**Present**: Helen Critcher, chair and Golding Homes; Parmjot Kaur, Medway; Tracey Bell, Gravesham; Beth Becks, Dover; Louise Gray, Dartford; Emma Ditton, MHS; Michelle Thomas, Thanet; Nancy Cashford, Optivo; Lucinda Herring, WKHA; Lin Perkins, Golding; Rebecca Taylor, mhs; Lindsey Brogan, Hyde; Mark Meredith, SHG; Leanne Donald-Whitney, GCHA; Jill Orr, TCH; Angela Palmer, MHS; Felicity Dunmall, GCHA; Helen Miller, KHG; **Guests;** Fraser Campbell, CX feedback; Rebecca Milic-Brown, Life and Progress;

**Apologies:** Amanda Mankelow, TCH**;** Lewis Kinch; Louise Humphrey, MHS; Barry Waller, MHS; Corrine Beech, WKHA;

|  |  |  |  |
| --- | --- | --- | --- |
| Reference | Notes/Outcome | Who | Action/Decision |
| Matters Arising | All matters had been actioned.  HC said Golding asked customers want they needed around IT in communal areas and were told it was Wi-Fi, not equipment. |  |  |
| CX Feedback tool | Fraser Campbell shared a PowerPoint presentation that will be circulated and then gave a demonstration of it live.  He highlighted the social housing White Paper and the elements of knowing how your landlord is performing and having your voice heard by your landlord.  FC described how Golding uses the tool to create transactional surveys all along their journeys. They use the survey builder survey tool. They send them via the CX feedback distribute function that connects them to their HMS. The returned surveys go into the comments function and these create the learning and dashboards and standard reports.  The system allows you to target your engagement on things are relevant to tenants.  RT, does satisfaction reduce when doing digital surveys? LP said they haven’t done phone surveys and did do survey monkey surveys and so cannot really comment on impact of digital surveys. LP is creating a telephone survey group for digitally excluded tenants.  FD, attended an IFF event which suggested that people often see a decrease in satisfaction when using digital methods and they suggest people use the tenants preferred method of contact if possible.  FC respondents may feel an element of social obligation when doing a survey with a person/by phone, and experience indicates there may be 8-10% greater satisfaction expressed when using non digital methods.  FC showed a dashboard used by Golding. They have a large array of surveys planned to give the kind of feedback that would enable they to understand their tenants concerns and be able to address them. Data can be customised and can be shown as a pie chart, doughnut, bar chart, etc. All surveys work on a desktop computer, laptop or mobile phones. They can be customised by colour, font, logos, etc.  Over 50 HA are using CX Feedback. FD invited people to contact him, using his contact details in the presentation, with questions.  Photos can be integrated with the HMS. |  |  |
| Life & Progress | Rebecca Milic-Brown from Life and Progress explained what their service provides and shared a presentation which will be circulated.  The tenant support and wellbeing service is a place for your tenants where they will find a range of services including a 24 hour, 365 day, advice line; in the moment telephone counselling; financial information and guidance; legal information and guidance; child/dependent care information; general information and guidance on wide range of topics. All are run confidentially with appropriate referral to emergency services if needed.  Tenants can also access an online wellbeing portal.  L&P give reports every quarter so you know how the service is being used and the reasons for the contact. They provide promotional materials with your look and logo.  Pricing is based on the number of homes you have though cost per home is lower for larger number of homes.  RM-C invited members to contact her by email with any questions. |  |  |
| Chair and Vice chair | HC and LK are stepping down as chair and vice chair. Nancy Cashford from Optivo has kindly volunteered to chair. If you’d like to chair or vice chair please do volunteer. LK will support Nancy at next meeting. If you would like to find out more about the roles please contact HC this week before she goes on maternity leave. | All | Contact NC & HM if you’d like to volunteer to be vice or co-chair. |
| Topics for 29 June 2022 | The Teams for poll showed that members preferred that these meetings remain virtual for 2022.  Email HM and NC with any topics for next meetings. | All | Contact NC & HM with any topics for future meetings. |