

Spotlight Zoom Meeting Minutes – 26 March 2024 6-8pm

1	<p>Welcome, Apologies and Matters Arising</p>
	<p><u>In attendance:</u> <u>Spotlight members:</u></p> <p>Kirsten De Keyser (KDK) - Chair Derek Sheppard (DS) -Vice-Chair Nickie Fonda (NF) Christian Leonard (CL) Lia Voutourides (LV) Kiki Onyesoh (KO) Shane Addicoat (SA)</p> <p><u>Guest Attendee:</u></p> <p>Nicole Colombo – Resident observer.</p> <p><u>Origin Staff:</u> Funso Akande (FA) - Resident Engagement Officer Carla Wood (CW) – Resident and Community Engagement Manager</p> <p><u>Apologies:</u> Brian Wrigglesworth – (BW) Zahraa Kadri (ZK)</p>
	<ul style="list-style-type: none"> - KDK welcomed everyone to the meeting. - Minutes of the last meeting were agreed as an accurate reflection of the last meeting. - Every Spotlight member who attended the meeting agreed to change the meetings from quarterly meetings to Bi-monthly meetings, the next meeting will be on Tuesday 30th April – 6 pm – 8 pm.
2	<p>Recruitment to Spotlight + New Vice Chair recruitment (job share)</p>
	<ul style="list-style-type: none"> - CL – suggested that residents who attended the last scrutiny on grounds maintenance should be asked if they are interested in joining Spotlight. - KDK suggested that it should be a default question at any gathering of residents to find out if they would be interested in joining Spotlight. - KDK explained due to personal commitments DS is unable to commit to the vice chair position full time and he is happy to do a job share with another member of Spotlight who is interested in taking on this role.

	<ul style="list-style-type: none"> - CL – mentioned that large estates where there are predominantly general needs and leasehold properties will be the problem areas in terms of when Places for People merge with Origin as there are a lot of outstanding major works in these areas. If SA for instance is interested in being the vice – chair that would be much preferable because someone from one of these estates has got a voice in there, otherwise CL is happy to put himself forward to co-chair with DS as vice-chair. - SA – advised that he is happy for CL to co-chair with DS as he has a lot of stuff going on in his personal life at the moment. - KDK explained that the vice-chair position is a very personal position with the person playing to their strengths. - Every Spotlight member at the meeting agreed for CL to job share with DS as vice chair. - KDK mentioned that the panel had a problem with the duration of the tenure of chair & vice chair positions because the Terms of Reference (ToR) is a bit confusing, in some parts of the document it says it's for 3 years but it has to be voted on every year which doesn't make sense. - DS advised that once a term is completed then the committee votes again for the chair and vice chair positions unless someone steps down within their period. You stand for one year, you can do up to three years, according to other terms of reference you do not have to take a one-year break, you can do two consecutive terms of three years. - CL explained since the ToR was put forward by Daniel Sable three years ago, an annual election of the Chair and Vice-Chair had been included in every subsequent version. However, officers could put themselves forward each year for a maximum of six years. At that point, they would need to take a break. This also applied to being a member of Spotlight. - The ToR as presented were passed unanimously. Given the tortuous journey of the issue. - The committee agreed that they were happy for CW to change the number of meetings on the TOR from four to six a year. - CW mentioned that when Spotlight meets with Carol Carter on 4th April in terms of the annual plan and update regarding Places for People on how they work in terms of their panels etc, hopefully from that we will be able to get more context in how Spotlight is going to fit within their structure. Once the committee has had that meeting with Carol, CW would be able to put in more structure in terms of how we are recruiting, maybe we can target more people etc.
3	Scrutiny update – Rapid Review feedback
	<ul style="list-style-type: none"> - NF gave an overview of the Rapid Review Scrutiny on grounds maintenance and explained that it was set in the context of establishing a new a contract with the contractor that would be managing the 174 sites in the Origin estate. The whole process started in November 2023, with a workshop on the 7th of

	<p>February 2024 that brought residents together with senior management and it's still ongoing.</p> <ul style="list-style-type: none"> - LV mentioned that the title was changed from Bootcamp to Rapid Review and the process was managed in phases, Phase 1 was the review and recommendations and being accepted by the Customer Service Committee. We had one simple question on how do “We improve customer satisfaction through communication.” - CW explained that Phase 1 has been completed, recommendations have been approved and we are now in Phase 2 which is to action the recommendations and ensure that they are incorporated within the procurement of the next Grounds Maintenance contractor. - CW thought it was wildly successful, we got some residents involved that have not previously engaged with us, we managed to reach a conclusion where everyone was in agreement on what the recommendation was going to be, and the process was facilitated brilliantly by Pete Davies, who is very good at facilitation and generally putting things together. - CW advised that both herself and Pam Bhamra feel that this is a good method of Scrutiny, we can achieve the two we need per year using this method, there may be occasions where it is not appropriate, but from our point of view, this is the method we would like to use going forward. We will get the feedback from everyone that was involved and if everyone is in agreement with it, that is how we will push it forward.
4	<p>Agree on new scrutiny topic – ASB?</p>
	<ul style="list-style-type: none"> - CL explained that ASB is a very complex issue, and if it is to be a topic for scrutiny care needs to be taken with aspects of confidentiality, mental health issues. - LV advised that if we were going to do another rapid review for the next scrutiny to possibly continue on the theme of communication, maybe do something on repairs and communication with the idea that at the end of the year we embark on a deeper dive scrutiny. - The next scrutiny topic could be on Damp and Mould or Communication and Repairs. - CW advised that at the moment we cannot do a scrutiny on repairs because Gilmartin's contract has just recently been renewed. - KDK advised that it was agreed that the Spotlight committee will do a scrutiny on Gilmartins 12 months into the contract which will be in summer 2024. - CL suggested that we invite Mark Thomson and Ian Kennedy to an interim meeting to ask them what they are doing about managing the Gilmartins contract. - KDK advised that it would be better to initially invite them to the next Spotlight meeting.

	<ul style="list-style-type: none"> - KDK suggested that we do a quick rapid review on security (communal doors where the door does not lock, or car park gates, window locks etc. Physical security camera, doors etc.
5	Where are the results of surveys published and advertised?
	<ul style="list-style-type: none"> - CW explained that these are shared with the people who have taken part in the survey and also published within the community side of the website, however, the website is not particularly user-friendly, so it is not easy to find stuff on there. When the website is revamped, CW would request for a dedicated area for the Resident Engagement and Community Development team.
6	Issues with Scaffolding
	<ul style="list-style-type: none"> - CL gave a brief overview on this and discussed that Jeremy Kape gave a brief explanation of this at Athlone House, which was they were trying to work out what the problem was, and the scaffolding was there for a very long time. - CW advised that Mark Thompson and Jeremy Kape met with a couple of residents from Athlone House and ensured that their input was involved in the action plan moving forward with the damp and mould strategy.
7	AOB
	<ul style="list-style-type: none"> - LV mentioned that there were a lot of issues with damp and mould at Whitehead Road in Enfield N18. - CW suggested we open up the name change to other residents to get their views on what the new name should be. - DS asked if the £25 vouchers that Spotlight currently receives get carried over into 6 months or is it going to reduce in value due to the meetings changing from quarterly to bi-monthly?
	Meeting ended at 8.15pm.