**Present**: Helen Critcher, chair and Golding Homes, Lewis Kinch, Vice chair and Optivo, Lucinda Herring, WKHA; Louise Gray, Dartford; Angela Palmer, MHS; Michelle Thomas, Thanet; Jill Orr, TCH; Parmjot Kaur, Medway; Helen Miller, KHG;

**Apologies:** Matt Smith, SHG;

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| Reference | Notes/Outcome | Who | Action/Decision |
| Introductions and apologies | Gemma Foster from Riverside is leaving sub-group as leaving Riverside. Matt Smith sent apologies. Helen Critcher from Golding Homes is their Community Investment Lead, Lewis Kinch from Optivo is the Co-Creation and Innovation Manager, Michelle Thomas is Thanet District Council’s Resident Involvement Officer, Jill Orr is Resident Officer at Town and Country Housing, Angela Palmer is Customer Engagement Officer for MHS, Lucinda Herring is the Resident Involvement Assistant for WKHA, Louise Gray is the Resident Involvement Officer for Dartford, Helen Miller is the partnership manager for Kent Housing Group. |  |  |
| Matters Arising | No Matters arising from notes from April meeting |  |  |
| Stigma/White Paper | This item was included on the agenda as requested by members not currently present and will be revisited as needed.  At Golding the WP is being led by the customer engagement person.  LK Kate Dodsworth has met some executives from Optivo to discuss the WP and LK will circulate any guidance that comes from that. LK shared a review on Consumer Regulation [Consumer Regulation Review 2020-21 (publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1015489/Consumer_Regulation_Review_2020-21.pdf) that includes a few case studies. LK thinks that it’s important to record what organisations do to gain customer feedback, the feedback they receive and how they use it. The White Paper is wide, including ASB, housing neighbourhoods, resident involvement, etc. and so fits across several teams in some organisations.  MT, Thanet has social housing back in house after the break-up of East Kent Housing and she is looking at how they accurately record, monitor and use resident feedback. She asked that we discuss how we record and use feedback as a topic for a future meeting.  HC will put MT in touch with Lin Perkins about the new feedback tool called CXFeedback that will be used for surveying by Golding, and put this on the agenda for November.  LK explained that Optivo raise a case on CRM system every time they have a contact which makes it easier to run a report on how many they engaged with. He thinks the White Paper will also require case studies to show the depth of what you do and provide quantitative and qualitative data and show the differences/impacts made in response to contacts.  A White Paper KHG virtual event is being organised in the morning on 9th November with Fiona McGregor from the regulator, Natalie Abraham and Mike McDonagh from Cipfa C.Co and Bruce Moore from Housing 21.  Please email HC or HM with any points we’d like covered at the event.  LW highlighted the more clear the regulator can be about what they need to see so that housing providers can gather useful data. | LK  HC  All | Circulate information when possible  Put MT in touch with LP & ask LP to give an overview of the tool at Nov meeting.  Email HC & HM with what you’d like the event to cover by early/mid October |
| Topics for November | We will meet virtually on 24th November.  LK asked whether people are having face to face events now. HC said Goldings had a few face to face events, mainly outside, and with numbers limited for each group, for COVID safety. They recognise that some people are still nervous about meetings, particularly inside. They will have a staff conference with 200 people, in person, later this month, with spaced tables, anti bac, ventilation, suggested lateral flow test beforehand etc.  MT, Thanet will be holding a tenant and leasehold meeting, the first big meeting since lockdown. They did some community neighbourhood days done over the summer and residents value that.  HC, Goldings have been doing What About Shirley events to make sure customers are OK. This has taken some people out of their comfort zone. They have many new staff so good for them to get to know customers and estates. It shows customers that they are listening and it’s more than surveys. They have about 20 staff at each event and knocking on customers doors.  JO of TCH have a scheme go to meet tenants each week on the Wednesday and residents seem to value that.  AP of MHS didn’t have a lot of engagement previously. Her role is new. She has a customer scrutiny panel and she has just set up customer engagement group with 70 people. Their first face to face focus group will be at end of month, and a second on in October and they are limiting it to 11 people. Most staff are still working from home and they are only just starting to return to the office, with a general idea to stay away where you can. The news this morning suggested further restrictions this winter and need for caution on COVID. She would like to know how others have closed the gap between the scrutiny panel and other forms of engagement as some groups want to stand alone. She has just done a project on service standards.  HC explained that at Golding resident engagement had poor join up between several panels and panels were run by different teams. There were elements of scrutiny in all those panels so no one scrutiny panel. Now the panels have gone and Lin runs a customer insight group that will include scrutiny. HC will put AP in touch with Lin.  AP Shared owners feel that they are second class citizens and generals needs say the same and the others get a better service. LK says they have a similar issue between the groups and that others think others get a better service. Optivo are looking at whether some parts could be a tenure neutral services. LK is pushing for new panel for shared owners and leaseholders. A menu of the opportunities that each have, and the purpose of each, may be useful to bridge the gap. LK sees scrutiny as more high level and looking back at what was done. Engagement and input on new services is looking forward about what they want. It can help to liken the scrutiny panel to a resident Board.  HC also likes menu of opportunities for leaseholders and shared owners and the services they can access and how it is different from general needs and who can they contact in Golding. The previous leasehold panel was too small and discussions were about individual not generic problems.  LK said that Optivo found that if they wish to focus on a particular topic they go to those customers who’ve complained about that matter before – more like a task and finish group. It helps that the matter feels relevant to them. They take the lists from the CRM.  AP, she is not fully aware how to use the CRM. HC advised to find the relevant colleague who can pull the relevant data.  PK asked whether members have been asked to cover the cost of a carer for a person who wishes to attend a panel. HC not had that query but have had child care query. They do pay for taxi and would probably cover carer cost.  LK thinks they have had that query and will see if he has a policy. LK has paid £8.50 per hour for a carer but thought that seemed like an old figure. More parents are attending virtual meetings during lockdown and Optivo recognise they are getting more feedback from a wider range of people with virtual meetings. The timing of meetings also matter as no one time suits all. Organisations may need to run these as a drop in, or run two sessions at different times. They may need to continue with virtual meetings to allow greater diversity in participation.  HC did event at Easter and ran child care upstairs. Agreement that as they cover child care they would also consider covering carers fees.  HC to ask LP to talk about groups/panels and joining them up.  HC to arrange LP to speak on CXFeedback and how Golding are using it.  Please flag any other topics for November to HC, LK & HM. | HC  LW | Put AP in touch with LP  Circulate the policy on expenses to participate for engagement |
| Meeting dates and virtual / face to face in 2022 | HC proposed we meet in March, early July and November. HC to host first one if she is permitted to book a meeting. Most organisations still require staff book a desk. Mornings at 10-11.30 are better than 9.30. Avoid Fridays. | HC  HM | Determine whether Golding can host in March  Send dates to LK and HC and then can send out to all. |
| AOB | AP and LK attended the HQN conference in July. Kate Dodsworth and Fiona McGregor were interesting in the Q&A session. AP the last day had complications around accessing the preferred breakout rooms. LK not sure whether he’d recommend attending next year. |  |  |