

CUSTOMER VOICE

Minutes of Virtual meeting held on TUESDAY 18 May 2021

via ZOOM from 5.30PM - 7.30PM

1 **Welcome, introductions, apologies declarations of Interest**

- 1.1 The Chair welcomed everyone to the meeting and introductions were given.
- 1.2 No declarations of Interest made.

2 **Minutes of last meeting and matters arising from 17th March meeting**

- 2.1 Agreed

3 **Board and Governance update - Company Secretary (CS)**

- 3.1 CS gave overview of her role and governance structure in Hyde through the pandemic. The group board and GHSB met online throughout the pandemic. It was fast moving environment of change with 12 meetings in total. The business undertook scenario planning throughout the pandemic. The governance arrangements work well throughout the year.
- 3.4 There is a wind of change coming; 7 new members across Hyde's boards and Hyde Charitable Trust.
 - New Chair starts in Sept.
 - 2 new members to GHSB for the remuneration & appointments and investment committees.
 - HCT – 3 new trustees appointed

Hyde are considering including CV meeting attendance in the induction for new board members. CV members welcomed this.

- 3.5 CS has provided papers to CV on the new code of governance. The new code is very strong on customer involvement and gives Hyde an opportunity to review how it does this. There is a strong link between the white paper and the new code.

CS would like CV input on these issues raised in the paper.

How do we demonstrate accountability to residents?

How do we feedback to residents?

Looking for CV input on these issues raised in the paper code of governance 2020 – issues for residents.

- 3.6 Governance improvement actions: to be discussed in another session. CI manager to set up governance session. How CV works in governance structure and how work with heads of service (GHSB).
- 3.7 CV: sounds like a step in the right direction. Improve communication. Hyde need to build trust
- 3.8 Chair commented there is a willingness for partnership working with residents. For example, increase in number of meetings with Chef exec to every 4/6 weeks for CV Chair and V Chair

- 3.9 CI manager Increase involvement with involved residents to be able to see what board and CV have on agenda
- 3.10 CS commented this is an opportunity to increase transparency on what has been discussed at board level and how this is fed down to residents.

4 Fire safety (verbal update) – Safer Homes Director (SHD)

- 4.1 Recruitment to BSP: Interviews are starting this week. Would like a broad spectrum of representation from customers. Initially will be online but hope to meet in person soon. Help assess delivering resident engagement and report on this
- 4.2 Hyde are looking at recovering cost from developers and are in talks with several.
- 4.3 SHD: Unable to share reports undertaken due to legal privilege and does not want to jeopardise any future legal cases.
- 4.4 Building Safety Fund (government funding). Hyde are looking at this for several blocks. Deadline for application of the 30th June 2021. If successful work must commence by 30th September 2021. This has meant Hyde need to look at contractors and work schedules ahead of application deadline because the 3-month period to commence work is very tight.
- 4.5 Hyde are working with G15 and Nat Fed to raise concerns and lobby government on the deadlines and timescales for work to be completed.
- 4.6 Update on waking watches. Temporary alarms fitted and removing WW. LFB have said need an evacuation officer due to vulnerable residents. This has meant fire marshals have to be reinstalled in some blocks. Work is underway collating up to date information on any vulnerable resident in these blocks. Hyde continues to work with and negotiate with LFB re alternative measures whilst ensuring customer safety.
- 4.7 Hyde are keeping a watch on developments with government response including leaseholder loan schemes.
- 4.8 SHD happy to attend further CV meeting to provide ongoing updates. She has dates for rest of years meeting.

5 Complaints Update - Director of Customer Experience (DCE)

- 5.1 Report taken as read.
- 5.2 CV asked whatever happened to right first time.
DCE It is important, complaints help put things right. Service areas are reminded that although complaint sits with complaints team it is their customer and the issue is with their service. Promoting problem solving with in service areas when looking at complaints. Problem solving is a part of everyone's role.
- 5.3 CV Asked for update complaints board and resident members.
DCE: Complaints board is sitting on Friday. March meeting resident members made positive contributions, and work in a collaborative way. Can provide feedback from next meeting. There may be need change of terms of reference regarding term of office and will seek CV approval for this.

6 Customer Voice annual planning

- 6.1 CV appraisals have been completed and feedback given. Summary of key feedback.
- Key issues CV not trusted with information on building safety and service charges.
 - CV not involved early enough and told after decisions have been made.
 - CV and Hyde are not currently working in partnership. Noted that changes in governance and the white paper will change this.

