

CUSTOMER VOICE

MINUTES OF CUSTOMER VOICE VIRTUAL MEETING HELD ON TUESDAY 1 DECEMBER 2020 at 5.30PM - 7.30PM

1.0 Welcome and Introductions

The Chair welcomed everyone to the meeting and it was agreed to take item 3 Policy Review Update as the next item

2.0 Policy Review Update - Statagic Policy Development Manager

- 2.1 Policy Review Development PPP was shared on the screen. The aim of the Directorate was to work more closely with teams from across Hyde. Policy and Compliance will build a toolkit for service areas. The key objectives are policy, procedure and process. They liaise closely with Hyde's Property Services and IT teams to ensure the consultation process runs smoothly. Bench marking also takes place. When agreed the information is put on Hyde's internal website, Hyve for staff to use. The information is in a pdf format, so it can't be changed.
- 2.2 SL said that when certain policies and procedures for 2017/18 were posted on the Oak and there was not a lot of feedback from residents. SL referred to the Policy Risk Matrix which ranges from critical Risk A to Risk C. All policies and procedures are signed off by the Senior Leadership Team. Recent policies & procedures toolkits include safeguarding and lettings.
- 2.3 Software called For Action was being piloted. Any changes in legislation means that the policies & procedures will be updated. There is continuous scrutiny and monthly monitoring and a risk framework reviewed by the Senior Leadership & Executive Teams.
- 2.4 Would like to refer any customer facing policies and procedures to CV when they are due to be reviewed and said that a list of review dates will be published.
- 2.5 Feedback from CV noted they have a policy sub-group and asked about resources. Confirmed that although there are only 1.5 staff members working on the project, it's going well and if any additional resources are required these will be provided from within the business. There is a 3-year life cyclical plan which is working well and the software being used is just for the processes – other software is work in progress and will be reviewed by Hyde's Transformation Team. Confirmed the policy matrix risk for action items are reviewed. There is a bench marking group and works closely with Hyde's legal team.
- 2.6 It was agreed that a list of the policies and procedures to be reviewed and produce a framework. It was noted that the CV Policy Sub Group was

working with his team to review CI Policies and Procedures. CV commented that residents have a vested interest in all policies produced by Hyde. A member added they thought a previous consultation for appointing suppliers had not gone well. CI manager highlighted what had happened with consultations relating to planned maintenance

2.7 The Chair thanked Strategic Policy Development Manager left the meeting

4.0 Declarations of Interest

None declared.

5.0 Minutes of 22nd September 2020 and Actions

5.1 Apologies that a draft set of the minutes had been included in the meeting pack instead of the final draft version which had subsequently been sent to members.

5.2 Chair confirmed that she attended the steering group meeting on 20.10.20 to discuss individual policy scoping.

5.3 It was agreed that the 3.2 minute to invite a Customer Charge Team representative to the December meeting had been super ceded by events.

5.5 Audrey Williamson from Resident Services will provide an update about Tenancy Audits at the January 2021 meeting.

6.0 Service Charges discussion next steps

6.1 It was noted that Head of Income and Customer Charge Manager had had a follow up meeting with members of CV and gave feedback on how they wanted to carry on in the future.

6.2 CI manager reminded members they need to agree a process for the meeting scheduled on 15 December 2020. Referred to the latest updated recommendations for the Service Charge Inspection. CV expressed frustration that the recommendations are not coming to CV and this needs to change. They felt that CV need to be stronger with evaluating the recommendations and have a timeline to review. Actions need to be closely monitored it was stated that actions sometimes are getting signed off without CV seeing them. The role of the CV is to review and validate the actions. The dates and actual actions are not always clear, and the communication side of things are not always working. It was also noted there were issues with the invoice packs which could be discussed on the 15.10.20.

6.3 It was agreed that CV members need to study the service charge recommendations before their meeting on the 15.12.20 and have a list questions they want to ask and then come up with some recommendations and reach agreement. The purpose of today is to get the framework in place. It was agreed issues with invoice packs should be discussed. It was agreed that the meeting in January should be with Directors with a focus on accounts, including value for money and budgets, customer contact, purchasing and contract management.

