



Minutes of the VIVID Impact meeting held at 6pm on 14 November 2024 via Microsoft Teams

Present:	Lee Sexton (LS), Acting Chair Rosemary Pyke (RP) Maralynne Pyle (MP) Natalie Weaving (NW)
In Attendance:	Margaret Dodwell (MD), Chief Operating Officer Emma Flynn (EF), Customer Influence Project Lead Natalia Hadfield (NH), Head of Customer Experience Lauren Cannon (LC), Governance Manager Michael Stacey (MS), Performance and Insight Analyst [items VI 06/24 & VI 07/24 only] Nicola Bucklan (NB), Customer Resolution and Improvements Manager [item VI 08/24 only] Natasha Wall (NW), Customer Resolution Quality Manager [item VI 08/24 only] Sarah Smith (SS), Place Shaping Manager [item VI 11/24 only] Natalie Brown (NB), Company Secretarial Assistant (minutes)
Apologies:	Alan Chatfield (AC), Chair Shannah Eagles (SE) Mo Afzal (MA) David Conquest (DC) Richard Holder (RH) Mark Allen (MA) Kenneth Moore (KM)

The meeting was confirmed as quorate and opened at 6.10pm

DECISIONS TAKEN BY VIVID IMPACT

VI 02/24	<u>Minutes of the meeting held on 27 August 2024</u> The minutes from the meeting held on the 27 August 2024 were agreed an accurate copy and will be signed by the Chair.
VI 03/24	<u>Matters arising</u> The matters arising updates were noted.
VI 04/24	<u>Update from Customer Service Committee</u> It was agreed that this item would be deferred to the next meeting.
VI 05/24	<u>COO update</u> VIVID Impact noted the update.
VI 06/24	<u>Performance review</u> VIVID Impact noted the performance update.
VI 07/24	<u>Scrutiny Review update (communication)</u>



VIVID Impact reviewed the work from the scrutiny review and agreed recommendations to be shared with CSC to consider.

VI 08/24

Complaints update

VIVID Impact noted the content of the report.

VI 11/24

Customer influence delivery plan

VIVID Impact members noted the contents of this report.

VI 12/24

Terms of reference update

VIVID Impact noted the terms of reference update and asked for amendments to be made prior to approval.

VI 13/24

Agree quarterly meeting dates for 2025

VIVID Impact agreed that dates would be shared with members to agree for 2025

Full minutes of the meeting:

VI 01/24

Welcome and apologies

AC sent his apologies for the meeting and advised that LS would act as Chair on his behalf.

The Chair welcomed everyone to the meeting and noted the apologies.

LS presented AC's Chair report which gave a brief overview on the Southcoast Training event and the discussion that AC had with MD around team concerns. It was noted that in the report AC gave thanks to MD for her time and clarification.

VI 02/24

Minutes of the meeting held on 27 August 2024

The minutes from the meeting held on the 27 August 2024 were agreed an accurate copy and will be signed by the Chair.

VI 03/24

Matters arising

The matters arising updates were noted.

VI 04/24

Update from Customer Service Committee

It was agreed that this item would be deferred to the next meeting.

ACTION NB

VI 05/24

COO update

MD gave an update to members on the following items:

Leadership changes

VIVID are looking to strengthen the Operations leadership team which will allow us to focus on customer service. Darren Mealings, Director of Property Services and Alex Nagle, Customer Service Director are reporting directly to MD. It was proposed that MD, DM & AN attend the quarterly meetings on a rotating basis so a general update could be provided, and any questions can be answered. The members were happy with this proposal.



Interviews took place over the summer for heads of service, and we have now appointed Natalia Hadfield as Head of Customer Experience. Customers were involved in the recruitment.

We're now recruiting for our final leadership post, Head of Repairs and Maintenance and customers are also involved in this recruitment, including AC.

Rent control

Last month, rent control was announced by the government, prior to the budget. This means that rents next year will be able to increase by up to 2.7%. This is the lowest increase we've seen in a number of years. That's based on the CPI for September 2024 +1%. This is good news for residents. For VIVID the increase in National Insurance contributions, which is between £1.25m & £1.5m, takes out a significant proportion of the rent increase.

Awaabs Law

This is the forthcoming law that requires social housing landlords to fix damp and mould and other hazards within strict time limits in rented accommodation. This law follows the death of a 2-year-old boy called Awaab Ishak due to damp and mould in his family home; we are now thinking ahead of we prepare our services ahead of new legislation. The law could cover up to 29 hazards.

LS said that it's a big ask to get emergency repairs done within 24 hours. MD explained that a repairs development plan had been in place for most of this year and customers had been working with us to shape that. We have reduced repair wait times but it's not yet where we want them to be.

