**Spotlight Zoom Meeting Minutes – 22 October 2024 6-8pm**

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| **1** | **Welcome, Apologies and Matters Arising** |
|  | **In attendance:**  **Spotlight members:**  Derek Sheppard (DS) - Joint Vice-Chair  Christian Leonard (CL) - Joint Vice-Chair  Nickie Fonda (NF)  Shane Addicoat (SA)  Lia Voutourides (LV)  **Origin Staff:**  Andreia Jema (AJ) - Resident Engagement Officer  Carla Wood (CW) – Resident and Community Engagement Manager  **Apologies:**  Kirsten De Keyser (KDK) - Chair  Kiki Onyesoh (KO)  Brian Wrigglesworth (BW)  Zahraa Kadri (ZK)  Simon Scott (SC) - Assistant Director of Commercial & Property Marketing – Simon had technical issues with Zoom.     * CW welcomed everyone to the meeting & it was agreed CW would chair. * Minutes of the last meeting were agreed as an accurate reflection of the last meeting.   Matters Arising   * **NF wanted confirmation if Vicky Boner was now part of PfP board and update of PfP board.** |
| **2** | **Performance, Satisfaction and KPI Data. Potential for using Spotlight members’ experience for improving Origin’s (and PfP’s) TSM performance and Origins Complaint Handling.**   * NF would like to look at PfP’s data and their KPI’s to see how Origin compares. Is there something Spotlight can do before next financial year to demonstrate how Origin can contribute to PfP, especially around complaint handling. Spotlights work around this can then feed into PfP. * CL believes the data NF is referring to is TSM data and not KPI. AJ sent link in chat for PfP and their KPI’s. * SA difficult to compare the KPI data due to size of organisation. Would like to know what the KPI data is used for within Origin. * CW explained some KPI needs to be reported to the regulator or housemark to benchmark with other housing associations. * SA the KPI data has been very static, this is an opportunity for Spotlight to review the data and leave a legacy before they come to an end. * SA would like to know how these KPI’s are viewed internally, how they were set and a better understanding of them, and CSC views on them. **SA requested a short explanation from relevant departments for KPI data.** * NF would like to start with complaints handling and how it is perceived by both Origin and PfP customers, would also like staffs' views. * DS believes Origin are below target, he also believes the data can be used to suit a particular narrative. DS advised he was without a functioning shower, following several visits from GM it was fixed 3 weeks later. He did not receive a satisfaction survey following this repair, so believes the surveys might only be sent to residents where the repairs were fixed on first visit. Surveys should be sent to any resident who has had a repair within the last 12 months. Believes KPI data is flaws, not just in housing, but overall. * CW the group needs to consider whether the any KPI data in the pack is valuable enough for Spotlight to investigate. * DS thinks the KPI around ‘satisfaction with your landlord’ should be looked at. * CL the satisfaction with repairs percentage has gone down by 11% since June, this is work reviewing within the 3 meetings Spotlight has left. * CW the group will need to decide this as a collective. NF suggested complaint handling and CL suggested repairs. * LV had raised a repair, GM attended before the allocated time, when LV raised this as a complaint with GM they did not take this seriously. When raising it with the external survey company they also bi passed this, is there a picking and choosing of the feedback received? * **CW would like to agree with group how they would like to look deeper into the KPI’s and what the next steps are.** * NF would like to know what the aim is first before moving on to the next step of choosing. * CL the purpose of improving KPI’s is for the resident and receiving a better service. If Spotlight could focus on two KPI’s. DS agreed with this, so that is does not dilute the work they do. * **SA would like to make sure the work we do fits in with PfP to ensure work does not go to waste, CW to confirm this with PfP and Spotlight.** * CW these reviews of the KPI’s will be more of a task and finish approach rather than a scrutiny. LV wanted to know if Spotlight would carry this out in isolation. CW confirmed it wouldn't be done completely in isolation as Spotlight would have support from the Resident Engagement Team and there would also be access to the 700 ‘Together’ residents. * **CW offered to send a vote on the KPI selection to all of Spotlight and to send weekly ‘nudge’ emails to see how Spotlight are progressing**. * **CL would like to see how the KPI data is put together, with further information on how it came about.** * CW part of the complaint handling email that CL sent included reference to the customer vulnerability policy which is being led by places for people and Origin is actively involved in this process. Alev Hogan is involved in this process and the policy should be in place within the next few months. * CW shared screen on our complaint handling performance and the results on our website which can be found [here.](https://www.originhousing.org.uk/about/complaints/annual-complaint-performance-and-service-improvement-report-202324/) This report is for 2023/24, per 1,000 homes overall we received 118.9 stage 1 complaints and 14.6 progressing to stage 2. Percentage of complaints responded to on time are 99.7% for stage 1 and 90.3% for stage 2 complaints. CW showed the remaining page which included top 5 complaint reasons, customer satisfaction percentages and ombudsman complaints. |
| **3** | **Simon Scott to attend the meeting**  **Shared Ownership & newsletter about ‘Why Shared Ownership is Better than Renting’** |
|  | * Whilst waiting for SS, SA wanted to update the group on the result of his stage 2 complaint with Origin. As this is a personal matter and was discussed for a large part of the meeting, this topic is exempt from the minute due to its nature. * Simon Scott was having technical issues attending the meeting on zoom, he tried multiple times to renter the call, but the sound function was not working. **AJ to confirm with group if they would like his update to be sent by email or for him to attend December's meeting.** |
| **4** | **Why are flats bought with charitable donations, specifically to house residents in social housing now being sold off by Origin?** |
|  | * Not covered, same reason as agenda item 3. |
| **5** | **Formalising next scrutiny area**  **Update on grounds maintenance procurement** |
|  | * CW ground maintenance is still going through procurement, as a direct result of the recommendations made by the scrutiny review, 5 of the 6 companies who had tendered have pulled out with John O’Connor remaining. Those 5 who pulled out, saw the additional recommendations as unachievable. * CL and 3 other residents are involved with the work Jon Kirk is doing around this procurement, they are now at a stage where they are asking questions of John O’Connor. |
| **6** | **AOB** |
|  | * LV cleaning services does not know the last time someone has cleaned on her estate. The estate manager was not aware of this. LV had messaged other residents, and they all confirmed they have also not seen anyone cleaning the estate. **AJ/CW to chase.** |