



**VIVID Impact Meeting
Minutes
18 July 2024
18:00 via Teams**

VI Attendees: Alan Chatfield, Kenneth Moore, Vix Thomas, Natalie Weaving, Richard Gurdler, Rose Pyke, Mo Afzal, Maralynne Pyle, Richard Holder, Lee Sexton

VIVID Staff: Sue Willis (Customer Engagement Officer) Lisa Brenchley (Performance & Insight Manager) Alex Nagle (Customer Service Director) Emma Flynn (Customer Influence Project Lead)

Apologies: David Conquest

Agenda Item	
1.	Welcome & apologies Alan welcomed all and apologies were announced from David.
2.	VIVID's Year Performance & Tenant Satisfaction Measures Lisa presented the results for the last financial year and the first quarter of this year, highlighting the areas of improvement and the benchmarks. She also answered questions from the group.
3.	Introduction from Alex Nagle: Customer Service Director Alex introduced herself and explained the changes in the structure and the recruitment of three new heads of service roles. She also mentioned some of the projects and initiatives that are underway or planned.
4.	Customer Influence Strategy update Emma announced that the board approved the strategy, which aims to listen, understand, learn and act on customers' voices. She also outlined the co-creation process, the aims and objectives, and the launch plan. She also asked for feedback on some draft documents and templates.

5.	<p>Update on Scrutiny Training</p> <p>Emma shared her plan for providing bite-sized training sessions and on-the-job training for the group, based on their needs and interests. She also suggested some topics for the next scrutiny review and asked for the group's preference on the meeting time.</p>
6.	<p>Minutes/Actions from last meeting (20 June)</p> <p>Minutes were agreed. Sue talked through the progress with all actions.</p>
7.	<p>Any Other Business</p> <p>Some members of the group expressed their lack of awareness or interest in the housing perks scheme, which offers discounts on various products and services. Sue and Emma agreed to look into ways to promote it better and to sign up the group to TPAS, a tenant engagement organization.</p>
8.	<p>Agree date for next meeting</p> <p>Next quarterly meeting is scheduled for 27 August. Interim meetings yet to be confirmed.</p>
9.	<p>Actions</p> <p>Repairs improvement:</p> <ul style="list-style-type: none"> • Invite Chris Wood or Mark to the next meeting to update on the repairs development plan and work in progress. (Sue) <p>Customer influence strategy:</p> <ul style="list-style-type: none"> • Send the strategy document, the topic selection matrix, the scoping template, the project reporting template, and the work plan to the group members. (Emma and Sue) • Review the documents sent by Emma and Sue and provide feedback by the next meeting. (All group members) • Start the topic selection process for the next scrutiny review at the next meeting. (Emma and Alan) <p>Housing perks:</p> <ul style="list-style-type: none"> • Contact Mark Allen to confirm his continuation with the group and his interest in housing perks. (Sue) • Set up a WhatsApp group for the group members and share the contact details. (Lee) <p>TPAS membership:</p> <ul style="list-style-type: none"> • Forward the email from TPAS to the group members and encourage them to sign up for free events and learning. (Sue)