

**Customers Connect conference – summary of each session with key feedback points**

Session list (*click on the session header link to go to the summary and feedback for that session*)

[**1. An introduction from our interim Chief Executive Officer**](#CEO)

[**2. Meet the new Chair of the Board, Mike Kirk**](#MikeKirk)

[**3. Focus on...service charges**](#ServiceCharges)

[**4. Homeownership services**](#Homeownership)

[**5. Focus on...complaints**](#Complaints)

[**6. Focus on…repairs and maintenance**](#Repairs)

[**7. Building Safety, including an introduction to Building Safety Managers**](#BuildingSafety)

[**8. The role of the Property Manager**](#PropertyManagers)

[**9. Customer Services**](#CustomerServices)

**[10. Customer Involvement](#CustomerInvolvement)**

[**11. Customer Voice**](#CustomerVoice)

[**12. Resident Inspection Team**](#RIT)

[**13. Governance**](#Governance)

[**14. Choosing new estates contractors**](#EstatesContractors)

[**15. Link-up between two sheltered home lounges**](#LoungeLink)

[**16. Sustainability**](#Sustainability)

[**17. Measuring performance**](#Performance)

[**18. A guide to Hyde’s website**](#Website)

[**19. Digital transformation**](#DigitalTransformation)

[**20. Employment workshops**](#EmploymentWorkshops)

[**21. Diversity & Inclusion**](#DiversityInclusion)

[**22. Junior Board**](#JuniorBoard)

**1. An introduction from our interim Chief Executive Officer (2 sessions)**

**What was discussed?**

* Neal opened the conference and thanked everyone for joining
* Acknowledged that some residents are not satisfied with Hyde services
* Importance of us being better at listening to and working with residents to improve services
* An overview of our corporate plan, specifically:
	+ Becoming more customer focussed, building trust, improving trust,
	+ Giving residents more choice about how they access Hyde’s services
	+ How we’re aiming to build more homes in the right places
	+ What we’re doing to make our buildings safe, including relating to fire safety
	+ What we’re doing to make our homes more energy efficient
	+ How we’re developing an efficient and highly performing staff culture
* How our services have been impacted by the Covid-19 pandemic

**Summary of the main feedback**

* Attendees raised issues with getting responses to their contact with Hyde, including complaints. This includes responses taking too long, and some people not getting responses at all
* There was some challenge around the performance of our contractors, and how we manage contracts, including how we sign-off the performance of some of our contractors. Neil acknowledged that we have put some performance improvement plans in place and that we will find new contractors if we don’t see improvements in some of our contracts
* Residents want to see more of Hyde’s senior managers – more openness of engagement. Neal acknowledged that senior managers should be more visible
* Service charges was raised as an issue for many residents, with residents still experiencing issues with the accuracy of accounts and the time taken for us to respond. Neal highlighted some improvements that are being worked on
* Accessibility to services and inclusion were raised as an issue for some people – especially around mental health and how our services can impact on people’s mental health. Neal emphasised that inclusion and customer services are vital. Staff will receive more training to make sure that we are able to properly support residents and provide a good service
* Quality and service standards were discussed, and Neal confirmed that we are working on new quality standards and performance measures including a new Customer Charter
* Building safety and the issues with residents accessing EWS (External Wall system) inspections, also a discussion about waking watch services
* Value for money – how does Hyde ensure that we are achieving value for money, what we are doing to improve on this, especially in relation to our contracts
* Attendees asked how we will prioritise service improvement plans and how will we share and communicate what we’re doing with residents

**2. Meet the new Chair of the Board, Mike Kirk**

**What was discussed?**

* An introduction to what Hyde’s Board does – what their role is
* An introduction to Mike, a bit about his experience and why he has chosen to join Hyde as Chair of the Board
* How the Board is changing their focus and what they will be doing to help Hyde become a more customer focussed organisation, this includes:
	+ A new focus on the impact on customers of services in all Board papers
	+ A review of the governance structure which may include more places on the Board for residents
	+ A review of what resident Board members do when they attend Board meetings
	+ More visibility from the Board, including more days out and about meeting customers and frontline staff
	+ More close working with resident groups and committees
* Mike recognised that some services do need specific improvement including repairs and service charges – the Board are aware of this, as are senior managers
* The Board recognises that some residents are not satisfied, and some have not received the standard of services that we are aiming for
* Mike outlined that as an organisation we will be looking to work more in partnership with residents to design and create services together
* The Board will do more to recognise where staff are doing a good job and to make sure that this good practice is shared across different areas and teams