- 6.4 CI Manager will report back to CV feedback about the format for the meeting.
- 6.5 It was confirmed that Property Managers come under Resident Services Directorate and CV asked if Director of Resident Services could also attend the meeting. When arrangements are confirmed they will be posted on the Oak.
- 6.6 CI Manager made a general point about how recommendations and actions are monitored by CV, so they make sure the recommendations are being completed and Hyde are doing what has been agreed. Completed signed off paperwork to be included in the CV papers together with any required recommendations and actions.
- 6.7 Although the RIT have a responsibility to monitor actions, it was acknowledged that the CV team need to take responsibility for ensuring that the recommendations and actions are achieved. A list of completed recommendations will also be circulated to members between meetings. CI Manager reported that two residents had been recruited to Hyde's Complaints Board.

7.0 Customer Involvement Strategy Projects.

CI Manager reported that the selection of a new contractors' process for planned maintenance had been opened up to get a wider selection of residents. Digital engagement via the Oak has been a key way to engage with residents and improving the software and reviewing if this is the best way to involved residents will be reviewed in January 2021.

- 7.1 CI Manager confirmed to CV that new residents had been involved with the procurement process and names had been collected of residents replying they would be happy to get involved in selecting contractors. A pool of people had come forward who were interested, and a briefing session was arranged with 15 to 20 residents. The session was run by Property Maintenance explaining the areas to be reviewed and the partnership working between staff and residents to take part in the selection process. Two residents had been allocated per slot and the time commitment made clear.
- 7.2 The selection panel for the Complaints Board had taken place and the short list had produced some very strong candidates and two excellent people had been selected. Director of Customer Experience endorsed the sentiments expressed and agreed whole heartedly with the focus on discussing opportunities on how they could involve them more on the Voice of the Customer Panel. A short induction for the two members and suggest they come to a CV meeting in 2021 after they have attended two complaints meetings.

8.0 Resident Inspection Team Update

- 8.1 An update was given on the RIT Estate Management Inspection – where you live over 1,000 surveys had been returned and interviews and focus groups had taken place there had been a range of feedback. Lack of communication was again a common theme.

9. Feedback from GHSB Joint meeting

- 9.1 The Chair reported that she and the Vice Chair had had a meeting with Peter Denton Hyde's CEO.

9.2 They had also attended the GHSB meeting, the usual standard reports were discussed. The Director of Residents Services had submitted a paper and additional customer focus information was requested. Universal Credit rent arrears and fire safety were highlighted. It was noted there were issues with the number and level of service charges enquiries and this was acknowledged by the CEO and the Chief Customer Officer. It was clear that feedback relating to service charges highlighted by RIT and CV was being listened to by senior management. The subject of customer satisfaction in relation to reputational risk was very topical. The Chair and Vice Chair were thanked for their involvement and for giving feedback and asking questions at the GHSB meetings. It was confirmed that their next meeting with Peter Denton was on 8th December and they would feedback to CV at the January meeting.

10.0 CV Priorities Update

10.1 Some good sessions with staff from Hyde Foundation and the review relating to tenancy support. Acknowledged all the good work CV had done on helping to shape how the Hyde Communications Team had communicated with residents during 2020 and the increase in email and postal communications had been welcomed.

10.2 highlighted the early stages of the change culture within Hyde linked to the Customer Strategy and the First Word I am Hyde training on how staff communicate with our customers.

11.0 Rolling Agenda Planner

11.1 Proposed meeting dates had been posted on the Oak.

11.2 It was agreed to review the Housing White Paper and the National Housing Federation together with tenants' charter. Ideas for CV informal discussions to be posted on the Oak.

11.3 Rolling planner meeting – dates in January and March to be confirmed
A scrutiny day to agree inspection areas for 2021/22 will take place in December.

12. **AOB**
There was no any other business.

The meeting closed at 7.14 pm