MD was keen to get the Corporate Plan meeting with herself and MP rescheduled and gave apologies that this was cancelled. It was noted that the Corporate Plan meeting with MD & MP would be held on 9th January 2025 and diary invites for this would be sent out in due course. **ACTION NB**

MD thanked the members for the work they are doing and for trying to make VIVID as efficient as possible.

LS mentioned if members could support with these areas as part of a future projects. MD asked to take this away as an action. NH would be attending the CSC meetings, and it could be raised at their meeting that members have made that offer and get their view and report back to members. **ACTION NH**

VIVID Impact noted the update.

VI 06/24

Performance review

MS joined the meeting.

MS provided an update on the performance review and ran through the service standard measures.

Customer contact

MS highlighted that performance against callbacks completed on time has been increasing over the last 2 quarters but is still below our rolling year score and target.

Average call wait times increased in Q2, and we still have work to do to reach our 4-minute target.

We're below our target of 8.9 with satisfaction with contacting us currently at 8.4.



The members agreed that it would help if the information specified the months it related to and not quarters. Adding a key to show this would be helpful.

ACTION MS

Putting things right

We're close to our target of complaints closed within timescale and are continuing to improve. In Q2 we were above target at 96%. MD added that in October we were in excess of the target and there were only 3 complaints not completed on time.

Complaint commitments completed in target was slightly below the target of 75.8% at 74.4% at Q2.

MD added that for November we are at 85.5% and we were at 84% for October. We have now introduced meetings where people must explain why they haven't delivered a commitment, we are using that to enhance the learning and to make sure that we are doing whatever we can to stop the same mistakes being made twice. Some of them are where a 3rd party has let us down and we are really trying to address this. If we've made a mistake once and we tell somebody we are going to put it right, then there needs to be a very good reason why we didn't do it.

LS asked about new build developments and MD explained that on occasions the resolution isn't in our gift, and we must work with the contractor and what we have found is a significant number where we haven't completed commitments in a timely manner is because we are reliant on the contractor, and we are now increasingly holding the contractor accountable.

We're currently at 4.3 with satisfaction with how we handled your complaint and our target is 6. Performance has improved over the last 2 quarters.

Repairs

We're above target at 98.2% with emergency repairs completed within 24 hours and pushing on our aspiration.

We're improving each quarter with non-emergency repairs within 28 days going from 59.8% to 63.3% and will continue to improve.

Our satisfaction with our responsive repairs service has increased each quarter, and at Q2 was at 8.8.

MD added that she has told staff that she thinks they can deliver a 9. We are getting some 1's & 2's and when we get those, we follow them up as we want to learn from them. LS asked roughly how many people it would take to make that .1% and was it a realistic number. We could take this away and see in terms of survey responses how many it would take to hit that target.

ACTION MS

Tenant satisfaction measures (TSMs)

Low Cost Rental Accommodation (LCRA)

Satisfaction dropped slightly across all measures in Q2 apart from complaints handling which increased from 39.6% to 32.5%. Biggest drop in satisfaction was our handling of ASB which dropped from 64.2% to 56.7%, this was followed by a drop in satisfaction in time taken to complete the most recent repair and satisfaction that we keep tenants informed about things that matter to them.



Between Q1 and Q2 we improved the percentage of stage 1 and 2 complaints responded within the complaint handling code timescales.

Low Cost Home Ownership (LCHO)

Satisfaction has dropped between Q1 and Q2 for a number of measured but it has increased for:

- Satisfaction for approach to complaints handling – increased by 7.9%
- Satisfaction that the landlord makes a positive contribution to neighbourhoods – increased by 6.5%
- Satisfaction that the landlord keeps communal areas clean and well maintained – increased by 2.9%
- Overall satisfaction – increased by 1.5%

The biggest drop between Q1 and Q2 was our approach on handling ASB which dropped from 45.2% to 36%.

LS raised the difficulty with handling of ASB and said that you will always get peaks and troughs with external factors. Most ASB is out of VIVID's hands as when it's reported customer want it dealt with there and then and the reality is that you are limited as to what you can do.

EF asked if there were any questions from other members, to which there weren't, EF explained that members could contact NB should they have further questions after the meeting.

VIVID Impact noted the performance update.

MS left the meeting

VI 07/24

Scrutiny Review update (communication)

LC presented the report in SE's absence, explaining that some members attended the Scrutiny Review Day last month and a variety of information was looked at.

