|  |  |
| --- | --- |
| **1** | **Welcome, apologies and new members**  **In attendance:**  **Spotlight members:**  Jane Amobi (Chair) (JA) Nickie Fonda (NF) Dolores Wright (DW)  Kirsten de Keyser (KDK) Lia Voutourides (LV)  **Apologies:**  Regina Dundelova (RD) Baz Hurrell (BH) Irene Perisic (IP)  Michael Clarke (MC) Sadia Ali (SA)  **Origin Staff:**  Andreia Vieira (AV) – Resident Engagement Coordinator  Tosin Adewumi (TA) – Community Development Manager |
| **2** | **Welfare calls – Update (AV)**  **Welfare Calls** Welfare calls made to under 70’s with vulnerabilities and over 70’s in response to COVID19. Total calls made to under & over 70’s – 1,400. Calls made by 24 staff volunteers. Total live call backs currently – 130.  **Additionally:**   * Hardship fund with Friends of St Pancras - where staff members can refer people and we can help with shopping voucher and medical voucher. Friends of St Pancras grant to issue vouchers and support families and single vulnerable adults to the value of £6010.00 (including food package cost). * Total of 154 food packages with Scoff, has been delivered across 6 weeks. * Almost £10K in grants awarded since we posted our first vouchers on 09 April 2020.   **Action/Feedback:**  NF – Any feedback from the welfare calls?  Although we have not carried out formal gathering of feedback, we have received emails and calls about the welfare calls & support with food from residents. Most have been positive and on a few occasions where we have had request to change some items in the food parcel we have worked with the supplier to best meet needs such as for gluten free and halal. We also call those we support with food every week to check if their needs have changed. |
| **3** | **Any trends in complaints, ASB (AV)**   * Complaints are down, this is predominantly due to less repairs and they are getting done more quickly. * ASB has increased in particular noise – people all at home they are hearing more from each other, people breaking the stay at home rules – expectation that we will take action. * This is not something we can do but we have communicated with residents affected to respect one another and abide by the government guidelines etc.   **Action/Feedback:**  LV– Mentioned an increase of fly tipping build up on her estate. Previously reported to the council, but if there is anything Origin can do to help report. **Action: AV has notified Neighbourhood Manger and Jade Jackson will be contacting the council to see if this helps.**  KDK – Mentioned a resident on Facebook explained that was an increase on drug use/selling on the estate and wanted to know what the process was, should they call 999? **Response: Residents must report to Police in order to try and build up evidence, so that the Police can eventually prosecute. In the meantime, if we're made aware too, we can do joint visits with Police when possible to offending addresses to speak to them about the incidents. They can report if taking place to 999 or if it has happened, then to 101.**  JA – Would be interested to see what the increase in noise complaints was directly from people breaking lockdown rules or because of valid ASB issues.  **Response: AV confirmed with our data department that the top 5 types of ASB reported since the first day of lockdown to 1st June are 1) Noise 2) Misuse of communal areas/public space or loitering 3) Drugs/Substance misuse/drug dealing 3) Shouting /Loud noises and 5) Drug Users.**  DW – Mentioned the communal gates on the Sydney Estate are left open over the weekend and residents are complaining as people are congregating and making loud noise until late night.  **Action: AV notified Neighbourhood Manager Michael Muiruri.** |
| **4** | **How can we use any knowledge to further improve the 2020 plan (TA)**   * We will be considering the support that we give our existing tenants who are the most vulnerable. We are starting to evolve our next corporate plan and we are asking all staff what their views (survey) are and in particular how can we make a bigger contribution to society– expecting lots that come from staff on this. * Plan to start work on Community Investment Strategy – Themes from welfare calls & impact on residents include loss of income causing struggle financially to afford rent & food in some cases (food poverty), unemployment, and lack of access to laptop/internet or skills, mental health crisis. **We would like spotlight views on priority and approach including how we involve residents.**   **Action/Feedback:**  JA – Acknowledges that we now have a better understanding out our vulnerable residents and need to continue to support them.  LV – food poverty has always existed since UC and that we should continue to help those residents struggling. She believes that this will show that Origin cares and will encourage more residents to engage in resident involvement activities.  **All– Community Investment Strategy will be on the agenda for next meeting. Members can send any contribution before then.**  NF- Requested a list of what we are thinking of including in our community investment strategy so they now and can give their feedback during the meeting.  **Action: AV to send in and email when she sends minutes.** |
