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| **1** | **Welcome, apologies and new members**  **In attendance:**  **Spotlight members:**  Jane Amobi (Chair) (JA) Dolores Wright (DW) Regina Dundelova (RD)  Kirsten de Keyser (KDK) Lia Voutourides (LV)  **Apologies:**  Baz Hurrell (BH) Irene Perisic (IP)  Sadia Ali (SA) Nickie Fonda (NF)  **Origin Staff:**  Andreia Vieira (AV) – Resident Engagement Coordinator  Tosin Adewumi (TA) – Community Development Manager |
| **2** | **COVID19 update - AV**   * Live Call backs – 130 * Total of 264 food packages with Scoff & Morrisons, has been delivered across 11 weeks.   **Further exec Q&A & Comms Update**   * Q&A was beginning of June * 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.   **Plan for the gradual releasing of lockdown** Spotlight – Need 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.  **Action/Feedback:**  KDK: Requested that we provide them with details of what residents come in for and then Spotlight can rank them or give feedback.  JA: Priorities should be vulnerable residents, ASB matters that are on-going without resolution and needs face to face meetings.  RD: Do people come in for repairs? TA advised that residents did & can call repairs from office.  DW: Advised that she knows a lot of elderly residents without internet or phone and the office is their only way of communicating with Origin.  LV: Drawbacks are that you cannot have direct contact with neighbourhood managers which will delay outcomes.  JA: Opening reception is a positive statement to residents. Would like to know what other Housing Associations are doing. Believes Origin should be opening their reception doors.  DW: Mentioned that when you call the contact centre is takes a long time to get through so face to face is easier for residents especially if they can’t afford long calls.  LV: Requested link to Q&A as unable to find.  Link to Q&A: <https://www.originhousing.org.uk/media-hub/news/the-virtual-executive-q-a-is-back>  And link to news: <https://www.originhousing.org.uk/media-hub#!/2> |
| **3** | **Community Investment Strategy (TA)**   * Refer to paper sent- framework by HACT and on engagement * Survey questions – kind of questions we are considering- 6 sections around Household, neighbourhood (environment, facilities & things to do) priority for services & opportunity, vulnerable circumstances & additional support (I have or need support) – e.g. debt, mental/physical abuse, loneliness, etc., community activities, Playing active role in your community (gifts/skills, talent & volunteering), Employment, training, education & enterprise – three prizes worth £100 gift cards * Comments from spotlight members   **Action/Feedback:**  JA: Confused if strategy would be delivered in 3 years. TA confirmed strategy would be developed within 6 months (roughly) but would cover a 3 year period.  RD: Wanted confirmation of what the monetary value of the investment would be? TA advised that this will be decided during the development of the strategy.  JA: Spotlight have spent a lot of time discussing what is important to residents, why are they having to do this again? DW: Agreed with JA and feels residents are just repeating themselves.  LV: Highest priorities for residents are feeling secure at home. There should be an increase in security doors. Financially we should not make residents pay more for services.  LV: Wants to see what the outcomes were of the previous strategy and what worked well? TA advised that she has a report on what worked well for example employment & training and assessment and support service.  JA: Advised that the response to COVID19 by Origin was very fast and does not want them momentum to disappear with other work. LV agreed.  KDK: High speed internet is important and computer equipment.  TA: Summarised that based on Spotlight feedback they think residents wouldn’t want to do another survey again. LA believes they would and JA believe we shouldn’t as we are continuously sending out surveys.  JA: Advised that presentation is key and that a word document will be non-engaging. Previously shown an animated film which was good. AV & TA to try and locate this video. |
| **4** | **Community Fund (TA)**   * Launching our community fund on 1st July * Refer to the Guidance * Discuss Spotlight members interested in reviewing applications (up to 3 reps) - August & September – one chair/vice score by deadline, if you know someone, or your application, you cannot review it. Declare Conflict of interest * Manage meeting and score and share at a joint meeting, one to do this -chair or vice chair with Comm Dev and front line rep.   **Action/Feedback:**  JA: Believes it should be more than just the 3 reps, all spotlight members should be given the opportunity to be involved.  LV: What can resident apply for? TA advised it is for community activities and projects for residents.  JA: Predicts there will be conflicts with landlord & resident. DW: Will WAAB get any funding. TA confirmed that WAAB receive separate funding. |
| **5** | **Future meetings – Feedback and times (AV)**   * Ask staff if they would like the quarterly meetings in evening * COVID meetings till remain during day * Discuss use of OnBoard * Access to IT equipment   **Action/Feedback:**  AV: Confirmed with spotlight members if they would prefer quarterly meetings in the evening.  AV: Confirmed what IT Equipment everyone has. |
| **6** | **AOB (ALL)**  **Action/Feedback:**  JA: What is the date for the next meeting? AV confirmed it would be in September.  KDK: Quality of life issue: Refuse collection: On my estate, we don't have facility for recycling? Everything goes into one large bin. What happens to it? Landfill or incineration?  RD: When is next COVID meeting – AV advised it would be end of July. |