The report gave detail about the day and feedback from the members. The purpose of the report is to review the Scrutiny and agree the recommendations which will go to CSC. The report lays out the research methods that were used, the information that was supplied, the training that has been received, the presentations presented at the review day, and it outlines what the findings were.

16 recommendations have been outlined as part of the report.

LS said he was aware that there have been conversations between MD and AC about WhatsApp and chatbot. MD explained that she had spoken to Fiona who is our Chief Information and Data Officer and had fed back to her about some of the issues raised. We are doing work to improve chatbot and WhatsApp and taken onboard customer feedback is a priority for Hannah Bailey who is our Digital Experience Lead. It was mentioned to AC about setting up a focus group with Hannah so a discussion could happen on how we improve those services.

MP asked if it would include local residents or just members of VIVID Impact.

NH explained that if we set up some dates and times and give them to VIVID Impact members and find the best way to advertise to further customers who would like to be involved in those focus groups. MD said we would aim to do this in the next 3 weeks. NH added that it would be best to run a couple of



sessions to include online and face to face and at different times, this will enable us to accommodate everyone who wants to come.

ACTION NB/NH

LS advised he was happy with the hybrid approach.

LS said there had been conversations about email and wanting to go back but we now accept there's no point going back, and we need to move forward in the right direction. MD said that in hindsight we should have done more communication and consultation, but we are very grateful for members pragmatism in moving forward.

During the review day, there were some further opportunities discovered. RP and MP were both interested in shadowing and other members had also said they were interested previously. A date would be arranged, and this would aim to happen in the next 3 weeks.

ACTION NB/NH

EF explained that all of the findings from the shadowing and observations would be put into the report, along with feedback from the focus groups. MD added that if the report was finished before Christmas, it could be presented at the CSC meeting on 15th January.

VIVID Impact reviewed the work from the scrutiny review and agreed recommendations to be shared with CSC to consider.

VI 08/24

Complaints update

NB & NW joined the meeting

NB gave an overview of the Customer Resolution Quality team that was launched in April 2024. Our complaint policy is formatted around the requirements of the Housing Ombudsman (HOS) complaint handling code, and we self-assess against the code annually. What's really important in the code is that we imbed the learning for complaints, and we take the customer feedback and try to understand where our services are failing and put in place improvements.

We work in tandem with the Performance & Insight team. It's a new team but we've made significant progress. Natasha Wall is driving this service and has come along to provide an update on actions that are being worked on, and how we're continually implementing more.

- Customers expressed dissatisfaction with the wait time for defect resolution in their new build properties. A new process has been launched with developers, allowing us to ensure that repairs are completed in line with an agreed service level agreement.(SLA)
- We have amended our empty homes process, and our operatives are in the process of being equipped with damp meter readers.
- Following poor performance from a ground's maintenance contactor, we brought our grounds maintenance service in house.
- To ensure repairs required as a result of a complaint are captured consistently and monitored through to completion, we've introduced a new repairs inspection process internally.
- Following a customer review of the accessibility of the complaint information on our website, we've developed new sections to ensure our complaint process is accessible and clear for users.



- Feedback from customers indicated some inconsistent advice being given regarding rent and service charges, so 8 additional help and support articles have been added to our internal and external customer support pages.
- A shared tracker has been completed around roofing repairs, allowing any issues to be escalated more quickly.
- A working group has been created between our repairs and customer experience teams to share knowledge and ensure consistent advice is being given.
- We've established stronger ties with our insulation contractors, having clear SLAs and increased communications to our customers about this.
- Delays in adding a customer to our management move list, identified changes we could make to our Management move procedure.

LS said this was really useful and asked if there was a plan to do pop up/drop in sessions. NB said she wasn't aware but not saying it's not happening. MD added that there had been some conversations about holding estate days and it was popular with staff and residents.

LS added that he was glad there is a defect process in place.

NW explained that they have relaunched a customer suggestions process and are monitoring these to find further improvements. NB praised NW on a relaunch of a customer suggestions process.

VIVID Impact noted the content of the report.

NB & NW left the meeting

VI 09/24 **Feedback on Southcoast training event**

A brief overview was given in AC's Chair report stating the event was well received and it was hoped that more members would attend in future.

VI 10/24 **Future projects**

A brief overview was given in AC's Chair report. LS added that it makes sense to work collaboratively and within the group we may find something else to work on.

VI 11/24 **Customer influence delivery plan**

SS joined the meeting

SS explained that the paper focuses on 4 strands of the customer influence strategy – Listen, Understand, Learn and Act.

