**Spotlight Zoom Meeting Minutes – 10 December 2024 6-8pm**

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| **1** | **Welcome, Apologies and Matters Arising**  |
|  | **In attendance:** **Spotlight members:**Kirsten De Keyser (KDK) - ChairDerek Sheppard (DS) - Joint Vice-Chair Christian Leonard (CL) - Joint Vice-ChairNickie Fonda (NF) Lia Voutourides (LV)**Origin Staff:** Andreia Jema (AJ) - Resident Engagement OfficerCarla Wood (CW) – Resident and Community Engagement Manager  Simon Shivnarain (SS) - Head of Property**Apologies:**Shane Addicoat (SA)Kiki Onyesoh (KO)Brian Wrigglesworth (BW)Zahraa Kadri (ZK)Sarah Baxter (SB) - Apologies sent before meeting due to personal circumstances. Matters Arising* As SB was not able to attend meeting, all have agreed that they would like a separate meeting with Gilmartins(GM) to address how the contract is being managed between Origin and GM. **Engagement team to organise this for January.**
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| **2** | **Sarah Baxter (Gilmartins) & Simon Shivnarain (Head of Property) - Catch up**  |
|  | * KDK things with GM and repairs don’t seem to be getting better, since being a part of Spotlight it is the same conversations every time we meet.
* DS had an operative attend his property several times, when he asked why he had to keep returning, the operative confirmed they hold very little stock in their vans due to value. This causes repairs to have to be rebooked and multiple visits.
* SS has been working with GM around first time fixes and a proper van stock since being with Origin for 5 months. SS has an idea of standardised stock that can be on vans that would complete repairs. With GM if they go back twice with PPP (Price per property) model that is costing them more money, SS is working on this as a long-term plan.
* LV has seen a worsening in service standards from GM since the contract was renewed.
* KDK in the run up to the contract renewal in 2023 the 6 months prior, their service was exemplary. They heard of no complaints regarding repairs during that period, however after 1 month of contract being awarded it all started deteriorating.
* KDK had an example of GM with multiple visits, KDK has a trick stopcock that is inaccessible. KDK has had three operatives attend and each time they say they will return bur mark it on the system as completed. Every time they re-open it, it becomes a new job, so this does not count as a return visit.
* SS clarified that on the ‘Price Per Property’ model, for example is they are getting £500 per property per year, the more times they visit that property regardless of if they close the job down, it is still costing GM. Another thing on SS radar is jobs being closed in operative error, some of the new operatives are not trained up on their PDA’s as they should be. Instead of following up on a job, they are closing it down which gets lost in the ether, unless the resident calls back to chase. It all depends on how it is being charged, their record keeping is terrible.
* LV does not agree with this as she has seen it with some of GM’s operatives. Believed that Origin is haemorrhaging money on GM. LV has had many jobs that have been marked as completed and no one has even attended. Their operatives are not skilled up, LV had an operative attend to box up a historical leak, the operative sent to do the job was not a carpenter, now has a large box for a very small pipe for this reason.
* KDK overall the operatives are good and friendly and do a good job, but the back office is the problem.
* SS in the last 3 months, the satisfaction has gone up and overall satisfaction is at its highest levels for years.
* CL the contract was recently awarded and with the merger coming with PfP, they run the risk of losing the contract if they do not provide a good service. CL suspects that the contract with Origin is a major part of Gilmartins income and is surprised they are not jumping at the opportunity to iron out existing issues, CL wants them to take this opportunity to take questions from Spotlight.
* SS believes that Dean Bradley, the managing director, is in the background speaking with PfP. Since SS has been at Origin, he has noticed financial things that have gone through, such as exclusions and little tweaks of the contract around what is classed as a complex job, SS has given them change orders on this which has been agreed. SS is well within budget for responsive repairs and voids at this current time. Current satisfactions is good and KPI’s are looking for good also.
* LV lives on a very large estate and thinks there are different experiences based on location or tenancy type, especially those close to St Pancreas, something to consider. KDK agrees there is a perception from residents that larger estates are treated differently.
* CL welcomes Dean and Ali attending the meeting for high level work.
* SS agrees that GM staff structure is quite complex, you have Ali who oversees staff taking the repairs call, however he wouldn't deal with roofing or complex works for example. This can cause delays; SS is working on addressing this. SS as from the new year he is going to make sure that 100% of voids, disrepair and damp works are post inspected by someone from Origin because this has not been happening.