- 6.2 Chair and vice chair gave feedback to Chef exec about paying consultants to write and send out letter content when CV could have provided some valuable feedback and influence content. Also pointed out that this does not show value for money and there is a reputational risk for Hyde. Customer strategy there is a discord. Communication and plans should come to CV before and not after things have been finalised. Hyde need to speak to customer first and don't assume you know what's right for them.
- 6.4 CV discussion on building partnership working. Going forward need to develop a proper partnership and how we work together. Should be automatic that service areas come to CV first. Need to find a better way to work together and make CV approachable. Break the current relationship and cycle.
- 6.5 CV need to be more proactive. Take their agenda to service areas/director and lead discussions.
- 6.6 What are key service areas/CV priorities
- Fire safety – CV have a good working relationship with SHD. There is a plan in place.
 - Complaints – DCE. Comes to CV regular and there is a plan in place.
 - Communication – This is across the whole of Hyde. Not just one person to speak to.
 - Service Charges – There is a commitment to this going forward.
 - Responsive repairs – a plan for reviewing/monitoring improvement needs to be agreed
- 6.8 CV How do we promote CV and the input it has. Currently summary of meeting and redacted minutes is put on Hyde's website.

7 Customer Involvement projects update – CI Manager

- 7.1 Paper taken as read
- 7.2 Performance indicators to count and record who we have involved. Completed monthly. Number of people involved and how they have been involved. This will mean CV are aware what happens when it happens. Number of individual residents involved with by 40% increase on the previous year.
- 7.3 CV feedback on the outcome measures. **ACTION** to post on the OAK for feedback/endorsement
- 7.4 Report will be provided to CV at every meeting for info or comments
- 7.5 CV: Good that other areas of the business are asking for CI to get involved. Some silo working lots of work for development and building safety. CI manager this is a monthly snapshot of activity, there are other things going on CI strategy has increased this activity.

8 Resident Inspection update -

- 8.1 RIT chair gave outline of RIT paper. RIT are asking CV to:
- Discuss how CV can validate recommendations. There is a list to work through from previous inspections.
 - Discuss overdue and actions that have been extended by the service lead.
 - How service leads are held accountable for not updating actions.
- 8.2 Current resident inspection is on sinking funds. An update will be provided at next CV meeting.

9 Feedback from Group Board (GB) and Group Housing Services Board GHSB meetings –

- 9.1 Vice chair: Gave update from GHSB. Agenda items included
- Operation reports from Chief Customer Officer and Chief Property Officer.
 - Annual Plan
 - Spotlight on digital programme, Hyde Foundation, Income management
 - Received a demonstration of Total Mobile

commented it was a full house, 25 people attended at different points of the meeting. There was lots of questions, it was a lively and productive meeting. First meeting where vice chair really felt involved and able to question.

- 9.2 Chair: Gave update from GB. The focus was to approve the annual budget. There is another GB next week.
Chair Fed back from recent meetings with Chief Exec and Chef Customer Officer. Chair and vice chair agreed to give Chef Exec an honest view of what customer are experiencing. The meeting with Chief Exec will be more regular every 4/6 weeks.
- 9.3 Chair feedback on the Pre meeting for G15 residents have with housing minister. It is only a 45-minute meeting with 3 people taking the lead. Areas agreed upon were:
- complaints,
 - regulation
 - transparency
 - resident involvement.

Other suggested areas were Affordability and social housing, ASB and knife crime. The meeting will be followed up with a formal letter. Follow up in form of written letter. What we would like to see happen. G15 meeting is next week (w/c 24 May)

A more established G15 resident group was put forward. HAs represented were L and Q, Optivo, network homes, Hyde – 7 in total

10 **Service Charges (verbal update)**

- 10.1 Following last service charge meeting wanted to reassure that the issues are is being taken seriously. The right people are being gathered for next week's meeting this will help.

CV: A positive that came out of meeting is, Hyde admitted there is a problem with data but the meeting didn't go as expected. CV have asked for honesty about this. Chief Customer Officer should know the outcomes of this meeting. Chair reassured that they have fed back to CEO and CCO about this

- 10.2 **CI manager** After subgroup meeting next week will get a list of meeting dates and what areas will be addressed at these.

11 **Rolling Agenda Planner - ALL**

- 11.1 **Property services core group meetings** – meet with contractors. Would like CV to be involved with this and be able to report back to wider group. The meetings are 10 am to 12 noon. A possible suggestion is at CV members could rotate attendance. Noted that responsive repairs are a priority for CV.

12 **AOB**

- 12.1 CI manager: Customer charter – discussions have started. Resident Services Director is leading, and CI manager has asked when they are speaking to residents and. Invite Resident Services Director to CV speak on customer charter
- 12.2 CV: IT support for involved residents. Possible future discussion point.
- 12.3 Observer: did enjoy meeting and topic going forwards. Interested in making an application to join the group