SS drew attention to the highlights of the report which included working together meetings and the need for colleagues to embrace customer influence. SS explained that the team were joined by colleagues from communications, risk and assurance, assets, and customer experience. Following on from these sessions, colleagues will then start to work with us further and ensure that they are engaging with customers and then build up the calendar on our website so customers can get a feel for what's coming and when.



Another piece of work is assets and co-creating service standards around planned maintenance. We held an online webinar and 27 customers came along. In the future we will working with neighbourhoods, customer influence, complaints and repairs on service standard reviews.

Members of the Customer Influence project team (CIPT) took part in floor walking exercises within both the Basingstoke and Portsmouth offices to ensure awareness and understanding of the strategy amongst teams.

We are building an impact assessment tool and in the new year more information will be shared.

One thing we have learnt from the bootcamp is that we need to give customers training where needed and in the new year we will share this information. Feedback will be sought from VIVID Impact and other involved customers within this project.

VIVID Impact are now receiving support from the Governance team who are embedding VIVID Impact within VIVID's governance.

We've worked closely with our communications team to develop a communications plan relating to internal and external activity to promote our approach to customer influence.

EF thanked SS and members and added that VIVID Impact members are key part of VIVID's Governance. We value members time, and it would be great if members could continue to monitor the delivery plan. We are coming up to developing year 2 Plan. Our customers are influencing what we are doing at VIVID and improving services and decisions.

MD added that there was a transition going on between EF and NH before EF leaves in March. EF is helping with our TPAS accreditation.

NH thanked SS and EF and added that she knows how much work has gone into this and how we embed the customer collaboration into the organisation, and she is looking forward to continuing the great work and imbed the customer influence. If there are any ideas or questions, then NB can facilitate and get them across to me.

VIVID Impact members are also asked to continue to monitor the implementation of the Customer Influence Strategy Delivery Plan 2024-2028, ensuring that customers are influencing services and decisions, as stated in the panels terms of reference. This will be added as a standing item to future agendas.

ACTION NB

VIVID Impact members noted the contents of this report.

SS left the meeting

VI 12/24

Terms of reference update

LS asked when the last TOR were agreed. LC said it was last agreed in June 2023.

LS questioned the clause 2.2 on the TOR. EF added that it was good practice to have in a scrutiny TOR, but members can decide if they would like to remove it, highlighting that it comes down to time commitments. Members agreed the removal of the clause 2.2.

**ACTION LC**

EF thanked RP and SE for working through the TOR's and enhancing them. Noting we're very much up to date and now in line with good practice.

LS questioned clause 2.1.2 and the wording. MD explained that it should read that if either party is taking legal action against the other, then it would not be appropriate for continued service on VIVID Impact. Members asked for this to be rephrased to that effect.

ACTION LC

LS said for the next quarters meeting in February, we will have the amendments and then vote for the chair and vice chair for VIVID Impact. LC confirmed that the next meeting is the AGM and appointments of the Chair and Vice Chair will be included on the agenda.

ACTION NB

VIVID Impact noted the terms of reference update and asked for amendments to be made prior to approval.

VI 13/24 Agree quarterly meeting dates for 2025

NW raised the question about conflict of interest as she is undertaking paid work with VIVID through her company, but she was not undertaking any of the work and it was project management. This would be explored outside of the meeting.

ACTION LC

The members said it would be invaluable to keep Nat.

Governance would add 2 meeting dates for 2025.

ACTION NB

VIVID Impact agreed that dates would be shared with members to agree for 2025

VI 14/24 Any other business

MP asked if we need to agree a framework for focus groups. NH team will reach out and start planning.

ACTION MP/NH/NB

EF asked for 2 or 3 volunteers to gather evidence and work through the self-assessment for the TPAS accreditation and feedback in the next few weeks.

Also, a volunteer to meet the TPAS assessor or the whole of VI. The assessor may want to join a meeting at some point. LS said he would ask members.

ACTION LS

LC asked members to ensure that all contact and queries can be fed through NB going forward to ensure they're dealt with correctly.

LC explained that the recommendation tracker has been created to keep track of all recommendations that VI have made on their scrutiny reviews, outlining which actions have been agreed, or not and an update on their progress. This will be brought to each meeting and when the current scrutiny review is completed any actions will be added on.



LS raised the issue of problems with Gmail and emails disappearing and it would be a good idea for all members to be using outlook. MG was dealing with this and will be followed up. **ACTION NB**

LS advised he'd check with members on how they'd like to receive the meeting pack moving forward, i.e. email or post. **ACTION LS**

NH thanked LS for chairing the meeting and stepping in at the last minute.

VI 15/24 **Date of next meeting**

20th February 2025 at 6pm

The meeting finished at 8.14pm

Signed by Chair:

Date: