

HYDEWIDE RESIDENTS VOICE

MINUTES OF HYDEWIDE RESIDENTS VOICE VIRTUAL MEETING HELD ON TUESDAY 21st JULY 2020 at 5.30PM - 7.30PM

1.0. Welcome, Introductions and Apologies for absence

1. The Chair welcomed everyone to the meeting and introductions were given.

2. Declarations of Interest

2.1 None declared.

3. Minutes of 12 May Actions

3.1 Tenancy audits invite to head of housing next HRV meeting

3.2 Policy review invite Strategic Policy Development Manager to next HRV meeting to review and prioritise policies to be reviewed with residents

3.3 Invite representative of Service Charge team to next HRV meeting

4. Customer Strategy update discussion -

4.1 HRV presented with the Customer Experience Roadmap - Feasibility Study

4.2 Key points;

The customer strategy sets out Hyde approach to provide positive satisfaction and a better experience for customers

- The objectives are to broaden the customer voice, more customers are heard
- Customer led- in decision making
- Improve the customer offer
- Improve Hyde's performance while reducing customer effort
- The customer strategy themes – responding to customers priorities means
 - Listen to me
 - Empower me
 - Improve my services

4.3 Myaccount is an example of the approach to service delivery for customers, making it easier to access services when it is easiest for the customer and when they want to. There will be similar introductions of online services and this will be incremental as the systems that support this are introduced and updated.

- The key points of this is that it is customer driven

- Focus is on first contact resolution, there is a better way of how we can organize ourselves
- Location – trying to capture changes i.e. covid, flexibility, different ways of working, home working and value for money

4.4 HRV; why was the app dropped which some residents found useful? There were a number of reasons; it didn't work on all phones and wasn't linked directly to other IT systems and required repairs to be raised manually. Instead we have improved and enhance the website.
HRV; the app provided residents with a record and the website doesn't which means requests can be lost.

4.5 The use of technology will be introduced alongside service review and change rather than technology driving change and we will build and develop as we go along and it is important we get this right before introducing new IT systems.

4.6 HRV; what are the time lines for implementation and what is the deadline for completion. Will new technology be bespoke or off the shelf?
Timelines will be clearer as the project progresses there are a number of elements, including understanding what customers want, research and procurement and all these need to be taken into consideration. We will need make sure any new systems can be integrated with the ones we currently use. It is most likely that we will partner with another organisation to deliver this transformation rather than do it in house.

4.7 HRV; this project will cost a lot of money and take time and resources will Hyde be able to do this and still build new homes.
The team still need to build a business case, with this timelines and a budget which will then be approved alongside other projects Hyde has committed to.

HRV - GHSB are keen as it is a good business decision and support the model.

4.8 It would be good to have a summary feedback from HRV about the presentation to take back to the project team.

HRV; the overall concept is good and its what residents want in terms of accessing services, but the proof will be in the delivery and implementation. Would like to see some deadlines and practical changes that will make it real alongside improvements in service delivery and interaction with customers. It is reassuring that Hyde is working in partnership with residents and HRV as this project is being developed and delivered, sharing successes and hiccups.

Thank you for your feedback and we will keep HRV informed of progress, share timelines once these have been approved and happy to attend again with an update.

5. **Property Services extended hours discussion/Mears app**

5.1 We are thinking of introducing weekend and evening appointments, and want to find out if residents would use it. So will need to test for the demand and take up. This would involve changes to contractor terms and conditions of employment. Nothing would be introduced before Oct/Nov 2020.

5.2.1 Exciting app application used by Mears have introduced an app so that residents can track operatives progress and when they will arrive to carry out work. It is similar to

how amazon and uber app work. It provides real time updates for customer appointments, shows how far away the trade is away from the resident – residents could even pop out for a few minutes. Engie has a similar product, due to be rolled out in next 2 to 4 months, providing the experience is good.

- 5.3 HRV welcomed both initiatives liked and wanted to see how well the app would work. The app will be made available on the customer portal. Will Hyde have to rely on Mears for feedback and data. We will monitor and carryout checks to mke sure its working. It will be available soon and will be free to download.

6. **Customer Involvement Strategy update discussion**

- 6.1 The written content of the Customer Involvement strategy had been shared HRV for final comment and feedback. There will be an opportunity to look at the designed version in one of the workshop sessions. Following approval in September by GHBSB the strategy launched will be co-ordinated with a number of other strategy launches in the autumn starting with the Customer Strategy. The intention is to roll out the CI strategy over a series of events and activities to reinforce the messages and opportunities rather tahnin one big event.

- 6.2 HRV are keen that the strategy encourages wider participaton especially in key projects such as Procurment which previously have only included a limited number of residents?
We're looking at ways to open all activities to as many residents as possible. Online video meetings has really helped with this and we will develop this approach.

- 6.3 HRV; whats happened to residents taking part in staff recruitment?
This is still one of the opportunities available and will continue to be. Because of the lock down interviews have been taking place online and the process needs to be reviewed with HR as to the best way residents can continue to be involved.

- 6.4 HRV agreed the draft strategy.

7 **HRV review of response to Covid 19 discussion –**

- 7.1 This is been a good opportunity for HRV involvement – to look at lessons learnt.

- 7.2 HRV comments

- weekly meetings went well, to let people know what was happening and on the ground
- more time to get things done.
- Able to go more in depth with things, brought up things around communication
- having frequent meetings really help, able to concentrate on 1 or 2 things.
- Having a digital meeting as well as normal meeting. Can lose momentum, not travelling.
- we have several new members to HRV, it has been good for building of knowledge and team working, interaction between the groups good.
- Horrendous time, it is seeing regular people every week and reassuring very important, keeping digitally, although does not work well all the time.
- Important to carry on, as a vulnerable person, the calls were good.

- 7.3 Any ideas - best practice to take forward?

HRV Comments

- Vulnerability calls stopped at the right time.
- How do we reach out to more residents, telephone and direct email
- Hyde Foundation helping residents with welfare etc., people are struggling, employment support

9. HRE Inspection update discussion

9.1 Key points

- Complaints inspection now signed off.
- Estate Services – cleaning, grounds maintenance and bulk waste inspection about to start.
- Customer involvement – surveys going out to 20,000 residents.
- HRE planning day was will attended, with 8 tenants and leaseholders, a very good session.
- The inspection will include focus groups, with staff and residents
- survey will be sent out on 27th July.

10. HRV Priorities update discussion

10.1 HRV would like a more indepth discussion about the priorities.

These could be done using one of the single issue/workshop and encourage increased partnership working with staff members, this format has made it more relaxed which has helped HRV have more impact.

10.2 HRV comment website changes, there are lots changes needed to resident engagement content.

11 Rolling planning agenda

11.1 HRV virtual meetings; Suggestion to another meeting before GHGB HRV input into RE strategy to be arranged at the beginning of August

11.2 I suggestion was made to invite other residents that have been involved? HRV depends on discussion area, residents could come as observers and be invited to contribute this would need to be agreed on a session by session basis.

11.3 Next full HRV – 22.9.20 Date for GHDP – 16th September Next virtual mtg – 16th August

12. AOB

12.1 Building safety, draft approach included as information only needs a link into discussion or HRV representative on building safety steering group. This will part of meeting the Hackitt recommendations