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| **Customer and Community Voice Meeting South**  held on Thursday 21 March 2024 between 10:00am – 12:00pm  at Akeler Training Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Jane **(JS)**  Melvyn **(MT)**  Michelle **(MW)**  David **(DW)**  Audrey **(AC)**  Valerie **(VC)**  Vivienne **(VD)**  David **(DB)**  Doreen **(DR)** | | Lewis Walmsley **(LW)** – Customer Engagement Lead  Judith Aiston **(JA)** – Customer Voice Partner  Michael Barker **(MB)** – Neighbourhood Operations Manager | |
| **APOLOGIES** | |  | |
| Liz  Denise  Margaret  Victoria  Phil | |  | |
|  | | | |
| **PARA** |  | | **ACTION** |
|  | 1. **Welcome & Apologies for Absence** | |  |
| 1 | MT welcomed all members present to the meeting and offered apologies for those who were unavailable. JA introduced herself as the new Customer Voice Partner for South area. JA explained she has worked at Gentoo for several years in various roles, including being a Neighbourhood Co-ordinator. LW explained he was successful for the Customer Engagement Lead and has been in post since November. | |  |
|  | 1. **Review of Octobers CCV Minutes** | |  |
| 2 | MT asked if all members had received the minutes from the previous meeting. All confirmed they had and there were no concerns raised. | |  |
|  | 1. **Confirmation of Group Name Change** | |  |
| 3 | MT confirmed following Gentoo’s decision to change their terminology from ‘tenant’ to ‘customer’ The group would no longer be called Tenant & Community Voice. Instead, this had been renamed Customer & Community Voice following a vote during Louise’s Meet & Greet session.  DB & MT queried the name change, asking why Gentoo had decided to change the terminology. LW explained the term ‘tenant’ is not inclusive to all. For example, we have leaseholders and customers on Right to Buy (RTB) who would not view themselves as tenants, however would acknowledge to being a customer due to them receiving a service from us. DB asked how much of Gentoo’s stock would be leased or RTB. LW advised it would be low, however the Groups preference is to use a term which encompasses everyone.  MT asked how this change would impact the group financially. LW advertised the term is not being publicly advertised, as this does not impact individual tenancies, therefore this would not cost the group financially. However, going forward we would need to ensure all documents use the word customer, so it would just be the time it takes staff to do this. | |  |
|  | 1. **Devolved Budgets** | |  |
| 4 | LW advised following member approval, the Community Room at Australia Tower will benefit from some new tables, which will benefit those beneficiaries who use the room on a regular basis. LW advised the spend was £455, however the overall budget for the year was £6,000, therefore we must be more proactive in how this can be spent. MT encouraged all members to consider what their local areas may benefit from and to provide recommendations going into the next financial year, so we can ensure the budget is spent. | |  |
|  | 1. **Chair Review** | |  |
| 5 | LW explained MT tenure is coming to an end as Chair for the group and a new Chair would be required. LW explained a term lasts three years and this was shortly approaching. LW confirmed this meeting would be MT last. MT confirmed he would still be attending the meetings. MW asked if the term could be renewed, therefore MT remains Chair. LW confirmed it could, however the group would always encourage giving another customer the opportunity to do this. LW asked the group if there was anyone else who would like to volunteer for the position. LW explained you do not need to have a tenancy to become the Chair, as you would be responsible for representing the local community. LW advised members of Customer Committee would not be eligible as they sit within the Governance structure. DB came forward and advised he would like the opportunity if voted in. DB explained he was Chair for the Central area previously, however due to an area move, this had to be relinquished. All members were happy for DB to be the new Chair and a vote was confirmed. MW volunteered to be Vice-Chair in case DB could not attend one of the meetings. Again, all members were happy for MW to be voted in  All members agreed MT contribution as Chair has been fantastic. MT confirmed his confidence has grown and has found the role to be beneficial. | |  |
|  | 1. **Review Involved Customer Terms of Reference** | |  |
| 6 | LW advised due to the changes, it would be beneficial to review the Terms of Reference (TOR) to ensure they were still relevant. LW confirmed minor changes have been made to the verbiage, however asked all members take 10 minutes to review if further changes are required.  DB asked how a customer would be integrated into the CCV meetings, should they wish to attend. LW explained a visit would be arranged to meet with the customer and explain the purpose of the meetings, there would then be a conversation around the terms of reference and their behaviours during the meeting. DB recommended the Chair for the area also comes along to the visit, therefore it is a joint approach. LW advised this would not be an issue and will ask the partners if they can extend invites to the Chairs going forward. [1]  LW asked if anyone had any further comments regarding the terms of reference. LW advised that one addition which could be made, is a commitment to have the dates of future meetings scheduled in for the year, therefore everyone knew when the meetings would be in advance, rather than these being arranged on an ad-hoc basis. Members agreed and LW confirmed that he would add this section into the TOR. LW advised he would also ask the partners to arrange dates for the rest of the financial year and add these to the minutes. [2] | |  |
|  | 1. **Creating a Customer Engagement Strategy – We Need Your Thoughts!** | |  |