**Summary of the main feedback**

* Some residents shared their experiences of Hyde staff or contractors not being customer focussed, and in some cases not respecting residents and their needs. These examples were recorded and followed up after the event
* Service charges and contractor management / quality of services were also brought up as areas of concern for residents that they would like the Board to help improve
* Attendees were pleased to hear about the renewed focus on Customer impact
* Attendees were also happy that the Board would be welcoming a more enhanced role for residents, and a number showed an interest in applying for that role
* Attendees were keen to see more visibility of senior staff and decision making at Hyde

**3. Focus on...service charges**

**What was discussed?**

* What is a service charge – what does the law say and what does it mean in reality?
* What does ‘fair and reasonable’ mean in relation to service charges?
* How the service charge cycle works
* How we calculate your service charges
* What is a provisions fund and what they can be used for?
* What we are doing to improve our approach, including:
	+ more proactive communications
	+ greater transparency
	+ quicker resolution of issues.

**Summary of the main feedback**

* Residents want to be able to speak to the service charge team more easily – residents feel we are keeping them at arms-length, pushed away, that we do not care enough
* Issues are not being resolved quickly enough; residents wait too long for a response to queries
* There doesn’t seem to be enough resources to offer a good service to customers
* The difference between estimates and actuals is too great
* Increases are not explained fully and clearly as standard
* Mistakes on accounts re-occur even after they’ve been resolved
* Some residents feel they pay for services they do not receive
* How can we demand immediate response and payment from customers, but then give ourselves months to respond to customer queries / issues? This does not seem fair, especially where charges are not correct
* Evidence of payment and invoices are not readily available for residents to check – we are not transparent about our charges, yet we expect residents to pay
* Residents want to see more of a link between how well services are delivered, and what they are paying for in their service charges. The role of the Property Manager needs to be strengthened to provide a better connection.

**4. Homeownership services**

**What was discussed?**

* What is the role of the Homeownership Team?
	+ Improvements and alterations
	+ Selling and re-mortgaging
	+ Major works and servicing consultations (Section 20)
	+ Subletting
	+ Lease advice and administration
* How the Homeownership Team engages with residents
* What are ‘Section 20’ consultations and how they impact on services
* How we’re improving and enhancing section 20 engagement
* About the Home Owners Panel and how they’ve worked with us to get feedback from other homeowners

**Summary of the main feedback**

* Section 20 process is too technical – some homeowners do not really see the link between this and the services they receive which means they don’t feel they have a say
* Letters are still too complicated and need simplifying
* Feedback about service charges reflected that given in the service charge session
* There needs to be better information available about what services are being received and the charges for these
* There need to be easier ways for homeowners to feed back about the quality of the services they receive to make sure specifications and service level agreements are being met
* There was a request for a follow-up session looking at fire safety, specifically around the new code of practice for the fire risk appraisal of external wall construction and cladding (PAS 9980) and how this impacts EWS1 forms
* Homeowners want more information about Lease Extension Reform and how this will affect their leases

**5. Focus on...complaints**

**What was discussed?**

* An introduction to the complaints team
* How our complaints process works
* An explanation of the external issues affecting how we manage complaints
* About the Housing Ombudsman service
* How we learn from complaints, and use them as insight to improve services
* How we engage with residents about complaints, including our Complaints Panel

**Summary of the main feedback**

* Residents don’t always receive a response to their complaint within the promised timeframe
* Staff had also mentioned to residents that they do not get responses from their colleagues
* Some residents had been told their complaint was not being treated as a complaint, through the formal channels – this felt like we had ‘blocked’ the complaints process
* There isn’t enough communication about complaints – residents feel they have to chase us
* It isn’t easy enough to speak to someone about a complaint – residents feel they are being kept at arms-length, pushed away
* There doesn’t seem to be enough resources to offer a good service to customers – attendees felt more resources should be made available to deal with the complaint backlog at least
* Some questioned how other teams within Hyde were learning from complaints - the issues did not sit with the Complaints Team, but with the teams that delivered the original service
* Complaints about the performance of contractors is not being listened to or taken on board
* Some residents just "give up" and cannot be bothered to complain because they find it so difficult to complain or do not get a response or any action
* Hyde needs to publish complaints figures more regularly and openly, including satisfaction, compensation and how we benchmark performance
* Information about the complaints process needs to be clearer – to help residents understand what to expect – this should include when compensation is due and what the levels are
* Payments should not be pursued if there is a complaint or dispute pending on the account
* Minutes of the Complaints Panel should be published on the website
* Residents would like a follow up session that is more about engagement than information
* More customer service training needs to be given to staff and contractors to help to cut down on complaints
* Representatives from the complaints and repairs teams should take part in procurement exercises for new contractors as their experience would be helpful

