**Resident Scrutiny Meeting – Parking**  
**Wednesday 6 January 2021 via Zoom**

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| **Welcome & Apologies**  **In attendance:** Kirsten de Keyser (KDK), Lia Voutourides (LV), Derek Sheppard (DS), Raquel Solomon (RS).  **Tpas Staff:**  Sam Goodwin (SG)  **Origin Staff:**  Cherish Hill (CH) - Resident Engagement Coordinator  Peter Butler (PB) - Business Development Manager |
| **All agreed to record the meeting**  **1-3) Introduction, Minutes and Actions**  SG – Introduction of the meeting and of everyone in the group. Discussed the actions from last meeting, went through all actions.  PB – Action from last meeting was to look at any possible conflict of interests during appeals process. This could be one of your recommendations. The group agreed.  SG – To email Carol Williams again about the Parking management removal request as not had a response.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **4) Scrutiny Procedure**  DS – Recommendation to have a follow up meeting after the CSC meet and discuss the review and recommendations. All agreed.  KDK – Could set up a running Scrutiny group that helps monitor the recommendations.  SG – You could join Spotlight as there are vacancies and monitor the recommendations that way.  CH – Part of Spotlights role is to monitor Scrutiny review outcomes so if there was another group doing this then it would be taking it away from Spotlight.  DS- I would be interested in joining Spotlight.  CH- Hoping to start a recruitment campaign end of January.  RS – Agree to join the WhatsApp group, thought had agreed before.  DS – Have heard the next Task and Finish group will be looking at repairs.  CH – The next review is on Complaints but will double check this.  SG – Spoke about the Scrutiny stages of a traditional Scrutiny compared to a Task and Finish group.  LV – Have not been able to complete all the stages of Scrutiny. Why is it a Task and Finish Group and not a traditional Scrutiny review, feel like it needed to be a bigger project.  SG – Confirmed the CSC will be meeting on the 25th January and we need to finalise this review by Friday morning.  LV – Do not think we are doing this review thoroughly enough. What happens if CSC say no to the recommendations.  SG – They will make a response and if they do not agree a recommendation they will explain why.  CH – Sometimes they will make a counter recommendation. For example, ask for more time to complete a recommendation or propose a different recommendation with a similar outcome.  LV – Spotlight do so much already. It would be good to have a Scrutiny running along side it to help.  SG – Could ask to have a sub-group of Spotlight for a year or join Spotlight if you are not already a member.  KDK – Agree to a sub-group  DS– I have really enjoyed this group and would not like my involvement to end.  LV – Having a Task and Finish makes this feel less important  PB – Explained how this Task and Finish group came about and how he was asked to be the Origin representative.  SG – Have shared the draft review, hope you have all had a chance to look at it.  The group went through the draft report together.  Section2 – K – Add that Origin are collaborating with its residents. Could include in the Executive summary.  RS – Add that there have been additional charges plus additions to resident’s service charges. Then after 2017 we had to pay for parking permits.  KDK – highlighted punctuation change  All ok with section 2.  Section 3 – The group discussed the consultation results. PB explained how the consultation was sent out and that it was a mixture of letters and emails. L – asked for the breakdown of how many emails and how many were posted.  DS – Would like to include in the recommendations a minimum percentage response on future parking consultations.  LV – We couldn’t do this consultation on our own, so I don’t know how it was sent. Not sure if everyone got a survey as cannot believe that the response was so low.  KDK – I analysed the results and around 140 households were people saying they were "happy with the way things were".  LV – Made a thorough point about the results not being accurate and asked if the surveys even sent to residents with parking enforcement.  KDK – Agreed with LV point that the results seem inaccurate.  CH – Will go back and ask TA for more information on how the consultation was sent and who to.  Section 4 – All agreed and went on to discuss the recommendations the group sent through.  DS– Would like to add that the group meet for a period of 12 months to ensure all the recommendations are actioned and completed.  Recommendation 5 – to add to the policy that Origin are to be part of the appeals process.  DS – Recommend that no more parking enforcement consultations are completed but if they are, a minimum 40% or even a 50% return is required.  LV – I agree this should be a 50% return rate.    All recommendations were agreed by the group.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **5) Finalising Parking Scrutiny Review**  SG – I will send this final report to you tomorrow morning and any comments form anyone please send to me by Friday morning. I need to send this to Carol Williams on Friday afternoon. Thank you.  RS – Remember to add my comment about it is not just parking permit costs, it is also about extra charges in some residents Service Charge. They should have consulted us. Now I can’t even have a friend round without getting a ticket.  KDK – I can send over what we have written in our WhatsApp group for the lessons learnt section to save time.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **6-7) Next Steps and Agreed Actions**  SG – Confirmed that will email over the final draft to the group tomorrow morning. Final comments from the group to be sent to SG by Friday lunchtime. Will CC in the group when sending the final review to Carol Williams. All agreed.  **End of video call.** |
| **Actions**  **CH – To send Derek Spotlight recruitment information when ready.**  **CH – To check with Tosin on how the Task and Finish Group came about.**  **CH – To find out how many emails and letters were posted for the consultation.**  **KDK – To send over the text for the Lessons Learnt section.** |