Project Lead)

Apologies: Vix Thomas

Agenda Item	
1.	<p>Welcome & apologies</p> <p>Alan welcomed all and announced apologies from Vix. No further apologies were received. Alan handed over to Emma for the next item.</p>
2.	<p>Update on Customer Influence Project Team/Aims</p> <p>Emma thanked all for her invite to the meeting and gave an overview of her role. Emma explained that she had previously carried out a deep dive review into Customer Engagement as a consultant and felt there were a few areas where VIVID could make improvements. Emma confirmed she is now employed by VIVID on a temporary basis to help steer VIVID to work more in collaboration with customers, and focus on customer influence across the organisation.</p> <p>Emma informed VI members that the project team had recently carried out a large consultation with staff and customers with good response rates, and the feedback was used when creating the draft customer influence strategy. The strategy sets out the commitment that VIVID will make to ensure that VIVID listen to the customer.</p> <p>Emma advised that we would be providing guidance and assistance, menus and toolkits for customers and staff to work together.</p>

	<p>The strategy will be going to the Customer Services Committee in July and then on to Board for approval. Once approved we will be launching with all staff and customers.</p> <p>Emma also mentioned that one of her tasks is to work with VIVID staff and customers to achieve the TPAS landlord accreditation in Resident Involvement. She explained that TPAS (Tenant Participation Advisory Service) are experts that have an accreditation scheme that assesses how good an organisation is in engaging and involving their customers.</p> <p>As well as offering consultancy to help landlords, TPAS are a membership organisation for which VIVID are members of, and VI members should all have access to TPAS membership in their own right. Sue will get all VI members signed up so that they can attend regional meetings for free and have access to a free knowledge hub. There's also a whole section on scrutiny, lots of briefings, eBooks, lots of e-learning etc that are all free.</p> <p>Outstanding action for Sue - to be completed prior to next meeting.</p> <p>There were no questions for Emma. Alan thanked her for attending and for providing the update. Emma then left the meeting.</p>
3.	<p>Feedback from 1st training session with Jane Eyles</p> <p>Sue asked the VI members who had attended the session for their honest feedback on the initial session with Jane.</p> <p>Alan – thought they all learned from the session and further training will come in very useful. Alan said that Jane had some ideas that will be useful to the panel, around ‘asking the right questions’ and hosting focus groups. There was also conversation regarding talking to other customer groups within VIVID.</p> <p>Ken – was a bit disappointed. There were bits of it that were informative, but it didn't go as deep as he expected or wanted it to, of how to actually perform with responses etc. The content expected wasn't there. Realise it was an introduction, but didn't learn a lot from it.</p> <p>David – it was a good introduction, but agreed with Ken.</p> <p>Maralynne – agreed with Ken, that it was more of an introduction than actual training. Jane told us about all the things that we would need to know, but didn't really tell us how we were going to do it until towards the end, when she started talking about what to do, agree the copy at the topics, plan the work etc. But obviously other sessions in the future</p>

	<p>will cover how we actually put that into practice. There was also a lot of background about tenant involvement and what's trying to be achieved by it, which was useful. But I didn't come away feeling like I know exactly what we've got to do now.</p> <p>There was also a general agreement that we ran short of time towards the end of the session. Alan suggested a timed agenda to stick to for future sessions.</p> <p>There was a lot of time wasted at the beginning of the session due to technical hitches & sharing slides etc.</p> <p>There was a preference from some VI members to hold further training sessions face-to-face if possible.</p> <p>Sarah will share all the feedback with Mark & Emma, and obtain further feedback from her team, and will decide on the next steps, and whether we will continue with Jane delivering the training or to provide an alternative trainer for further sessions.</p>
4.	<p>Housing Perks Update</p> <p>Sarah provided an overview (recap) on the online platform, Housing Perks, which gives our customers access to discount at many high street stores.</p> <p>Since we launched the project at the end of February, we've had 3323 customers join, and as a result of that we know that customers have spent over £140,000. To date the total amount saved has been £6,500.</p> <p>We're now looking at how we can use it to reward people for being involved etc.</p> <p>Sarah asked VI members to encourage neighbours/friends (VIVID customers) to sign up to this free opportunity.</p> <p>Alan asked for an information sheet that can be displayed in the noticeboard in his block. Sue has since sent Alan electronic copies of Housing Perks information sheet to print and display.</p> <p>Sarah confirmed that Neighbourhood Officers should be displaying the information on noticeboards in blocks and will remind them to do so.</p> <p>Sue to send David laminated copies of the information for display and send Alan the copy via email for him to print. Outstanding for Sue - to be completed prior to next meeting.</p>

5.	<p>Update on Social Housing Quality Resident Panel</p> <p>Currently no update, on hold due to the General Election. Alan will advise when meetings resume.</p> <p>Alan confirmed he is also now a committee member of the Stop Social Housing Stigma Group and has some paperwork about to be approved which he will send over to the CE team to pass onto relevant colleagues.</p>
6.	<p>AOB</p> <p>Alan mentioned the Repairs Working Group (RWG) and asked if any VI members would be interested in joining, and if Chris Wood would welcome new members.</p> <p>Richard expressed an interest in joining this group. Alan/Sue will follow this up. Sue has since contacted Chris Wood to confirm if he would welcome new members to the Repairs Working Group (RWG) and sent Richard details of next meeting with the link to join.</p> <p>David expressed some issues with windows in listed buildings and will send information onto Alan to bring up at the next RWG meeting. David has since sent this information onto Alan.</p> <p>Sue mentioned that a few current Resident Group Officers now communicate with each other via WhatsApp and in person and is keen for Officers/Committee members from other groups to join. Richard provided permission for Sue to share his details with this group so they can contact him to be included. Sue has since contacted the Residents Group Officers who have a WhatsApp group in place, to provide Richards contact details so he can join their group.</p> <p>Alan also expressed an interest in joining this group.</p> <p>David brought up an issue with the lack of grass cutting in his area. Sue will pass onto the relevant Grounds Supervisor to look into. Sue also agreed to send David the SLA so he is aware of expectations. Sue has since contacted Grounds Maintenance (GM) team to pass on issues at Davids block and sent David a copy of the GM SLA for information.</p>
7.	<p>Date for next meeting</p> <p>July date to be agreed and advised. Meeting scheduled for 18 July 2024 at 6pm via 'teams'</p>