**Spotlight Meeting Minutes**

**9th September 2021 4pm**

**Zoom**

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| **1** | **Welcome and Apologies** |
|  | **In attendance:**  **Spotlight members:**  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) -Vice-Chair  Nickie Fonda (NF)  Christian Leonard (CL)    **Origin Staff:**  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator (mat cover)  James Shaw (JS) – Interim Director of Property Services  Elena Boyle (EB) – Head of Customer Experience  Sarah Baxter (SB) – Head of Delivery Gill Martins  **Apologies:**  Dolores Wright (DW)  Martyn Bamber (MB)  Shane Addicoat (SA)  Lia Voutourides (LV) |
| **2** | **Review actions from previous meeting** |
|  | CH went through the actions and the updates that were sent to the group before the meeting. |
| **3** | **Elena Boyle – Head of Customer Experience Introduction** |
|  | EB looks after the Contact team and Community Development Team. Customer Experience Strategy looks at how we are going to improve our services. This was approved yesterday at Board. It is a 4-year strategy and the first year will look at reviewing how we handle complaints. How we learn from complaints to reduce the complaints about the same issues. Also looking at the service you receive when you call us. We have recruited new staff for the team and have improved the time it takes to answer your call by two thirds in comparison to last year. For this to work, we need the rest of the business to work in a similar way and this is something we are looking at tomorrow’s staff conference. We have dedication from Origin staff on this and would like to work hand in hand with Spotlight. Would like residents to drive and shape our services.  CL – Are the contact centre part of Origin staff. EB – Yes, they are however if you go through to repairs this is our colleagues at Gilmartins.  EB – Identifying what scenarios we can improve and stop repeat mistakes. The measures that we put in place that keep us accountable. I expect the Board and Spotlight being part of this change. Regularly sharing our complaints performance on our website and being transparent with residents. We have had 6 new starters and have completed 4 step training that is person focussed. Coaching and 121s for staff to keep improving and forms part of their performance management. If they are not performing this will lead to action.  KDK – Be good to see the strategy – **EB will share with CH and will circulate it.**  SB – Partnership working between us. A lot of work going forward including the Spotlight team as well.  KDK – Residents also need to work well with Origin.  EB – Our team are trained in managing conflict and I agree we need to work together.  **CH to invite Elena to the next meeting in December.** |
| **4** | **James Shaw – Repairs Update** |
|  | James Shaw – Repairs Improvement Plan which has around 70 different actions on there. Cannot share with you quite yet as there is some sensitive information. There are tasks by every action and people who are accountable and the outcome. Headings in the plan are: the in house team (10 staff), Procurement, Voids, Resident Involvement, Complaints, PR (Gilmartins promoting themselves and raising the repairs service profile), initiatives, Health and Safety and Disrepair (currently 60).  I am here to ensure we complete the procurement properly. Staff questionnaire is going out tomorrow. We are consulting with residents currently for the new contract. There will be new opportunities to get involved. The Procurement panel, voids inspectors, mystery shoppers and possibly some new ideas. Some of the actions are quick but some require a lot of time, have extra costs and require external support.  KDK – asked for further clarification on the mentioned action of Gill Martins self-promotion.  KDK – Asked what the shared owners’ responsibilities are. This was raised on the resident Facebook page.  JS - explained that it is their responsibility to undertake their own repairs as they are essentially a leaseholder. We can look at services they can pay for from us. |
| **5** | **Sarah Baxter – Head of Customer Experience – Gilmartins Update** |
|  | SB introduced herself as the Head of Delivery and Social Value at Gilmartins and provided the following update: We work closely with Origin staff and regularly have catch ups with Carol Carter. The call centre is her team and includes 5 staff. 3 of these are brand new. Customer satisfaction Officer who contacts residents 15 minutes after their repair for feedback. Working on reducing disrepair cases, mentor staff, total 25 staff under her. We complete training with call centre staff, review the calls and act if unsatisfactory. We will be working closely with Elena and James on his improvement plan. We are starting to use social media and doing shout outs on Origin intranet. There is some good work we do, that are really positive but unfortunately you mainly hear the negative. I will look at complaints and see what we can learn from. Last month we took 5657 calls from Origin residents, we answered all but 7%. Of the dropped calls I ensure the team contact these residents and book their repairs.  KDK - how do you monitor where residents are getting satisfaction calls before the repair is even completed.  SB – We contact the resident when the repair has been completed on the system. 99.9% of calls say the repair has been completed successfully. Then a text is sent overnight after completion and sometimes residents get confused by this. Sarah follows up on any negative responses.  CL – I know some tenants have taken the day off work for a repair to take place and nobody has turned up.  SB – They currently get the first repair booked in on their handheld computers. On route they should be letting the resident know they are attending. The back office will keep an eye on the operative and then letting the operative know where their next job is. If there are any issues the back office should be calling the resident to let them know.  CL – This system does not seem to be working as I have heard this as a recurring complaint. A better system needs to be in place.  KDK – asked **SB to come back and provide update on how they have addressed the issue raised by CL.**  EB – In the strategy we are also looking at telephony and as an interim we are replacing the headsets to be further soundproof in the office. Automating certain things for better working is also being looked at.  James and Sarah left the meeting. |
| **6** | **Together Strategy- action plan progress and Community Investment Strategy Update (Tosin Adewumi)** |
|  | TA gave an update on the recent Community Development team activities. The board have not yet approved the Community Investment Strategy. **Copy of strategy sent to board to be shared with Spotlight.**  She also updated the group on the Repairs Roadshow and its outcomes so far. |
| **7** | **Spotlight Training update** |
|  | CH – asked if anyone had any issues/questions with the upcoming training plan.  DS confirmed he unfortunately cannot make it.  CH to ask if the session can be recorded so that it can be sent out to Derek afterwards. |
| **8** | **Scrutiny reviews for 2021-2022** |
|  | CH – Asked the group to discuss what Scrutiny reviews they would like to put forwards. ASB has been a topic of discussion before.  KDK – possibly one for shared owners and leaseholders about what is their responsibilities, and which are Origins.  CH – Review ideas are stronger if we already have evidence of the need for a review for example from using the performance information shared with the group.  DS – Would like to hear more about the right first time.  EB – There is a challenge around Shared ownership schemes because it’s a government scheme so rules are not set by housing associations. There is currently discussion about reform which may tackle some of the issues. It is responsibility of those paying shared ownership property to go through contract with their solicitor. This review potentially does not have the best use of Spotlights time.  **The group to further discuss outside of meeting and report back at least two areas they want to put forward to Customer Services Committee.** |
| **9** | **Scrutiny Task and Finish group – Complaint's update** |
|  | CH updated the group on behalf of Lia.  The last Scrutiny meeting the group were introduced to Elena who offered some very useful information. The group discussed what information they require for their research. They will examine these and then are looking to interview staff and other possible examination opportunities moving forwards. |
| **10** | **Climate change group update** |
|  | Climate group update – Only 4 responses from the survey which was sent out to the Together Residents. We would like to send the survey out again on its own with an updated text. We would like Spotlight to have some lead on. James Shaw mentioned the sustainability part of the repairs services and Carol Carter mentioned in the online event about its importance.  NF spoke to the Carbon Literacy Trust and they are launching a toolkit for social housing. On the 1st of November has an Action Day which we could take part in. BBC iplayer has a programme about Climate change, the facts and NF recommend the group to watch it.  KDK and NF – Need to have the Communications team talking to our residents about how to tackle climate change.  EB – There will be a new Environmental strategy next year and from this lots of work will follow.  CH – NF and I also discussed applying to the Community Fund so that Climate change training could be offered to Spotlight and residents who have an interest in this topic and would then become members of the Climate group. For the Action Day you need to hire a trainer and have residents ready to take part in training. We do not have enough time to coordinate this unfortunately. Also, by looking at the response to the Survey the take up is likely to be low. |
| **11** | **AOB**  KDK- ABS reporting and have already spoke to EB about this and also the on hold music needs to change please.  EB – this is on my to do list, but I think this is an expensive change with the telephony contract.  TA – December meeting – Spotlight to decide if they would like to do this in person and possibly join this in with a Christmas celebration. **CH to be in touch about December meeting options.** |
|  | **Meeting Closed 6pm** |