**6. Focus on…repairs and maintenance**

**What was discussed?**

* An introduction to some of the repairs team
* A review of our repairs service performance
* How our different contractors are performing
* An explanation of the external issues affecting how we manage repairs
* A look at resident satisfaction with repairs – what are the main reasons for dissatisfaction and what we’re doing to improve
* What we’re doing to make our repairs service more customer focussed e.g.
	+ Improving first time fixes
	+ Reducing average repair times
	+ prioritising damp and mould – important for many residents
	+ quicker approval for large repairs
	+ reviewing our surveying service
* How we’re trying to find more skilled trade staff

**Summary of the main feedback**

* There is not enough proactive communication about the repairs service to keep residents adequately informed
* Some residents had experienced missed appointments, no-shows etc with no notice, communication, or apology
* Many residents feel that they wait too long for repairs to be completed, with not enough information or communication in the meantime
* Service level agreements and agreed time frames for repairs and maintenance should be published more clearly and openly
* Sometimes the quality of works is not to a high enough standard and residents do not find it easy to talk to us about this
* There should be more inspections by Hyde staff where residents report low standard work or where a contractor has had negative feedback – 10% is not enough
* There doesn’t seem to be enough resources to offer a good service to customers
* Residents don’t know how to give feedback after a repair – many reported never being asked to complete a satisfaction survey
* Some residents don’t receive any response or action after filling in the online form on the website – this is creating distrust in our digital services and people feel forced to call instead or as well. Residents should receive a follow-up email for all reports, with a reference number
* Hyde needs to be more accountable for the quality of repairs and performance of contractors; some residents feel they must monitor these themselves otherwise it won’t happen at all
* We need to communicate better about how we manage contracts and involve residents in this process
* Residents felt that there is a blame culture between different Hyde teams and our contractors, with no-one taking ownership when things go wrong
* Some residents wanted a more ‘local’ feel to their repairs service – again the role of the Property Manager was not felt to be consistent enough in this process
* Some felt that we should offer direct dial numbers when residents are calling to chase an update on an outstanding repair
* When a repair is reported by phone, perhaps customer services should ask for a photo to be sent where possible / appropriate as this can help with diagnosis. The photo should be stored for other teams to refer to as well
* An action plan for promised improvements to the service - with timescales - should be published on the Hyde website and promoted

**7. Building Safety, including an introduction to Building Safety Managers**

**What was discussed?**

* An overview of the Building Safety Bill (a new piece of legislation introduced by the government)
* What the Building Safety Bill is going to change, including:
	+ bringing in a new building safety regulator
	+ requirements for building owners to share more information
	+ requirements for building owners to have Building Safety Managers in place
	+ more accountability
	+ more effective resident engagement
* An overview of what Hyde is doing to meet the requirements of the bill, including:
	+ a new team in place, including 2 X new Building Safety Managers, as part of a pilot project
	+ new policies and procedures
	+ working towards the first building safety casefile
	+ looking at processes for new high-rise buildings
	+ preparing for the Fire Safety Act 2022
* How we’re involving residents, including the Building Safety Panel

**Summary of the main feedback**

* Residents would like more information about:
	+ EWS1 forms
	+ Safety risks in Hyde buildings, including cladding
	+ Waking watch
	+ How building safety and sustainability works could be integrated
* Residents in buildings affected by fire safety issues need more regular communications and updates

**8. The role of the Property Manager**

**What was discussed?**

* The difference between a Property Manager and a Housing Officer
* How Property Managers are mobile, not office based
* What they cover in their role e.g.:
	+ Health and safety, including fire risk compliance
	+ Validation & checking service standards
	+ Communal repairs
	+ Reporting issues of safeguarding & vulnerability
	+ Grounds maintenance & cleaning service delivery
	+ Parking, communal projects and improvements working with Hyde Foundation and external stakeholders
	+ Communal meter readings
	+ Overseeing the upkeep and safety of the communal areas within Hyde’s buildings, neighbourhoods and estates
* What Property Managers don’t cover in their role e.g.
	+ ASB
	+ Repairs within properties
	+ Service charges
	+ Tenancy Management
* How Property Managers use an app called ‘Photobook’ to help them manage estate inspections and services
* A little about the Property Manager toolkit and how they are using this to improve their service
* What else we are doing to improve, including different methods of communication, and working with the service charges teams

**Summary of the main feedback**

* The Property Manager service is not consistent across different areas
* Attendees felt that we had showcased the best examples in the presentation, but they do not receive this level of service where they live
* Not all customers receive the communications that were mentioned in the presentation
* Some residents felt that they had still not been informed properly about the change from Housing Officers to Property Managers
* Some were not sure who their Property Manager is
* The role and remit of Property Managers needs to be communicated in more detail so that residents know what to expect
* Attendees questioned whether we had enough resources to offer a good service to customers

**9. Customer Services**

**What was discussed?**

* The current structure of the Customer Services Team
* A review of our customer services performance (from 2021)
* Our current operating hours for different services, and a poll to get feedback on this
* How the pandemic has affected our customer services centre
* How many calls we handle, and how many contacts come in through digital channels
* How we monitor call themes – especially repeat calls - to look which services residents are having trouble about
* What we are doing to improve our services

**Summary of the main feedback**

* Attendees discussed waiting times for the call centre, which some felt were too long, meaning some residents give up or don’t bother reporting issues
* There are delays in responses and call back when customer services pass enquires onto other teams and contractors
* Attendees had an impression of a "throw it over the wall" culture, where requests are received but then disappear into silos where no-one takes ownership or can track down progress
* Some expressed frustration with the lack of response to online requests – this breeds distrust in using online reporting tools as we don’t seem accountable or interested
* Residents would like to receive reference numbers that can be tracked when reporting queries via email or online
* Attendees commented that some use social media as a last resort which is why the tone of social media is so often frustrated and angry
* We were reminded that not all residents want to or can use digital tools
* Attendees were keen that we maintained different methods of contact as not everyone wants to use the same method for all queries or requests. Residents sometimes feel forced into using digital tools – if we value our customers we shouldn’t restrict how they can get in touch or push them away
* One attendee had asked if we had a Customer Communications Strategy and received no response
* Poll results: 100% of the residents who responded indicated they would want the opening times of customer services to remain at the current opening times of 8.00am - 8.00pm
* Poll results: How would you prefer to contact us:
	+ - Email – 37%
		- Telephone - 37%
		- Online form - 12.5%
		- My Account – 12.5%

**10. What does Customer Involvement mean at Hyde?**

**What was discussed?**

* What Customer Involvement is, and what it means, which is:
	+ For residents - influencing, improving and designing services with us
	+ For Hyde – listening to residents, taking ownership and acting on feedback. Also meeting regulatory requirements by having effective consultation methods
* An overview of our Customer Involvement strategy
* How we engage and get feedback, analyse the responses and test the options and then change our services as a result
* An overview of the groups, committees and activities we manage and support to facilitate our partnership working with residents
* An overview of the current opportunities we have and what commitment they require

**Summary of the main feedback**

* Not all residents are aware of the customer involvement team or what they do
* Attendees were not aware of the opportunities to be involved
* Residents would like to see a combination of face to face and digital involvement opportunities
* Residents want more opportunity to be involved in giving feedback about their local services, including grounds maintenance services and communal repairs
* Attendees wanted to see more evidence of what changes as a result of resident feedback and involvement
* Residents wanted to see more communication about resident involvement, using different communication methods, including information on noticeboards and in the post
* Attendees wanted to hear more about Tenants and Residents Associations (TRAs) and how Hyde is supporting them

**11. Introduction to Customer Voice**

**What was discussed?**

* An overview of Customer Voice – their role and what they do, which is to work in partnership with Hyde’s senior managers. They look closely at Hyde’s performance and find ways for services to be improved for everyone.
* Who they are: a bit about the current members
* How they work with Hyde – what meetings they attend and how they challenge performance and help to design services
* What it’s like being a member
* Some of their recent achievements, which included:
	+ Influencing Hyde’s communications during the coronavirus pandemic
	+ Developing and agreeing Hyde’s Customer Involvement strategy 2020-24
	+ Setting priorities for service reviews
	+ Holding managers of priority services to account: currently service charges and complaints
	+ Planning & delivering the Customer Connect online conference
* An overview of Customer Voice’s recruitment campaign for new members

**Summary of the main feedback**

* Some residents wanted to be able to speak to Customer Voice about the services they receive and their concerns about Hyde
* Residents asked whether Customer Voice have ever raised the issue with Hyde’s managers around quality of services, and why progress on improvements is so slow
* Attendees asked about how Customer Voice find out about issues to raise with managers – which is mainly through performance reports but also by listening to feedback from other residents via The OAK, other resident groups and social media
* Attendees asked how Customer Voice monitor implementation of the Customer Involvement Strategy – which is by receiving regular reports from the Customer Involvement team
* Attendees discussed how there should be easier ways for residents to engage with Customer Voice – both to raise issues around service delivery and also to hear what they are doing to help their voices be heard
* Attendees asked where they can keep up to date with Customer Voice’s minutes, which are on the Hyde website - <https://www.hyde-housing.co.uk/tenants/customer-involvement/our-customer-groups/customer-voice/>

**12. Introduction to the Resident Inspection Team**

**What was discussed?**

* An introduction to the current Resident Inspection team members
* An introduction to housing association regulation and how this states that residents must be able to scrutinise services, take part in consultations, and to make recommendations for improvements and to shape decision making
* What the resident inspection team does
* What kinds of services the team inspects
* How inspections are carried out – what kinds of activities are done and why
* How residents take the lead on resident inspections, but how they are supported by members of Hyde’s teams including Customer Involvement and Risk and Audit, as well as the teams whose services are being inspected
* Some key achievements – changes that have been made to services as a result of recommendations made by the resident inspection team
* How other residents can become involved in the resident inspection team

**Summary of the main feedback**

* We need to make it clearer the difference between resident inspections and the inspections carried out by Property Managers – this is confusing for those not involved
* Attendees were interested to hear how much commitment the Resident Inspection team have and how they work with Hyde staff on the inspections
* Attendees had a lot of feedback to share about their local services, including Property Managers and grounds maintenance contractors
* Attendees had some ideas for future inspection areas, mainly around local services
* Attendees wanted to hear more about the achievements of resident inspections, and thought these should be promoted better by Hyde

**13. Governance**

**What was discussed?**

* What ‘governance’ is - a system that provides a framework for managing organisations
* What groups, positions and roles there are within a governance framework
* A bit about the Hyde Group structure
* What it means to be a ‘Regulated Provider of Social Housing’; who our regulator is and how we need to comply with their standards
* What does a Board do?
* How we involve our residents in governance at Hyde
* How our formal groups help to guide us and influence our work – one example being improving our communications during the pandemic

**Summary of the main feedback**

* Residents want more transparency about what is discussed at resident’s formal groups
* Some residents expressed an interest in being more involved, especially as part of Hyde’s Board should more places become available
* Residents wanted to know how the board hold staff to account for the performance of Hyde and its services
* Attendees wanted to know how to access updates about what the Board is doing and how it is affecting their services

**14. Choosing new estates contractors** (2 sessions)

**What was discussed?**

Session 1:

* How we choose new contracts and services – this is called Procurement
* What rules we legally have to follow because we’re a public sector body
* What a contractor framework is and why we have them
* How residents have been involved in procurement in the past
* How we want to involve residents more in choosing our new estate services contractors and how this is going to work

Session 2:

* What ‘Estate services’ means and who which Hyde teams are involved in managing these services
* What resident feedback we’ve had so far and what this tells us
* A bit about contract specifications, what they mean and how if they aren’t what residents want or expect it affects how well residents think contractors are performing
* Residents gave their feedback and thoughts on:
	+ How they want to give feedback when things go wrong, and where they want that report to go
	+ What needs to happen to give reassurance that the same thing won’t go wrong again
	+ How residents want to engage with their estate services
	+ What ‘doing a good job’ means
* The new opportunities to be involved

**Summary of the main feedback**

* Residents would like the specification for the cleaning and grounds maintenance to be more specific and measurable
* We need to explain better the relationship between communal services and the service charges that residents pay
* Residents want easier ways to give feedback about their communal services
* When contractors are responding to complaints and are putting things right residents would like to know what they are doing so the same issues do not happen again
* Residents told us that when things go wrong with the ground maintenance and cleaning contractor, they would like to report this to either their property manager or Hyde's contract manager
* Where contractors are not able to come on the agreed day or time, we need to find ways of sharing this information with residents so they know when they can expect these services to happen instead.

**15. Link-up between two sheltered home lounges**

**What was discussed?**

* This session was part of the wider consultation about grounds maintenance and cleaning contracts
* Attendees from two separate sheltered properties gave their feedback about the existing cleaning and grounds maintenance service
* Questions were asked about each service and then each group in the separate lounges worked together as a group to give their feedback
* Attendees were asked for their ideas about what they would like to see in future contracts
* Feedback was collected to inform the procurement process for choosing new contractors
* There was a quiz, a game of ‘higher or lower’, plus a lunch and prize draw for attendees

**Summary of the main feedback**

* Attendees provided varied feedback about their current services
* Attendees were enthusiastic about the opportunity to be consulted with and to link up with another sheltered property. They hoped similar events can be organised and perhaps a face to face meeting with both schemes be planned
* The initiative offered a non-digital option for residents who otherwise might have been excluded from joining in the online conference.

**16. Sustainability**

**What was discussed?**

* What is happening around the world in terms of climate change and what is happening to tackle it
* What sustainability means for Hyde e.g.
	+ We have circa 2.7M properties that we need to manage
	+ We’re still installing c.1.7m fossil fuel boilers every year
	+ Around 29 million homes will need to be retrofitted to meet Net Zero 2050 (around 1 million homes/year)
	+ Around 20,000 households per week need to change to low carbon heating between 2025 and 2050
* What ‘Net Zero’ means = not adding to the amount of greenhouse gases in the atmosphere, by reducing our emissions
* About our current Energy and Sustainability Strategy 2020 -2022
* How we’re reducing carbon in our homes and introducing renewable technologies
* About our Greener Futures Partnership
* Our new plan from now to 2025, including our new strategy to 2030 and how we’re going to involve residents in this

**Summary of the main feedback**

* Residents want to know how they can cut their bills; energy prices are increasing – what can Hyde do to help residents with this?
* Some residents are living in cold and draft properties and want Hyde to help to improve the insulation
* Residents want to know if they will be any cost implications in retrofitting for leaseholders and shared owners.
* Residents want to know a timescale for when Hyde intend to carry out retro fitting work especially for insulation.

**17. Measuring performance**

**What was discussed?**

* The way we use data and measure performance
* How we share this with customers
* Current trends in terms of customer satisfaction and feedback. This included some positive feedback around how we kept services going during the pandemic, as well as some more challenging figures on satisfaction with repairs and complaints handling
* Changing expectations of landlords – this included an overview of the new ‘Charter for Social Housing Residents’ – a government white paper, which covers:
	+ commitments that residents can and should expect from their landlords
	+ other ways that performance will be measured and managed
	+ other ways that landlords will be made more accountable to residents
* How residents can get involved in monitoring and measuring performance at Hyde

**Summary of the main feedback**

* Hyde needs to provide more information about performance, and to explain how residents can use this to hold Hyde to account
* Some residents found it hard to see the link between performance figures and their own experiences of customer satisfaction.
* Residents want more transparency on how Hyde collect and manage customer feedback.

**18. A guide to Hyde’s website**

**What was discussed?**

* The session started with a short quiz about the website, including how many people visit the site and what they use it for. This illustrates how we use data to find out what residents are doing on the website and how we could improve it
* Attendees were shown around the website, and shown some ways to find information quicker and easier
* Residents were shown the new emergency repair toolkit, as well as some other key information
* Attendees were shown how to use the resident handbook is available as a live document on the website so it can be kept up to date
* Attendees were shown how to use the various menus and navigation tools across the site
* Attendees were also shown how to use the website feedback tool which enables users to report an issue with a page, or if they don’t see what they expect on a page – this feedback goes back to the Communications team who use it to improve the website

**What was the feedback?**

* There is still need for residents to have printed copies of the resident handbook which is currently available online
* Some residents are not aware of what is on the website and how this can be helpful for residents – attendees were surprised at how much information is available
* Online forms were a concern, with residents reporting that they do not always receive a response or action when they report something online – this puts residents off using online reporting tools and they feel obliged to call in as well or instead
* We need to get better at telling residents before we are bringing in changes; sometimes they’re not aware when things have changed or we’re offering a new service online
* We need to communicate more, not just rely on people finding information on the website. Attendees were surprised at the level of information and resources available, but were frustrated that we hadn’t promoted it better and helped people to find everything that we offer

**19. Digital transformation**

**What was discussed?**

* How the Covid-19 pandemic has changed residents’ use of digital services
* An overview of our digital programme – this is the project through which we are improving and enhancing what digital services and tools we use and offer. Through this we aim to modernise Hyde and become more customer-focussed
* What our future services will look like
* A guide to ‘MyAccount’ – how it looks now and how it will improve
* How we’re helping more customers to get online
* How we’ve used customer feedback to improve

**Summary of the main feedback**

* Residents wanted to know when more digital services will be available to use
* Online forms were a concern with residents reporting that they do not always receive a response or action when they report something online
* We need to get better at telling residents before we are bringing in changes as sometimes they’re not aware when things have changed or we’re offering a new service online
* Hyde need to continue to make services accessible to residents who do not want to access services digitally – so that residents are not left behind.
* [A lot of feedback about digital services was also provided in the Customer Services session]

**20. Employment workshops (2 sessions)**

**What was discussed?**

* How to write a Curriculum Vitae - and get hired
	+ About the jobs market and the hiring process
	+ Important things to consider before you write your CV
	+ Your career targets
	+ CV Structure - elements and rules you should follow, best practice
	+ CV Content – how to make it value based and tailored
* Maximising your job search
	+ A quick introduction to Hyde Foundation and how we support residents to find work
	+ Elements of a successful job search
	+ Recap on writing a value based and targeted CV
	+ Controlling your digital reputation
	+ Job searching methods
	+ Designing your job search strategy or plan

**21. Diversity & Inclusion**

**What was discussed?**

* A quick guide to our employee resource groups which are staff groups that sit under our main Diversity and Inclusion group
* Staff join these groups in their own time
* The purpose of these groups is to look at Hyde’s working practices and to make sure that our ways of working offer fair and equal opportunities for everyone. Staff share their experiences, support each other, raise awareness and find ways for us to improve
* We also use our work on these groups to bring benefits to our customers, by helping staff be more aware of how we work with customers in minority communities and to offer a better and more customer-centred service to all of our customers.

**Summary of the main feedback**

* Residents wanted to know how Hyde dealt with complaints involving discrimination against the protected characteristics
* Attendees told us that they did not always feel respected by Hyde staff and contractors
* Residents feel that Hyde staff need to do more training about protected characteristics and also mental health so that they can better empathise with residents, and recognise the impact that our services have on people’s lives
* Residents wanted to understand how the work of the groups will lead to a better service for customers.

**22. Junior Board**

**What was discussed?**

* An introduction to the Junior Board – who they are and what their role is e.g.
	+ Open to employees 35 and under
	+ Active working group and a sounding board
	+ Works on three challenges set by Executive Leadership Team (ELT)
	+ Work together to research, make recommendations and report back to ELT
* Overview of the first challenge which was to get more staff engaged with Hyde digital programme which aims to modernise our ways of working to be more efficient, and improve our digital services to residents
* A future challenge will include a look at improving customer satisfaction
* There was a discussion about how the Junior Board see future services – all emphasised the importance of working in partnership with residents and being more customer focussed. Some Junior Board members are social housing tenants themselves and are passionate about wanting to improve services and neighbourhoods

**Summary of the main feedback**

* Attendees were keen to see the Junior Board focus on customer facing projects as well as internal staff projects
* Attendees were pleased to see the passion amongst Junior Board members about social housing and about improving services for residents
* Residents were concerned that the Junior Board needs to be listened to by senior managers so that their work can make a positive difference to residents
* Attendees suggested that the Junior Board could promote more about what they do on the Hyde website
* Attendees felt hopeful for the future of Hyde with young people such as the Junior Board aiming to lead the company one day