**Spotlight Meeting Minutes**

**1st December 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)  Dolores Wright (DW)  Shane Addicoat (SA)  Lia Voutourides (LV)    **Origin Staff:**  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator (mat cover)  Elena Boyle (EB) – Head of Customer Experience  Sarah Baxter (SB) – Head of Delivery & Customer Experience (Gilmartins)  Jacqui Jirapure (JJ)– Head of Housing  Usama Arman (UA) – Customer Resolution Manager  **CSC Members:**  Jane Amobi (JA) |
| **2** | **Review actions from previous meeting** |
|  | Actions from last meeting all completed.  KDK proposed a new format for the Spotlight meetings where issues that have been raised on Facebook and to Spotlight is brought up in the beginning of the meeting. Issues raised to KDK and on the resident Facebook page below and will be added to the action list from the meeting to follow up accordingly:   1. Pest control do not come back for their set appointments - Estate services to follow up.   JJ – The IT team trying to get this sorted for the new year so we can track what is going on with pest control.  This is a health concern. JJ to get back to KDK on this.   1. Fire doors at Roseberry West - beading around the doors are not fire resistant apparently, painting not being completed. Reports of residents being shouted at by Keystone staff. **Neighbourhood manager to action as all the doors in the block need checking** 2. KDK asked who the current gardening contractor is as gardening not happening. JJ confirmed John O Connor is still our gardening contractor. They used to be good but not anymore. Seems to be quick jobs for example dumping of weed killer and nothing else. Should we be using this still because of environment issues? 3. Orion gate – this area is getting flooded. 4. £5 administration letters in service charges - query this. 5. Recurring issue at Deanery Close, street lighting not working. The rest of the street is pitch black- **JJ to check with the Development Team who owns it.** 6. People do not read the emails that Origin send out. **How can we make them more engaging?** 7. Child locks are required on washing machines – **JJ to look at possibility and update.**   For the next meeting KDK will send an email about any issues before the next meeting and give pre warning of them. |
| **3** | **Together Strategy- action plan progress /Involvement in policy reviews** |
|  | Tosin went through the Together Strategy update sent ahead of the meeting.  KDK noted range of work that the Community development team does and don’t understand how they manage to do it all.  LV – What was the feedback from the event yesterday? TA- The event was well attended, and concerns raised were being followed up. **LV requested summary of what was shared from the talks by Head of Housing and Head of Asset Management at the engagement event on 30 November. TA to request this and share.**  TA mentioned that the New Resident Services Director Pam Bhamra starts in January.  LV – How did you recruit the residents to be involved in the new Director interviews as LV stated that she expressed interest in this? TA to share details via email to LV& KDK.  **KDK proposed TA to email details about how residents involved in the recruitment stage were selected.** |
| **4** | **ASB -** **Jacqui Jirapure (Head of Housing)** |
|  | JJ gave an update on her area of work including:   * 62 live case of ASB now. Mainly due to noise nuisance. Lots of complaints during the lockdowns when people were at home more; playing music when people are trying to work from home. * Drug issues, using and dealing within our schemes especially with youths and hanging around in communal areas. * An increase in domestic abuse and transfer requests over the last year. * Neighbour disputes. People have a lot of worries which is affecting how they behave and levels of anxiety and stress. We do use mediation, independent companies who work with them to diffuse the situation. Sometimes this works, sometimes it doesn’t, and it is up to the residents to participate. * Going to trial a warden service for 8 weeks in January from 6am to 6pm to try and reduce the number of ASB issues. Will feedback on this. Be good to see a reduction in ASB - then we will approach residents on this going forwards. **The schemes to be included in the trial of the warden service are: Sydney Estate, Camden, Watermill Lane, Edmonton and Bridgewater House, Enfield** * We have a Neighbourhood Improvement Fund - using this to set up the warden service and hopefully make a big difference to those estates.   JJ-Would you like more details on how we manage ASB or specific questions?  KDK - wonder if you need more staff. 7,000 homes and 27 cleaners - how is this possible?  JJ- We have requested additional Neighbourhood Managers, and this has been successful. For Inner London, we have 4 permanent Neighbourhood Managers and Outer London we have 3. In new year we should have 5 in Outer to help manage the workload.  Wardens should manage the out of hours. We find a lot of issues happen overnight.  **KDK- requested Jacqui at the next meeting to give Spotlight an update.**  **JJ will talk about the other ways we manage ASB at the next meeting.** |
| **5** | **Update from Head of Delivery & Customer Experience – Sarah Baxter (Gilmartin)** |
|  | SB - Apologies for the lateness.  Performance update - Regular operational meetings with Origin staff and look at performance:   * Repairs completion time 3.02 - 80. 65 93% post inspection. Sarah to send information after the meeting. * 100% on voids. 100% on disrepair. Kitchen and Bathrooms. * Out of hours target - October 1.47minutes average. * Damp and water - Proactive approach to this and giving advice for condensation issues. * Found a further 140 properties we wanted to include. We have just started this. Can update next time on how we are moving forward with this. * Communal repairs - 3 schemes in the Chelmsford area - provide start and finish photos. Give these to the resident. Will call them and confirm that these works have been completed. Will again give an update on this next month.   KDK - Covid - any problems with staff?  SB – yes, we have had this throughout the pandemic, and we are lucky that we have not had a huge amount of sickness at one time and have been able to handle cover.  SB-With the new variant, re scripted with call centre staff to go back to 2 meters apart and full PPE. making sure people are happy to have us in their home. Asking to open the window for ventilation.  CL - relationship between Gilmartins and Origin. Next time can this be in writing before the meeting so we can be prepared. SB will do this for the next time.  **SB to find the information about the Croydon incident mentioned and send to the group.** |
