



Minutes of the VIVID Impact meeting held at 6pm on Microsoft Teams on 28 August 2025

Present: Alan Chatfield (AC), Chair
Mo Afzal (MA)
David Conquest (DC)
Sharon Maddison (SM)
Rosemary Pyke (RP)
Karen Rawlings (KR)
Lee Sexton (LS), Vice Chair
Natalie Welch (NW)

In attendance: Alex Nagle (AN), Customer Service Director
Natalia Hadfield (NH), Head of Customer Experience
Lauren Cannon (LC), Governance Manager
Caroline Stockmann (CS), Non-Executive Director (observer)
Elise Repton (ER), Business Admin Apprentice (observer)
Sadia Tasnim (ST), Company Secretarial Assistant (minutes)

Part attendance: Daniella Schauerma (DS), Junior Performance and Insight Analyst

Apologies: Sarah Smith (SS), Place Shaping and Customer Influence Manager
Natasha Wall (NW), Customer Resolution Quality Manager

The meeting was confirmed as quorate and started at 6pm

DECISIONS TAKEN BY THE PANEL:

VI 045/25 Minutes of the meeting held 9 July 2025
The minutes of the meeting held on 9 July 2025 were approved
VI 054/25 VIVID Impact scrutiny review
VIVID Impact agreed the next steps for their scrutiny review

FULL MINUTES OF THE MEETING:

VI 044/25 Welcome and apologies
The Chair welcomed the group, and apologies were received for SS and NW.

VI 045/25 Minutes of the meeting held on 9 July 2025
The minutes of the meeting held on 9 July 2025 were agreed and approved.

VI 046/25 Matters arising
AC advised that the group is currently awaiting confirmation on their next scrutiny review. LC shared that NH and our Director of Communications are due to meet to discuss a potential review focused on corporate communications. They plan to arrange time with AC and LS to explore this further. **Action: NH**

LC acknowledged the group's eagerness to begin a new review and confirmed that a meeting has been scheduled for October with the Customer Influence Team to discuss the customer volunteer roles at VIVID. LS confirmed availability for this session, and LC will forward the invite.
Action: LC

AC added that the group would welcome guidance from VIVID on what areas to prioritise. If the communications review is not yet ready, they suggested exploring the role of Neighbourhood Officers. AN noted that a role review has recently been completed with the Neighbourhood Management Team, and this may overlap with existing work. AN will share the outcomes of that review for group feedback. **Action: AN**

AC agreed this would be a valuable exercise for both the group and VIVID.

LS formally acknowledged the panel's name change from VIVID Impact to VIVID Customer Scrutiny Panel. LC confirmed the update has been made on the website and that future meetings will reflect the new name. AN requested that LC include this update in internal communications and the customer newsletter. **Action: LC**

NH suggested creating a video to showcase the outcomes and impact of the scrutiny group's work, similar to videos being made for the "You Said, We Did" and service improvements initiatives. She proposed that a panel member could participate in the video to highlight achievements, which could then be shared with customers via social media platforms.

The updates to the matters arising were noted.

VI 047/25

Verbal update from Customer Services Committee

AC provided a brief summary of the latest Customer Service Committee meeting, noting that the recent scrutiny review was well received. He also shared that he had asked the committee to suggest ideas for the next review, to help ensure the group's efforts do not duplicate existing work. AC confirmed he will circulate a shortened version of the meeting minutes in the coming weeks.

LC proposed sharing the full committee minutes with the group, with AC highlighting any key points. NH will collaborate with AC to produce a summary, potentially using AI tools, for distribution to members following each meeting. **Action: NH/AC**

VIVID Impact noted the update provided by the customer services committee

VI 048/25

Recommendation tracker

AN asked the group to confirm whether they were satisfied with the actions listed on the tracker, noting that VIVID is seeking assurance that the tracker continues to meet the group's needs.

The panel noted difficulty reading the tracker when sent as a PDF and requested it be shared as a spreadsheet for easier access, especially on smaller devices. LC confirmed future versions will be sent in spreadsheet format. **Action: LC**

LS raised several queries:

- Row 27 – "Neighbourhood Officers (NOs) are trained on void standards"
AN clarified that NOs receive desktop training on the void standard and also shadow their supervisors to understand what the standard should look like in practice.
- Row 39 – "VI members to undertake random void inspections every 6 months"
AN confirmed that a date will be arranged, and suitable empty properties will be identified for inspection.
- Row 40 – "VI members to be invited to a moving webinar"
AN advised that the moving service standard is currently under review with customers, and a date for the webinar will be shared once confirmed. **Action: NH**
- Row 55 – Review of training for vulnerable customers
LS asked whether members could review the training provided. NH agreed to share further information. **Action: NH**

NW emphasised the importance of evaluating the tracker's effectiveness. She suggested that a review should be conducted six months after implementation to assess impact. It was agreed that members should review the recommendations to determine delivery success.

The group agreed to hold a separate review meeting to select a past recommendation for impact assessment, circulate the tracker for comments, and compile data on outcomes before meeting to discuss findings and next steps. There was consensus that this process would help ensure recommendations add value and avoid duplication with other customer influence work. NH and LC will support with this. **Action: NH/LC**

VIVID Impact noted the updates on the recommendation tracker

VI 049/25

COO verbal update

AN confirmed that VIVID has successfully appointed a new Property Services Director, Andrew Rossiter, who will be joining the organisation in early October.

Reflecting on the previous meeting, AN updated the group on progress with P25. She acknowledged ongoing challenges, particularly around data and repairs, and noted that while there have been some dips in performance, VIVID continues to make steady progress and address issues as they arise.

Despite these challenges, there has been positive feedback on other system functionality:

- Over 4,500 repairs have been raised online, with users reporting the process as straightforward.
- The new lettings process via the online account has also received favourable feedback.

AN went on to explain that Awaab's Law will come into effect on 27 October 2025. VIVID's internal processes are aligned and prepared for this change, although an increase in demand is anticipated. NW asked whether a communications plan is in place. AN confirmed that training is being rolled out across all teams to ensure consistent understanding and handling of the new requirements.

Regarding external communications, NW queried what would be shared with customers. AN advised that updates would likely be included in the customer e-newsletter and published on the website. NW suggested that a direct email to customers might be more effective than embedding the message within a newsletter. AN agreed to pass this suggestion on to the Head of Property Compliance as part of the customer communication planning. **Action: AN**

VIVID Impact noted the update provided on operational matters

DS joined the meeting

VI 050/25

Performance review

DS provided a Q1 performance update (April–June), comparing results to the previous financial year.

For rental customers, several satisfaction measures showed improvement; however, there were declines in overall satisfaction, listening to tenant views, keeping tenants informed, complaint handling, antisocial behaviour handling, and neighbourhood contribution. The primary issues identified were communication failures, including lack of updates and customers feeling unheard. The most notable improvement for rental customers was in satisfaction with repairs and reduced wait times.

Shared ownership customers experienced improvements in 7 out of 9 satisfaction measures, with fairness/respect and neighbourhood contribution showing declines.

Callback performance dropped to 91.9% (calls completed within target), and call wait times increased, indicating a challenging quarter.

On a positive note, the number of complaints resolved within target and commitments responded to both improved.

A new priority area has been introduced: reducing service failures by 25%, with measurement beginning this quarter.

Repairs performance improved against both the 28-day and 14-day completion targets.

The group acknowledged that some of the information overlapped with the previous meeting due to close scheduling but confirmed that the deep dive into communication failures was a new addition.

VIVID Impact discussed and noted the update on performance.

DS left the meeting

VI 051/25

Complaints and lessons learnt

NH delivered the update, noting NW was on leave. The focus this quarter is on reducing service failures, with improvements tracked through complaints.

A new decant policy is being drafted in response to customer needs identified via complaints.

