**Present**: Helen Critcher, chair and Golding Homes, Tracey Bell, Gravesham BC; Amanda Mankelow, TCH; Emma Henry, WKHA; Louise Gray, Dartford BC; Mark Meredith, SHG; Angela Palmer, MHS; Parmjot Kaur, Medway; Lin Perkins, Golding; Felicity Dunmall, GCHA; Loren Paine, Folkestone & Hythe;

**Apologies:** Lewis Kinch, vice –chair and Optivo; Nancy Cashford, Optivo;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising | All done except HC to put AP in touch with LP |  |  |
| Stigma/White Paper | A KHG event was run on 9th November which helped to clarify what was needed and when | HM | Share the link to the recording of the event if possible. |
| CX Feedback tool | Lin Perkins was unable to give a demo and the slides she had received were not to the point. Lin thought the provider would be willing to attend a later meeting to present and she and HC will check.  Lin explained that though we don’t have definitive measures for the WP the talk on the 9th put us in the right direction and it is clear that organisations need to develop the capability to gather data on customer engagement. The CX helps them seek feedback from their customers and analyse it better and easier than their previous survey monkey contacts. A wide range of products are available. CX feedback only works in social housing so their products are suitably tailored. Costa are in region of £11k for first year, then a little less in subsequent years. They use it as a survey tool and also send via SMS which is very timely after the intervention. The website is [www.cx-feedback.co.uk/housing](http://www.cx-feedback.co.uk/housing)  The surveys are good for quantitative and qualitative data. CX uses sentiment analysis which helps analyse the themes in the comments given which gives greater richness from the data. The information lets the organisation know where improvements would be useful.  The system bolts into Orchard, so relates to their customers data. So if respondent says not feeling safe you can see which estate they are on, their age group, gender, etc.  The dashboards are great and can be customised to give the right look. The number of users across the organisation is unlimited. Managers can access the data but may lack time/skills to analysis data so Lin hopes to support them on this and provide a monthly report. She hopes this could lead to a ‘you said…we did’ story.  EH asked how will the data be used to create outcomes and who will own the information and ensure that it is acted on? LP had had customer service improvement meetings where data would be discussed and then create a response and publicise. It takes time to embed the changes and so quarterly meetings can be better. It is important to formalise how the data will be provided to managers, to record what they will do, record the outcomes and publicise a ‘you said…we did’. This should be tied in with customer focus groups.  FD believes the White Paper will be clear that there must be outcomes from the data gathered and this will require input from many teams across social housing providers, and also coordination.  LP the customer experience should carry more weight and influence the services and how they are provided. | LP & HC | Ask whether CX feedback would be willing to give a demo at the Feb 2022 meeting |
| Roundtable discussions | HC someone in Golding has suggested putting laptops in day centres. Some day centre managers are concerned over security of the equipment and also people in the scheme who should not have access to the internet.  MM they are beginning to put communal Wi-Fi in communal areas of their schemes. They do lend a laptop for job search etc. and they are given lessons with We Are Digital [We Are Digital | Digital Inclusion UK Training (we-are-digital.co.uk)](https://www.we-are-digital.co.uk/) before they are lend equipment. Norton family allowed restrictions on how the laptop could be used for and so there is likely to be a similar commercial package that allows restrictions.  EH believes they have communal computers in some of their schemes.  At libraries people book a time slot to use the computer and they have a log in. [Free computers and wifi - Kent County Council](https://www.kent.gov.uk/leisure-and-community/libraries/free-computers-and-wifi) Also need to consider who would provide support for those needing assistance to use a computer.  FD mentioned KCCs free digital training to help clients use communal IT equipment.  AM believes Age UK also provide some training. [Computer training courses - IT training services | Age UK](https://www.ageuk.org.uk/services/in-your-area/it-training/)  EH suggested getting a volunteer to drop in each week to provide support for those wanting it to use the IT.  EH suggested colleagues take advice from your IT and data protection policies. | HM  All | Circulate info provide by FD to help with training  Contact HC with any further support on providing IT in communal areas |
| Chair and Vice chair | HC and LK are stepping down as chair and vice chair. If anyone would like to volunteer to be chair, vice chair or co-chair please contact HC. HC explained there are 3 meetings a year so perhaps if 3 people came forward then it could be shared in a co-chair way. | All | Contact HC to volunteer to chair, vice chair or co-chair this group. |
| Topics for 10 Feb 2022 | HC hoped the meeting on 10th February 2022 will be at Goldings and she will to check in January so find out whether they will allow external partners to visit the building. If this is not possible the meeting will be held via Teams.  HC and LP will arrange for CX Feedback to speak at the Feb meeting.  Life and Progress <https://www.lifeandprogress.co.uk/> provides Counselling, financial advice etc. and HC will see if they can speak at next meeting. | HC | Invite Life and Progress to speak at next meeting. |