* NF the nature of the contract that Origin has with GM, someone needs to be pulling them up for the tasks they are not fulfilling. Where do we get the standards that are explicit in the contract.
* SS goes through the contract with a consultant that Origin uses who looks after the GM contract and meets with them monthly. Vanessa Riley is repairs performance manager at Origin and does a lot of the stats for SS. For example, SS is looking at the headcount in the contract as this is a grey area, SS believes the supervisors at GM are stretched. SS believed when he joined there was too much remote working and not enough in person meetings between surveyor's and GM, now every Tuesday and Wednesday both meet to discuss costs and works rather than being done by email.
* NF it seems bizarre that residents are having to rely on SS to manage GM, they should be taking the initiative to come up with solutions.
* LV there is no consequence to poor service, what is at jeopardy if they don't deliver.
* SS is working on this aspect of the contract and has started doing little changes as mentioned earlier.
* KDK wants to discuss the statistics and its accuracy, residents believe that they only get surveyed when a repair goes well. When there is a problem with the repair, they do not get approached for feedback, therefore the residents Spotlight have spoken to feel the results are skewed.
* SS completed jobs are randomly selected and surveyed every month by an external company to GM and Origin. These then come back to Origin, and we look at the unsatisfactory results, we then filter out the bad ones. We then filter out what isn't anything to do with repairs team, some can be for compliance, asbestos or gas team for example. We are then able to get an overall score. For example, October satisfaction with repairs is 90.74%. SS can get more detail from Vanessa Riley in his team for the next meeting.
* What happens to GM and their operatives survey, after a job, operatives ask for feedback and for residents to participate in a survey. It is very awkward for the resident to be asked these questions by the operative or in front of the operative. **SS to check if this feeds into Origins KPI, SS does not want them to be working in this way.**

SS left meeting. |
| **3** | **KPI review – Performance, Satisfaction and KPI data** |
|  | * DS Satisfaction with landlord, Origin always get close to the YTD target, they are only out by 1 or 2%.
* KDK struggles with the notion of an organisation whose target is 69% successful. If this was commercial Origin would be out of business.
* CW this has been discussed at previous meetings, most of this is bench marked against other housing associations with similar targets. KDK thinks they are all as bad as each other. CW they need to be realistic achievement, if they are too high, they will never be achieved.
* NF these targets are not target for improvement; they are targets for staying within an expected level of performance compared with other similar social housing associations.
* CW this was also discussed at our last Spotlight meeting, it's a mixture of both, it is bench marked against other housing associations of a similar size but also, it's about looking at where the dissatisfaction is and trying to make improvements including factors that have happened in the previous year, and changes needed.
* LV is the benchmark imposed on housing associations? CW it is not imposed, you look at other housing associations and what they are achieving. There is a company called Housemark that we use within the housing industry to look at what other housing associations are doing we report some of those KPI’s to housemark whom then produce annual reports in terms of where other similar housing associations are sitting.
* LV essentially the target is self-produced on what housing associations (HA) can achieve, whereas in the private sector you wouldn't have that.
* CW hard to compare ourselves to private sector targets as they are profit driven.
* LV based on language and the business needs; in a sense it is a shame as third sector service most people and they feel let down as the service is not great
* This is what the regulator is trying to get on top of with the tenant satisfactions measures and consumer standards, which is the government saying they want HA to come into line with the private sector.
* KDK cannot get to grips with Origin satisfaction levels, satisfaction with repairs is said to be high which conflicts with satisfaction that Origin listens to its residents. How can this be accurate?
* CW perception is in brackets on some of the KPI, that particular KPI is imposed by regulator. It is there because we should be listening to resident view, but there is a perception, and this is open to interpretation. That KPI is more focused on resident engagement and weather Origin is taking on board the feedback. This is why is it low, this is something Origin needs to improve on.
* KDK there is a difference in percentages in the two KPI packs sent by AJ.
* AJ sent the pack with some data and comments missing due to a technical error from Data, the Data Team manage was on leave and AJ had to wait for the amendments to be made before sending the updated data pack.
* KDK does not think it’s just this Octobers Data that does not add up, as it dates to October 2023. The data from October 2023 is different for both documents. How are these complied, it is very confusing.
* CW we can ask our **data team to attend February's meeting** to explain how the data packs are complied.
* **AJ to contact Luke Rossington** to confirm what happened between both documents and what the discrepancy was due to.
