

| Scrutiny review | Recommendation | Owner | Agreed/Not agreed | Completion Date | Update on progress | Outcome |
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| Satisfaction with the quality of repairs | Tradesperson to be able to raise/add/amend a repair on site. | Carolyn Munns | Agreed | | Updated 5/11/24: included in P25, to be completed by 2025 Action in progress. | |
| Satisfaction with the quality of repairs | Neighbourhood Officers to have a specific repair line to call for a faster, efficient, professional response. | Carolyn Munns | Agreed | | Updated 5/11/24: Current provision is escalation chat on 'teams'. Additional contact methods included in the programme P25. To be completed by 2025 Action in progress. | |
| Satisfaction with the quality of repairs | Dedicated repair line for Neighbourhood Officers and Tradespeople. Staff that are experienced in this area of the business | Carolyn Munns/Chantal Mitchell | Agreed | | Updated 5/11/24: Current provision is escalation chat on 'teams'. Additional contact methods included in the programme P25. To be completed by 2025 Action in progress. | |
| Customer contact resolved at first point of contact | Put front-line VIVID staff in place to complete regular door knocking exercise | Mark Gittos | TBC following CSC | | Updated 5/11/24: Being explored as part of the new Neighbourhoods strategy Action in progress - Door knocking in year 2 Customer influence delivery plan | |
| Customer contact resolved at first point of contact | Planning team need to have precise information provided and have a dedicated line for tradesmen to call if a problem arises. All repairs to go directly to planning rather than via CEX, calls, emails. This will save errors as Planning should know exactly what the tradesman needs to know when attending a job. | Milly Gough | Agreed | | Updated 5/11/24: improvements in progress (P25) Action in progress | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Performance and insight Customers to support the design of TSM surveys to ensure that results are interpreted fairly and accurately. | Lisa Brenchley | Not Agreed | N/A | N/A | The TSMs are a prescribed question set, neither VIVID or customers are able to influence changes. Action not taken forward |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Performance and insight Customers to support the design of transactional surveys to ensure that results are interpreted fairly and accurately. | Lisa Brenchley | Agreed | | For transactional surveys - customers can review how survey questions are phrased to ensure we capture effective feedback P&I team to discuss this at next team meeting, and plan to bring to a Working Together meeting to get advise from Customer Influence team. 03/02/25 | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID's digital transformation Increased communication, transparency and involvement in the design of P25 and other projects, internal and external. This could include specific newsletters, including customers involved in shaping projects and further opportunities to support with shaping projects. | Hannah Bailey/Chantal Mitchell | Agreed | Complete | We will be seeking feedback following go live as well as capturing feedback from complaints or other insight data and will use that to continually improve | Customers have been and will continue to be involved in providing feedback on the new online account with changes being made to the wording used, look and feel and usability |
| | | Darren Mealings/Natalia Hadfield | Agreed | | Repairs improvement group is up and running but we are reviewing this group to introduce clear terms of reference that will include how many customers will be involved, aims and outcomes, meeting frequency and the action log which will feed into the 'You said, We did'. | |
| | | Natalia Hadfield | Agreed | | Future opportunities for projects – service standard reviews, NO role review – customers are involved in these. We will seek to involve customers in future projects | |
| | | Natalia Hadfield | Agreed | Complete | N/A | CSC are made aware when customers have influenced change via the performance and voice of the customer reporting |

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| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID's digital transformation Monitoring success of P25 and having a customer on the P25 programme board. | | Not Agreed | N/A | N/A | The CSC receive an update on P25 at every meeting. They review progress and the measures of success against the overarching objectives of the programme. They consider how customers have been involved and what changes have been made as a consequence. This provides the assurance needed and therefore a customer on the programme board is not required. |
| | | Lauren Cannon/Sarah Smith | Agreed | | 4/2/25 - Recruitment is currently in the planning stage, timeline to be updated. currently preparing for promotional activity around vacancies to promote to as many customers as possible | Approval has been given to commence recruitment to CSC and this is ongoing. |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID's digital transformation Higher priority on launching the new features on the online account, offering a good replacement for email. | Natalia Hadfield/Eva Lambert-Smith | Agreed | | The online account continues to be publicised through customer communications. For phase 2 these communications will increase in the lead up to go live to raise awareness of the new features. Support for customers to use the digital channels is provided by front line teams. | A comprehensive customer and internal communications plan is in place in readiness for the lead up to increased repairs functionality becoming available. |
| | | Natalia Hadfield/Eva Lambert-Smith | Agreed | | We are aware that it's hard to reach all customers – following discussion with VI we will review the feedback that our colleague in the communication team receive to review our corporate communication channels and content. Will link in with Nat as part of the website review as to her ideas about this too re the volume of letters sent out and if they are clear 17 Feb 2025 update: We are producing guidance for the organisation on how our communications approach is changing to make sure we provide information and content in ways that are easier to consume for customers in different psychographic segments. The Communications team is planning to involve customers in providing feedback and ideas for improvement on customer communications methods, topics and ongoing feedback mechanisms. This will exclude communications and contact methods already being covered by P25 customer influence activities. | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID's digital transformation Higher priority on launching enhancements of WhatsApp and Chatbot to enable improved customer journey, including the opportunity to send photographs. It'd also be useful to easily bypass the Chatbot when trying to speak to a person. A number of times this has been really difficult for members and others, so this is vital. Examples are in appendix B. | Hannah Bailey | Agreed | | Useful insight from the feedback in appendix B. The digital team will review this and confirm what changes will be made to ensure a positive experience for customers. Have taken on board the desire to make these channels as easy to use as possible as the chat bot is a frustration and the shift from emails to these channels has created some dissatisfaction for some customers. As discussed in previous meetings these channels are used effectively by customers every day. | Change to the chat bot attempts to speak to an agent going from 3-1 from March 2025. Will advise when live. |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID's digital transformation Customers to be involved in reviewing and designing knowledge articles for staff and customers. | Hannah Bailey | Agreed | | We have scheduled in a customer for a Face to Face on the 2nd April to gather feedback and insight. | Our subject matter experts create our knowledge articles and these are reviewed regularly. The failed responses or negative feedback from when customers use the chat bot is used to make changes and improvements where the KAs do not answer customer queries. Suggestion is for the VI panel to review a sample of KA's periodically to provide suggestions on how they could be improved |

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| Repairs customer journey to explore communication of repairs throughout (internally and externally) | P25 – VIVID’s digital transformation When dealing with a case, it may show as “resolved” even though it’s still ongoing, this can be confusing for customers and means they may be more likely to call or complain. VIVID should consider different wording for this such as “resolving”, “managing”, “handling” or “overseeing”. And then resolved should only be used when the case has actually been resolved/closed. | Natalia Hadfield/Robyn Allen | Agreed | | RA - Currently reviewing whether this will be an improvement made as part of phase 2 (or if needed in BAU) where we are increasing visibility and transparency around how customers log their repairs and communicate with us. UPDATE AFTER PHASE 2 - Hannah Bailey is working on a banner narrative to explain on cases that the status means booked, however, customers can continue to engage with us on the case, add new photo’s etc so all contact is on the same case. The customer experience with repairs will enhance significantly after phase 2 | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) Customers to be involved on an ad-hoc basis to support with quality assurance of calls through CX. | Natalia Hadfield | Agreed | | Suggest that we will run a calibration session at a VI meeting where the VI members can review some calls that have already been QA’d and see if you agree with the QA assessment. To be invited to session in April in line with induction | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) VIVID to consider which calls are recorded, and how they assess outgoing calls for quality | Natalia Hadfield | Agreed | | There is a request being considered to extend the call recording capability for all incoming and outgoing calls. – will feedback to VI once this has been fully assessed | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) CX to improve transparency around peak call times and busy periods. | Chantal Mitchell | Agreed | | This information is now on VIV. We’ve asked VIVID impact to review the new messaging on the IVR for feedback. The IVR includes expected wait and position in queue information. This was agreed with VIVID impact in late 2024. The IVR does not include information about better times to ring | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) VIVID to consider having a dedicated team within CX who are solely responsible for repairs calls to improve customer communication. | Darren Mealings | Agreed | | There is a dedicated project team working to improve the management of complex repairs across teams to implement new processes to improve the customer journey ensuring customers are kept up to date throughout. Updates at next VI Meeting For general repairs we need all CX advisors to be able to deal with repair requests so we can manage the volumes at peak times | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) Customers to review training content for CX, ensuring that trust and empathy with the customer is included. | Natalia Hadfield | Agreed | | In Progress - VI will be invited to shadow the next CX induction in April and have their own intro session as part of Induction. | |