| 7 | LW advised he wanted to share what Gentoo currently offer from an Engagement perspective, but also consider what else we can do. LW explained why a plan was required, explaining customers would be able to clearly identify where they fit within the engagement structure and how they can become involved.  LW shared his ideas regarding the key objectives of the plan. This was to increase communication and engagement opportunities for all customers, build trust and rapport and co-regulate with our customers in an accessible way.  LW showed the current engagement offer, including the Neighbourhood Walks which have just been introduced on our website. AC & VC advised they have not had a walkabout for a while. LW explained the re-introduction of Neighbourhood Walks provide all customers with the opportunity to meet with the Neighbourhood Co-ordinator and local partners, to identify areas of concerns within their local area. LW also advised a customer can complete a walkabout at any point and use the online form on our website to provide feedback to Gentoo. AC advised the fencing at LadyBank has not been completed around the shrubbery. MB advised he would investigate this as this was identified during the last walkabout he completed. [3]  LW continued showing the different ways customers could engage, advising we will send Smart Surveys on topics which impact everyone (recent examples being the allocations policy and cost of living survey)  LW discussed Your Gentoo Voice, explaining this is our online engagement platform which gives customers the opportunity to provide feedback within their own time.  LW advised the group disbanded the old Scrutiny Group (USTOO) as they the service to be inclusive to all. LW advised Scrutiny can be completed different ways and they have determined it can be completed via the following methods:   * Task & Finish * Deep Dives * Policy Reviews   LW also discussed how the group have recently hosted specialist visits (such as the Housing Ombudsman coming into talk to customers) and how the group have a dedicated Building Safety Group.  LW asked members if there was anything further the group could do.  MW queried the Neighbourhood Walks explaining there was not one documented on the website for Lakeside [4] MB explained when the walkabouts are arranged, agencies such as Local Councillors, Repairs Managers and Police are invited onto the walkabout. LW explained he would provide a link to the section of the website where the Neighbourhood Walks are located [5]  <https://www.gentoogroup.com/get-involved/neighbourhood-walks/>  DR queried if the Neighbourhood Walks are advertised anywhere else, apart from on the website, as not everyone can access this. LW advised he would speak with the Communications Team around creating a poster for each area, and it would the be up to the Neighbourhood Co-ordinator to add these onto notice boards within their local areas. [6]  VD advised it would be worthwhile adding the Neighbourhood Co-ordinators contact details onto the poster in case they cannot make the walkabout, but want to provide feedback [7]  VD asked if there was a way of incorporating feedback from the walkabout, therefore customers know which issue is being picked up by which agency. [8]  DB asked if there was anyone who has oversight of all the different walkabouts as well as the other engagement activities to ensure they do not happen at the same time. LW confirmed he has an engagement calendar which he has requested T&T integrate onto the website. LW advised this is not a simple task, however he will add the dates to his calendar [9]  LW asked if the group had any ideas as to how the meetings could be more beneficial, or how we can consider increasing membership.  VD advised posters could be created to promote the Customer & Community Voice Meetings and these could be advertised on Communal noticeboards. [10]  MT mentioned creating an out of hours meeting to entice new customers to come along who may work during the day. MT also mentioned around advertising the meetings through alternate Facebook pages [11]  Members advised it would be beneficial to hear from a Repairs Manager and their challenges. It was felt if this was advertised then it may encourage more customers to come along. [12] | |  |
|  | 1. **ASPIRE Requests** | |  |
| 8 | MT confirmed there were no outstanding requests. | |  |
|  | 1. **Any Other Business** | |  |
| 9 | No issues were brought up.  **Dates for Customer Community Voice Meetings:**  Wednesday 26 June 2024– 5:00pm – 7:00pm  Wednesday 11 September 2024 – 10:00am – 12:00pm  Tuesday 10 December 2024 – 15:00pm – 17:00pm (Louise Meet & Greet) | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action complete |  |

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 21/03/24 – [1] | Can Customer Voice Partners invite the Chairs when visiting new involved customers | Customer Voice Partners | 31/06/24 | Email has been sent to all partners requesting they invite their local area Chair to any future visits. |
| 21/03/24 – [2] | Can dates be arranged for the rest of this year’s CCV meetings. | Judith Aiston | 31/06/24 | All dates have now been booked in for 2024. You can find the dates for South’s meetings above. |
| 21/03/24 – [3] | Fencing around shrubbery at Ladybank | Michael Barker | 31/06/24 | This has been raised as a repair. Works will be completed within 180 days. |
| 21/03/24 – [4] | No Neighbourhood Walk advertised for Lakeside | Judith Aiston | 31/06/24 | This is now advertised on our website |
| 21/03/24 – [5] | Could a link be added to the minutes, therefore members can access the Neighbourhood Walk section on our Website. | Judith Aiston | 31/06/24 | A link has been added which can be found within the minutes |
| 21/03/24 – [6] | Could posters be created for Neighbourhood Walks and these advertised within Communal Notice Boards within their locality. | Judith Aiston | 31/06/24 | Posters have been created and sent to all NC’s to advertise on their estates. |
| 21/03/24 – [7] | Could Neighbourhood Co-ordinator contact details be added to the posters, therefore customers can provide feedback if they cannot attend. | Judith Aiston | 31/06/24 | Customers can contact their Neighbourhood Co-ordinator at anytime to discuss Estate Management issues. |
| 21/03/24 – [8] | Can feedback be provided from Neighbourhood Walks, therefore customers understand what has been actioned and who is responsible. | Lewis Walmsley | 31/06/24 | Neighbourhood Co-ordinators will log their estate management when they get back to the office. We cannot share details relating to individual addresses. |
| 21/03/24 – [9] | Can Neighbourhood Walks be added onto an Engagement Calendar | Lewis Walmsley | 31/06/24 | We have requested T&T create a calendar which would integrate onto the website. This may take some time. |
| 21/03/24 – [10] | Could posters be created to advertise future Customer and Community Voice Meetings | Lewis Walmsley | 31/06/24 | Communications Team to create an editable poster which we can advertise |
| 21/03/24 – [11] | Could out of hours be considered for the next Customer & Community Voice Meeting | Judith Aiston | 31/06/24 | The next meeting will take place between 6pm – 8pm. |
| 21/03/24 – [12] | Could a Repairs Manager attend the next Customer & Community Voice Meeting | Judith Aiston | 31/06/24 | Due to the next meeting being out of hours, this cannot be guaranteed, however this will be requested. |