| **6** | **Update from Head of Customer Experience - Elena Boyle** |
|  | EB – The Customer Experience Strategy was recently approved at Board level.  EB shared her presentation with the group:   * Origin Oath has been implemented – 1. *I’ll keep the customer* *informed* 2. *I’ll see it through* 3. *I’m on the customer’s side*, * 12% increase in customer satisfaction. * Wait time was 11 minutes on average to get through, in October it was 77 seconds. * We are really working hard to improve the service. * Resident shaping services- we want to strengthen the voice of Spotlight further. * We are reviewing the recruitment methods to ensure we are recruiting the right people. * Every colleague must demonstrate the 3 Origin Oaths. * Complaints - Higher volumes of complaints than last year. It is on trend in the sector and outside the sector. 131 landlords have 70% in demand in complaints. * We are being impacted by the great resignation. Sickness has also increased due to Covid. * We have employed additional call handlers and a dedicated complaint handling team. * We are reviewing our compensation process - Meeting next week with Scrutiny group to get their feedback on this.   SA –I know people that have made complaints and said get back in 3 days but then this does not happen.  EB – we are investing in our people, performance management, improving services. Every day they have a meeting with me to discuss who has the most pressing issues and we work together. We are starting to see a difference and do appreciate it will not make a big difference straight away.  SA- How do you prioritise one complaint over the other? If there is a backlog let us know. Please look at the auto email response as you need to manage expectations and it currently says we will get back to you in one day.  EB – we have 200 complaints open currently.  **EB to attend next Spotlight meeting.**  DS - When you complete a complaint online - you get a message saying a response in 5-10 working days. Then you email to say you have not heard anything then you get an email saying they will get back to you in 1 day. Residents would like to see a more realistic timeframe for complaints. |
| **7** | **Quality Assurance Framework -** **Usama Arman** |
|  | UA- Thank you for allowing a slot and shared a presentation. Will send slides after the meeting to the group.  UA is working on the Call Quality Framework for the Customer Resolution Team. 6 months in this role and have now built a fully permanent team. Stability is important in contact centres want to develop staff.  UA -What are the top 3 important things would you say as a customer?   1. SA - Great to see these frameworks and seeing developments for staff. Too much focus being on the staff and not on the fulfilment. 2. SA- Clear and concise communication form the starts and that to be able to be measured and monitored throughout. Keep to your promise - if they say will get back to you in 3 days, do that please. 3. DS - First initial call - ask for a department and nearly always you cannot be put through to someone. Would be good if you at least get through to anyone from that team. 4. LV - Hole in ceiling in someone’s property and Origin not addressing it. There is no follow through. What about the people on the ground that need to do the work? At times this means we are collaborating with people from other teams. |
| **8** | **Spotlight Training Update - Cherish Hill** |
|  | 1. Intro to Social Housing – Michael Guest (HQN) 18th and 20th January 2022 6:30pm-8:30pm both days. 2. Housing Law (TPAS) 14th February and 16th February 20224:00-7:30pm both days. |
| **9** | **Scrutiny Task and Finish Group – Complaint's Update** |
|  | * DS took over as LV connection issues – We are not going to complete anytime soon. Down to 2 active members. We need 2 extra people for it. End of financial year to complete. Better to get it right and not rush. * EB offered a meeting to help and support the group. Next meeting is 17th January EB to attend. Would welcome Spotlight members to help. Re look at the scope, and maybe deliver your recommendations in stages. * LV- there are a few issues with data. Percentages with no baseline. Graphs that are not helpful and in different formats. * We need origin to be just as committed. Worried that origin will find a weakness in report. * Wanted a poll and said no as it brings negative comments. * 4 members right now and are busy outside of Scrutiny. * Want to take a break and return in January. Lia doesn’t think it will be too much to catch up with if new residents join. * EB will follow up with LV after meeting. |
| **10** | **Climate Change Group Update** – **Nickie Fonda** |
|  | * NF -Next week we have a meeting about Terms of Reference so be good to include our work here. * Government has funded carbon literacy trust - they have developed training for staff of housing associations and are now starting work to develop training for residents. * All the actions seem to be north of Watford. None in the London area. We have had a 1-week series of net zero events run by TPAS. * Update on survey – very little response. * Climate Group attended the Winter Event and engaged with residents. * Look to have a special meeting early next year with EB * What is the make-up of Origin residents? This would be helpful for the group. |
| **11** | **AOB** |
|  | KDK thanked everyone for their time, wished everyone a Merry Christmas and see everyone in the new year. |