| **5** | **What has been noticed re working from home, remote meetings, etc (AV)**  Recognition that accept people will have up and down times and not all at the same time. Pros   * Quicker to organise meetings currently as everyone is at home and accessible. * Meetings work well. Staff are more accessible as not commuting. Remote meetings allow you to carry on working immediately after the meeting. * pushing us more quickly to look at how we can do things differently, people finding solutions to problems and running with them   Cons   * Slow internet so some cut outs etc., isolating as not able to just make a ‘cuppa’ with colleague. Not all residents can engage digitally.   **Action/Feedback:**  JA - Welcomed the openness to greater homeworking for staff going forward explaining that it does not hinder productivity.  KDK - Should consider subsidising Wi-Fi for staff and residents to have uplift.  LV – There are pros & cons to be considered as she has not seen evidence of higher productivity.  NF - expresses that remote meeting can be stressful. |
| **6** | **What’s working well & What has paused (TA)**  **Working well** Most things work well, we have adapted very quickly to the challenges, found work rounds for most things and continued to keep our performance going.  We have taken decisions to work with tenants on what they want us to do on things such as repairs, but some challenges still faced with continuing the services on gas servicing and doing fire safety works etc. where tenants will not allow access – although in comparison to the sector we are in a very good place.  There has been a drop in repair requests and less maintenance in communal areas but that has meant that we have been able working with residents to reduce outstanding repairs by over two thirds. We continue to ensure that other areas of the business continue – we are still recruiting and on boarding new staff – this has gone really well with more on line training and finding new ways to do welcomes etc. We have found different ways to engage with our whole teams in doing the tea at two and podcasts etc.  **What work has been paused**   * Lettings, which is now up and running again – in a measured way and things like Handy person service. We have had to pause the Kitchens and Bathrooms plan for now as well.   **Action/Feedback:**  This section was skipped due to time constraints. Should anyone have any comments or feedback regarding this please contact us. |
| **7** | **Plan for the gradual releasing of lockdown (AV)**   * Our priorities for the period of lockdown easing remain: **maintaining essential services to residents, keeping residents and staff safe and sustaining the business.** * Current working arrangements will need to continue for most people for several months to come. In the long term we want to offer everyone the choice to work remotely. * Eversholt St office will be opened up from 8 June, to a maximum of 30 staff who can’t do their work from home or for urgent wellbeing reasons. * During June we will work to identify any processes or activities that are not yet being carried out remotely and look at how we can change ways of working to make that possible. * In our future planning we are looking at evolving services so they are focused on taking services to people’s homes and estates and this will help us to work more flexibly. * No current plans to re-open the reception   **Action/Feedback:  Spotlight - Email your views to support us in ranking what it is that customers need to come into the office to do and how could we provide this longer term and ongoing in a different way. This can also be discussed at the next meeting if required.**  NF – raised concern about ability to carrying some tasks from home such as service section 20 notice.  **Response – We continue to provide essential services and our office services staff continue to work from our Eversholt office to carry out all printing and posting of letters required. This means legal requirements such as section 20 notice will not be affected by most staff working from home.** |
| **8** | **Furlough of origin staff and any impact (TA)**  We have only had to furlough a handful of staff and this has been done working with them very closely where they have been unable to do their roles. We have committed to ensure they receive the 100% salary by making the difference up. For example hall staff as hall has been closed for almost 3 months.  **Action/Feedback:**  All – agreed they were happy that limited Origin staff are being furloughed, and those that are will be receiving 100% salary. |
| **9** | **Further exec Q&A & Comms Update (AV)**   * Update from Communications: Next Q&A is beginning of June – a text and email is due out. * We have also produced a letter which will be sent to residents when someone books a repair or has a gas safety etc. check – this is on the website and we will give the contractors some to hand out. * Email from Carol Carter was sent out -It was sent out by Email only – we’ve just been sending things digitally – so it would have been on the website as well and promoted through social media.   **Action/Feedback:**  This section was skipped due to time constraints. Should anyone have any comments or feedback regarding this please contact us. |
| **10** | **AOB**  KDK - Asked about parking on behalf of a resident **Update: AV sent out an update via email provided by head of housing services.**  **TA- Next meeting will be end of June for 2hrs. Email to be sent about date preference.**  Agenda items will be discussed with Chair and vice chair- let them know if you want to make a contribution to this. |