

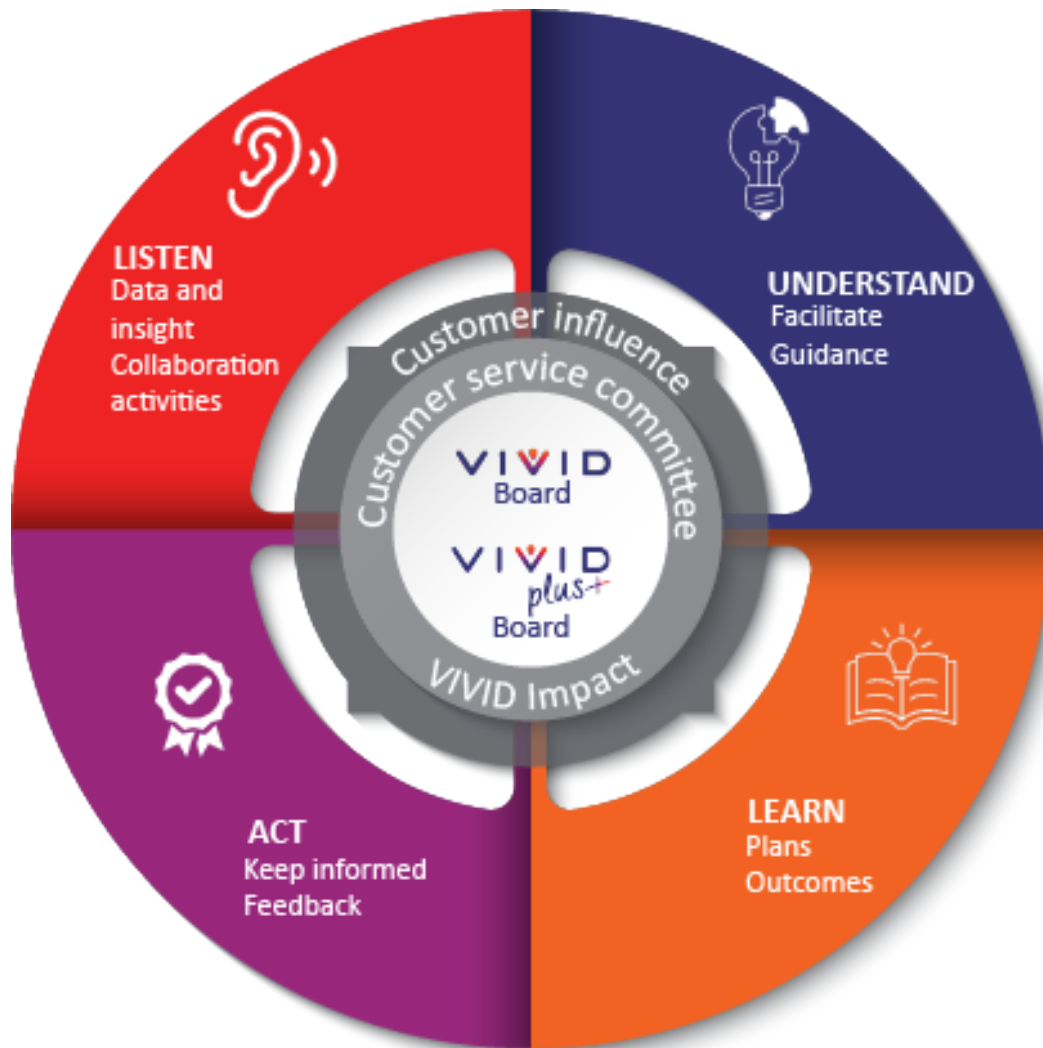
VIVID

**Customer Influence  
Collaboration  
Guidance**

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# Customer influence



We want to work in partnership with customers to share ideas to make positive changes, raise standards and help us to demonstrate how we put customers at the centre of what we do.

Here's a guidance menu outlining many ways you can work side-by-side with us to influence our services, with a brief overview of each role and its average time commitment.

**Partner with  
us to improve  
our services  
and  
performance**

VIVID Impact Scrutiny Panel

Customer Services Committee

VIVID Plus Board Member

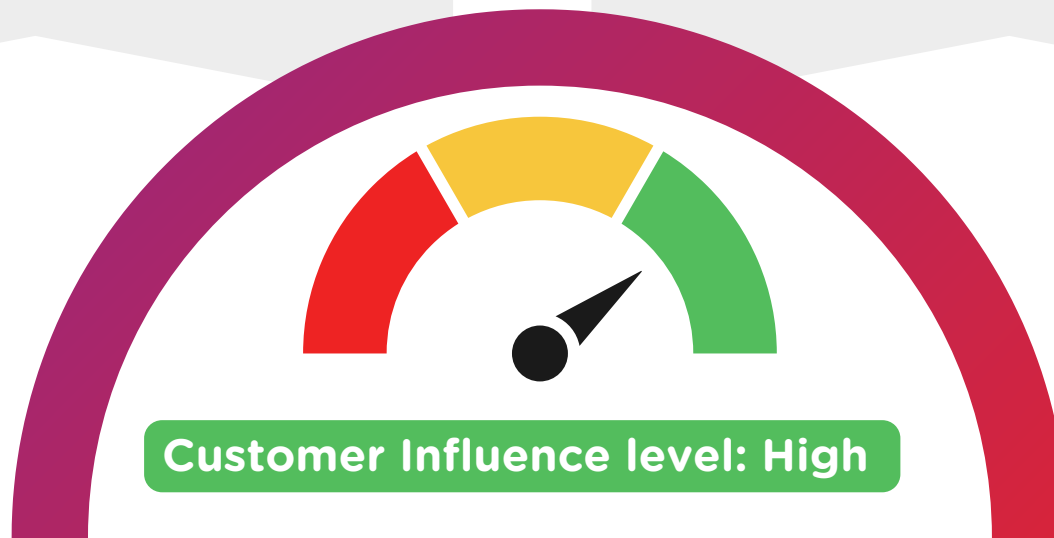
# VIVID Impact Scrutiny Panel

## What It Means

A customer-led group who independently **scrutinise and review our performance** to ensure customers' voices are heard. The VIVID Impact Scrutiny Panel is a key part of our governance structure and holds us to account on standards for service delivery. We're exploring other ways to encourage more customers to be involved in scrutiny.

## Time involvement

**Quarterly meetings** lasting 2-3 hours, with additional preparation time to read papers. There is an additional commitment to attend **regular training sessions and conduct service reviews**, making recommendations for improvement to the Customer Services Committee and VIVID Board. We're exploring other ways to encourage scrutiny with less of a longer-term time commitment.



# Customer Services Committee

## What It Means

The Customer Services Committee is a subgroup of the VIVID board; they **oversee the effectiveness of service performance and standards.**

The CSC includes customers and staff.

## Time involvement

**Regular meetings** - typically once a quarter - lasting 2-3 hours each.

Plus additional preparation time to read papers.



Customer Influence level: High

# VIVID Plus Board Member

## What It Means

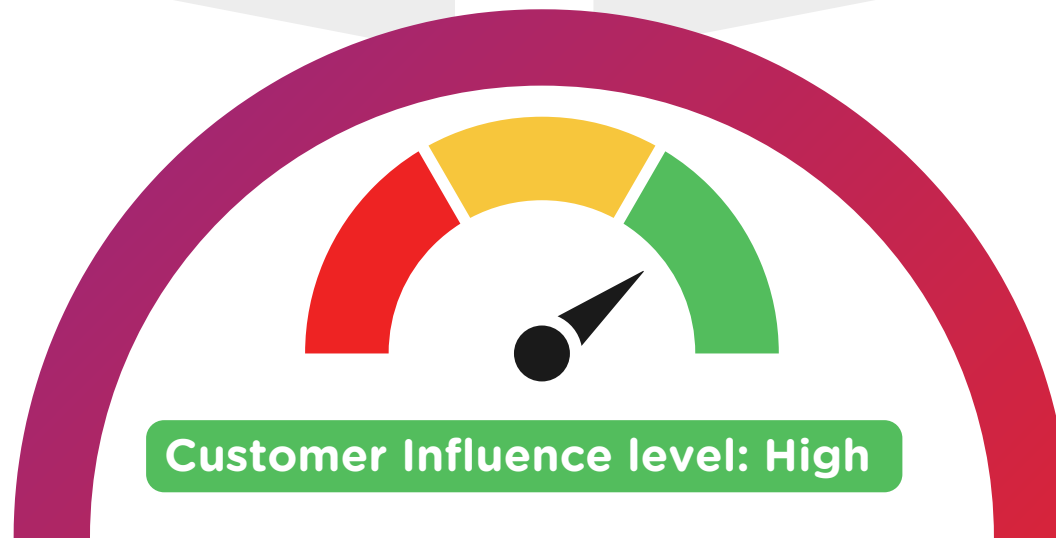
**Help oversee our community investments** to ensure they make a positive impact.

There is customer representation on the VIVID Plus Board.

## Time involvement

**Quarterly meetings**, lasting 2-3 hours, with additional preparation time to read papers.

There are occasional additional responsibilities and time for training and development.



# Share ideas to inform our services

Co-creation focus groups

Service specific improvement groups

General consultations

Task and finish groups

Procurement group - coming soon

Fire and building safety groups -  
coming soon



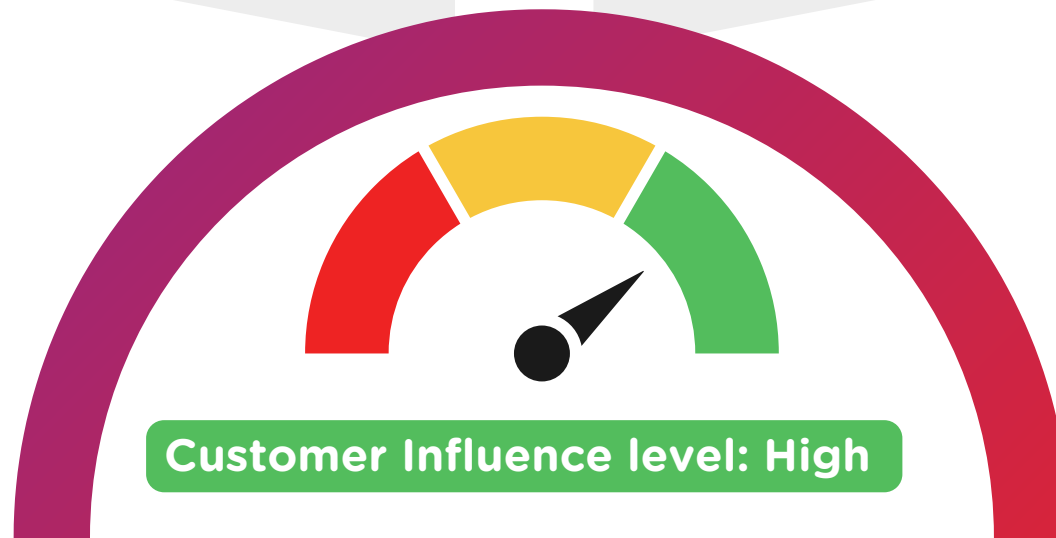
# Co-creation focus groups

## What It Means

Customers that have used the service under review will be invited to either online or face-to-face short term focus groups to **discuss the specific service in-depth** and contribute and influence the service area.

## Time involvement

Sessions last about 2 hours, **occurring as needed** based on specific services.



Customer Influence level: High

# Service specific improvement groups

## What It Means

Customers that have used the service under review will be invited to either online or face-to-face regular meetings to **discuss the specific service in depth** and contribute and influence the service area. We establish these groups in response to the service areas that **customers have told us are a priority.**

## Time involvement

Sessions last about 2 hours, typically occurring **monthly.**



Customer Influence level: High

# General consultations

## What It Means

Share your opinions and give **feedback** on specific questions through either an online consultation event (virtually) or by completing a survey.

## Time involvement

Typically takes **1 hour per consultation.**



# Task and finish groups

## What It Means

Engage in a series of sessions to work on specific projects that require **customers voices from start to finish.**

## Time involvement

Multiple sessions, each lasting 1-2 hours, **spread over a few weeks.**



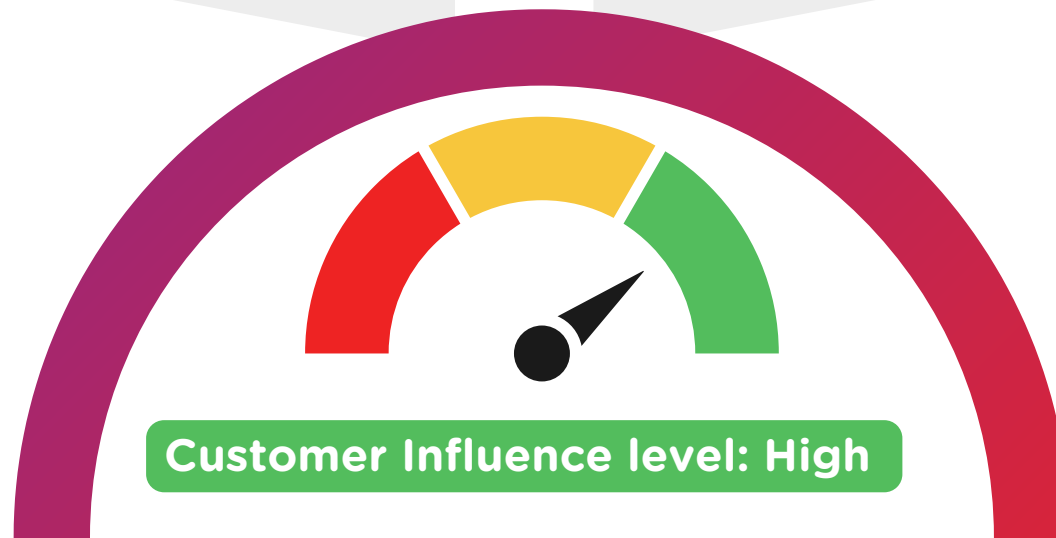
# Procurement group - coming soon

## What It Means

Assist in **scoping new contracts, electing new contractors** by evaluating applications and contributing to decisions through to monitoring performance within contract delivery.

## Time involvement

Involves **several days** of commitment, with training provided.



Customer Influence level: High

# Fire and building safety groups - coming soon

## What It Means

Provide **input on safety practices** for those living in taller buildings.

## Time involvement

**Periodic meetings**, each lasting about 1-2 hours, focused on safety issues.



**Support each  
other to make a  
difference in  
your  
neighbourhood  
and community**

Resident groups

Neighbourhood Volunteer

Customer Ambassador  
(Supporting Place Shapers  
with Community Projects)

# Resident groups

## What It Means

Community and customer-led groups, working with other customers to **discuss communal issues and/or neighbourhood concerns**, working together to improve your area.

## Time involvement

**Quarterly meetings**, each lasting about 1-2 hours.





# Neighbourhood Volunteer

## What It Means

**Act as a local representative** to identify and report issues within your community.

## Time involvement

**Quarterly meetings and occasional walkabouts**, with flexible timing.



# Customer Ambassador (Supporting Place Shapers with Community Projects)

## What It Means

Represent your community by being the **voice for local concerns and ideas.**

## Time involvement

Varies depending on the level of engagement - with **regular check-ins and updates.**



# Other ways you can have your voice heard and influence what we do

## **Regular surveys**

We already receive a lot of information and feedback from customers, after an interaction or service transaction has been completed. We follow this up with a brief survey sent by SMS or email - these are sent to customers who have:

- Recently moved in (both shared owners and rented customers)
- Had a responsive repair (including gas servicing and electrical testing)
- Contacted us through our customer experience team
- Had planned maintenance carried out (e.g. kitchen or bathroom refurbishment, or new windows and doors)
- Made a complaint
- Reported anti-social behaviour

We also work with an external research company (TLF Research) who carry out regular customer satisfaction surveys for us quarterly that contribute to our Tenant Satisfaction Measures.

You can also share your views and feedback through making a complaint, comment, or suggestion.

# Keeping customers informed

We recognise that many customers don't want or have the time to collaborate with us, and want to be kept informed about issues that matter to them. We share information for customers in our monthly email newsletters, in regular social media posts, our website and through our printed quarterly newsletters.

# What we do with your feedback

We're committed to sharing where customers have influenced what we do, regularly in our communications and directly back to customers who have spent time with us.

# What support you can expect from us

We're committed to supporting customers who work with us to improve our services. We offer training to help you develop the skills needed for various roles, and in most cases, we cover mileage and expenses for attending meetings or events.

We'll regularly review the opportunities for collaborating with customers to ensure there are effective ways for customers to influence.

Sometimes we will ask customers to influence changes to services we need to make by seeking views in different ways (see pages 3-18).

These opportunities for customer collaboration are delivered through a variety of ways to suit different preferences and needs:

<b>Face to Face</b>	<b>Online</b>
Church halls	Webinars - via MS Teams or Zoom
Community bases	Surveys
Communal rooms	Virtual Town Hall meetings - MS Teams
VIVID offices	