* **AJ to send out physical copy to LV of updated version.**
* NF where do the targets come from? CW confirmed they come from each individual department. This was discussed at the last spotlight meeting.
* LV a majority if the data is collected through satisfaction surveys, but would it not help to look at the jobs staff have and if they are being done?
* CW the CSC will be looking at these and asking questions around the KPI’s and why some are low. It would be pointless if we were collecting this data and not doing anything with it.
* DS there is still work to do around the KPI and next two months will be crucial to see.
* NF what do managers do with the KPI data? CW it is looked at by the CSC and board.
* CL is there a move by the regulator for the tenant satisfaction measures (TSM) to be more in the fore front in measuring is residents are satisfied.
* CW the TSM’s are being held to high regard, they will be more at the fore front. It is something we should be publicising. This is a good thing.
* LV agrees that is these are being self-monitored, there is less motivation to be honest that if it was done externally. NF it would also allow for a more upward slope in results.
* CW resident engagement is key in all these things, we need to be asking these questions to residents to hear how we are doing and where we are going wrong. CW our team created a tool kit for staff on resident engagement and the team has been approached by staff as a result. We are slowly getting the message across around resident voices.
* CL at the commentary on the satisfaction KPI, is there still recruitment for neighbourhood manager gaps? CW there has been a few promotions within that team, so there are still gaps.
* CL read that housing providers are trying to decrease the patch sizes for neighbourhood manager, has Origin done this yet? CW not yet due to the staff shortages, but when we merge with PfP that will probably be looked at.
* CL the commentary about ‘working with Gilmartins’ on providing updates to residents, coincides with what SS said at the meeting around surveyor's attending for post checks. This is very timely.
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| **4** |  **Property Sales – Further comments to Simon Scott's Email.**  |
|  | * CL how does Simon Scott's email get conveyed to other residents?
* KDK confirmed the topic of conversation was around Origin selling off properties and residents' having concerns. Concerns around these units being originally purchased with charity money, they should not be sold off as a property selling enterprise and the other aspect was around the shared ownership article promoting shared ownership, and there was a major piece in the financial times saying shared ownership is a financial entrapment. The tone of this article was toned down since Spotlight raised this.
* LV in regard to Origins selling off units, how does this work with different tenure types.
* CL gets the impression there is a push towards mixed tenure on estates and this is why the selling of unites is encouraged. As this is affecting residents on different estates and not many residents read the minutes from Spotlight meetings, there needs to be communication sent out to residents.
* CW will feed this back to the communications team.
* KDK there is a perception the units being sold off are in a ‘inferior’ condition and too costly to maintain. On the Facebook group someone asks how residents are not allowed to buy their down flats, but Origin can sell to strangers.
* CW it is hard for us to respond to the Facebook threads as these are not managed by us, we would encourage them to contact us directly.
* KDK there is a mistrust, and residents don't feel comfortable contacting Origin.
* LV around right to buy there is something around not being able to buy your property if it was built past a certain year, residents have questions around this and are not aware that these decisions were not created by Origin.
* CW right to buy is for councils and right to acquire is for housing associations, slightly different discounts, and it is all legislated by the housing act.
* CL because origin had a charitable status, he understood this meant there was no right to acquire. There was something that came up with Gareth Jones, that said if a unit comes up that is too expensive to retrofit it could be sold. CL the units being sold tend to be 1 bedroom and there is a rational that this releases funds to build large family homes in short supply. Some sort of explanation to Origin residents will be useful.
* **CW will take this back to the relevant team** to discuss**. KDK can you get a document together as** Simon's email has not answered the questions.
* CL there needs to be a rounded explanation.
* NF can a journalist cover this, like in Julie Humphreys team. There are many questions that need answering around the historical elements.
* CW would like to know what impact will this information have on the residents asking for it?
* LV it seems they wants a moral and ethical understanding on why this is happening.
* NF everyone asking the questions is interpreting information, all the historical information would help residents not make their own conclusions, a journalist could help this.
* LV Simon Scott needs to be completely honest with everyone and put a forwarding email if any residents have further questions.
* CL it should be a communication piece, even as part of the merger with PfP update.It must go to all Origin residents.
* LV Origin needs to start information residents of any upcoming movements before they take place to stop things being heard ‘through the grapevine’.
* KDK to summarise residents are in fear that their flats will be sold next as it happening to flats next door to them. They need reassurance that this will only happen to vacant flats.
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| **5** | **AOB** |
|  | * None
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