A suggestions policy has launched, allowing staff to submit service improvement ideas for customers or themselves; training on this is scheduled for September.

A new complaints lessons learned group is being formed, consisting of customers who will meet quarterly with the team to review complaint themes and suggest improvements. This group was created in response to TPAS action plan recommendations. Customers who previously gave feedback on complaints have been invited to join this group, and updates on its progress will be shared at the next meeting. NH invited panel members to join the group if interested and agreed to share meeting dates for participation. **Action: NH**

VIVID Impact noted the update provided for complaints and lessons learnt.

VI 052/25

Budget review

LC advised that since the last meeting, the group has spent £153.10, this includes mileage and lunch for the induction day. Unfortunately taxi invoices are not yet available. LC suggested that for future meetings, she'd provide the group with a spreadsheet of all spend over the year, so this can be tracked effectively. **Action: LC**

VIVID Impact noted the budget review update.

VI 053/25

Customer influence update

NH reported significant activity in customer influence, with 11 policy reviews and 6 service standards projects involving customers currently underway.

Two customer roadshows were held in Totland and Upper Hale, where teams engaged directly with residents to gather feedback on living experiences and service access, including input for estate enhancements via VIVID Plus, our charitable arm.

The team is implementing the year 2 delivery plan, progressing on outcomes and actions, and working on the TPAS action plan, including forming a lessons learned group with customers to review complaints and suggest improvements.

There is a focus on recruiting younger demographics for formal scrutiny roles, with strategies such as text messaging and dynamic, less formal engagement methods to increase participation.

NH emphasized the importance of demonstrating the impact of customer involvement, including closing the feedback loop by showing what changes resulted from customer input and enhancing dashboards to reflect these outcomes.

NW highlighted that showcasing the tangible impact of scrutiny work is key to attracting younger participants, suggesting that visible results and sentiment improvements will help engagement.

VIVID Impact noted the contents of the customer influence update.

DC left the meeting

VI 054/25

VIVID Impact scrutiny review

AC advised that during the group's conversations, they've considered looking at the customer volunteer roles, which is booked in for October. And, looking at the role of the Neighbourhood Officer, which AN advised earlier in the meeting, she'd share VIVID's review outcomes.

NW suggested it may be valuable to revisit previous scrutiny reviews to assess their impact and identify any areas for further improvement. AC requested the last 3 or 4 scrutiny reviews be shared with members to review and decide which review they may want to re-scrutinise. **Action: LC**

LS advised that he had sent VIVID the outcomes of the group's lessons learned session and wondered if there was any feedback. LC advised that there was some useful feedback, she commented that she's put in a request for the group to receive new laptops and reassured that this is being regularly followed up on. LC suggested it would be useful to review the lessons learned when starting the next review, to ensure that we're continually learning and improving.

There was a suggestion for panel members to take leads on specific groups (e.g., lessons learned, neighbourhood volunteers) and report back, with NH offering to circulate a list of groups for members to choose their involvement. **Action: NH**

The group agreed to discuss these roles further and coordinate participation in upcoming activities.

VIVID Impact agreed the next steps for their scrutiny review

VI 055/25

Any other business

LC informed the group that Emma Flynn will be attending the next meeting in November. An informal catch-up session with Emma will be held earlier on the same day to give members an opportunity to connect with her ahead of the main meeting.

LC also provided an update on group membership. Following the departure of Shannah and Rick, LC and NH will be meeting shortly to develop a recruitment plan. LC will keep the group informed on progress.

LS noted that the group had previously discussed attending TPAS conferences but had not yet received confirmation on whether VIVID would fund this. LC responded that support could be considered for one or two members to attend, provided the conferences are a good use of time and that key learnings are shared with the wider group.

The group welcomed ER, who observed the meeting, noting that she'll be taking on the role of Governance Administrator from 22 September 2025 and will be supporting the panel.

Date of next meeting – 13 November 2025

Meeting closed: 7:16pm