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| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) There should be at least one person in every department available to take calls at any one time. This would make life easier for the CX team and allow for the customer to receive a response sooner. | Natalia Hadfield/Robyn Allen | Not Agreed | N/A | It is not effective with our current structures to have a duty system in all teams, Advisors make use of their training, knowledge articles and support within the CX team to resolve as many queries as they can at first point of contact. We do have teams chats with most teams where by advisors needing assistance can ask questions of subject matter experts to try and resolve the query without raising a callback or to find a staff member who can assist if the named officer is not available. In addition, as more cases are exposed on the online account, customers can directly message case handlers with queries, bypassing the need for phone calls to be triaged by CX | Some teams do operate a duty rota but that does not mean that they will always be available to take a call if already on another call. Front line teams are out of the office more than in so call backs need to be raised. We do expect all staff to add clear notes to the system to allow the CX advisors to be able to respond to customers and our aim is to resolve as many queries at the first point of contact as we can. The use of the knowledge articles along with ongoing training updates is another way for the advisors to be able to deal with the query without the need to involve other staff. For office-based teams there should be a hunt group that should find someone to take the call – this will be investigated along with the duty rota's in all teams and how effective they are |
| | | Natalia Hadfield/Robyn Allen | Not Agreed | n/a | It is not always appropriate for advisors to spend extended periods of time on the phone waiting for calls to be answered by other departments which may happen with hunt groups. The teams chats and knowledge articles as described above are in use to support advisors to resolve queries | For office-based teams there should be a hunt group that should find someone to take the call – this will be investigated along with the duty rota's in all teams and how effective they are |
| | | | Natalia Hadfield/Robyn Allen | Not Agreed | n/a | See above |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Customer Experience (CX) CX may benefit from better quality headphones, to eliminate noise and provide a better call experience. | Chantal Mitchell | Agreed | | This relates to the call listening headsets, not the normal ones advisors use. Brad is looking into this. All advisors have noise cancelling headsets for day to day call listening | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards Customers to be involved in designing and agreeing VIVID's service standards, ensuring customers know what to expect and not expect from VIVID. | Natalia Hadfield | Agreed | | The repairs service standard is currently being reviewed with customers involved – the new standard will be presented to the CSC in April 25 | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards Improved communication around accessibility options VIVID offer, ensuring customers know what is available for them. | Sam Sinclair | Agreed | | Discussed with comms team and they will be updating through the year | Customers can access support via our website for large print, audio information, language interpretations and British sign language video. We do make customers aware of this via our newsletter but will repeat this throughout 2025 |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards VIVID to consider stronger processes regarding Out of Hours and how any actions are dealt with in a timely manner. | Chantal Mitchell | Agreed | | We will be surveying customers who have recently use the out of hours service so that we can include their feedback in the creation of questions to ask through the tender process | OOH performance is monitored and any complaints about the service are investigated and raised with the OOH provider. Regular meetings are held to review their overall performance and information provided to them to ensure they have all relevant data. As discussed at our meeting the OOH service offered is to attend to emergency repairs that cannot wait until the next working day. For example a leak that cannot be contained would be attended to, to resolve the immediate issue with a follow up repair planned in to complete the repair during working hours. The OOH contract is being retendered and customers will be involved in that process so we can ensure we consider their views and feedback and build any changes into the new contract |

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| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards Customers to be involved in the repairs development plans, ensuring that VIVID are focusing on what's important to the customer. | Darren Mealings/Natalia Hadfield | Agreed | | N/A | Repairs improvement group – This is mentioned above. |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards Increased monitoring of contractor communication with customers. | Marc Boyes | Agreed | | <p>We are currently in the process of setting up a framework of subcontractors that we can call on to deliver specialist and non specialist repairs.</p> <p>One of the requirements for subcontractors to be included and remain on the framework will be the use of our contractor portal which is included as part of our P25 phase two roll out in April 2025.</p> <p>Use of this portal will ensure that subcontractors are updating information on repair appointments, completions and repair notes in live time, improving communication with all our customers.</p> <p>We will be monitoring use of the subcontract portal and communication with customers as one of the contract key performance metrics of our repairs framework. Subcontractors who do not meet our requirements on customer communication may be removed from the framework.</p> | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Repairs and Service Standards The planning team should abide by the same communication standards as other departments and ensure they're keeping customers up to date and informed. | Milly Gough | Agreed | | <p>All our teams should meet the same communication standards to ensure customers are kept updated</p> <p>The new case management team will play a part in this improvement.</p> <p>A Scheduling Manager joined the business on 6th Jan and she will be reviewing the planning processes and will focus on communication as a key improvement area</p> | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Further Opportunities Customer influence opportunity to work with Customer Experience in the retendering of the Out of Hours contract. | Chantal Mitchell | Agreed | | N/A | This is agreed as above |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | Further Opportunities Customer influence opportunity to work with Customer Experience on enhancing language and ease of phone call options. | Chantal Mitchell | Agreed | | N/A | This was taken to VIVID impact in late 2024. The changes agreed were made to simplify the IVR and to take on their feedback around the wording of the options. They've since been emailed to request further feedback since hte changes were made |

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| Repairs customer journey to explore communication of repairs throughout (internally and externally) | <p>Website Review</p> <p>Review the recommendations made to the website</p> | Eva Lambert-Smith, Hannah Bailey & Natalia Hadfield | TBC | | <p>The recommendations made will be reviewed and actions created as to what is or isn't possible to change given the current restrictions in the current system. Noted from our discussions whether we can add Kas to the website and how this will link in to the communications audit that is planned.</p> <p>17 Feb 2025 update: Points raised in the website review report have been considered and our responses shared internally. This includes what has been actioned already, what will be actioned, what won't be and why. Next step is to update Nat.</p> | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | <p>Other discussion items from meeting on 9th January 2025</p> <p>When we send an email it should state how the customer can respond</p> | Natalia Hadfield | Agreed | | <p>Totally agree and the example shown is not what teams should be sending. guidance has been sent to all teams about when to send no reply emails. Further internal guidance and an new Comms service standard has been drafted based on this and other customer feedback and this will go to CSC for approval in April 25</p> | |
| Repairs customer journey to explore communication of repairs throughout (internally and externally) | <p>Other discussion items from meeting on 9th January 2025</p> <p>Too many letters are sent to customers – need to ensure they are clear and purposeful</p> | Natalia Hadfield | Agreed | | <p>Agreed we need to find some way to check the tone, reason and purpose of communications sent to customers. Internal project launched to review all letters as part of comms plan with Robyn Allen and Eva Lomard-Smith reviewing. They will feedback to VI on this work. Customers will have an opportunity to be involved in this review work.</p> | |