

## Spotlight Zoom Meeting Minutes – 20 August 2024 6-8pm

<b>1</b>	<p><b>Welcome, Apologies and Matters Arising</b></p> <p><b><u>In attendance:</u></b></p> <p><b><u>Spotlight members:</u></b>          Kirsten De Keyser (KDK) - Chair          Derek Sheppard (DS) - Joint Vice-Chair          Christian Leonard (CL) - Joint Vice-Chair          Nickie Fonda (NF)          Shane Addicoat (SA)          Lia Voutourides (LV)</p> <p><b><u>Origin Staff:</u></b>          Funso Akande - Resident Engagement Officer          Carla Wood (CW) – Resident and Community Engagement Manager          Anisha Tushabomwe – Assessment and Support Officer.          Joy-Margaret Samaroo- Complex Needs Service Manager          Maureen Ebhaleme- Assessment &amp; Support Officer          Campbell Ward – Head of Complex Needs</p> <p><b><u>Apologies:</u></b>          Kiki Onyesoh (KO)          Brian Wrigglesworth (BW)          Zahraa Kadri (ZK)</p> <ul style="list-style-type: none"> <li>- KDK welcomed everyone to the meeting.</li> <li>- Minutes of the last meeting were agreed as an accurate reflection of the last meeting.</li> </ul> <p><b><u>Matters Arising from the previous meeting.</u></b></p> <ul style="list-style-type: none"> <li>- CW is still trying to get an update from the relevant team about item 1 on the June action log on the target of 60% of keeping your home safe – To be carried over to the new action log for August.</li> <li>- How many complaints have been received and how many have been resolved and what stage have they been resolved. – <b>CW to share the link with Spotlight on where this information can be found on our website.</b></li> </ul>
<b>2</b>	<p><b>Performance, Satisfaction and KPI Data.</b></p> <ul style="list-style-type: none"> <li>- NF feels disheartened when she reads the KPI data as there are significant jumps month by month between good performance and not so good performance, and asked:               What are we trying to compare ourselves to?</li> </ul> <p>-CW responded that we are comparing ourselves to other Housing Associations and would be benchmarked against a number of different things such as housing associations of the same size, working in similar locations, all of which will factor in those results.</p> <ul style="list-style-type: none"> <li>- DS advised that 108 responses is not acceptable and suggested that when a resident contacts Origin about an issue, another member of staff should contact them at a later date to feedback on updates and ensure that the issue is resolved for them.</li> <li>- CW responded that the organisation would have to create a new role for where a staff would be recruited to manage this process and it's difficult to get people to complete surveys.</li> </ul>

	<ul style="list-style-type: none"> <li>- CL asked what the difference was between the Tenant Satisfaction Measures and the KPIs.</li> <li>- CW explained that the Tenant Satisfaction Measures are legislated by the Regulator of Social Housing, and they are set questions imposed by the government while the KPIs are Origin's performance indicators, and a lot of departments have tried to ensure that they marry up with the Tenant Satisfaction Measures.</li> <li>- SA explained that the purpose of the committee is to review the KPIs and data pack and discuss how things can be improved.</li> <li>- NF wants to find out how much money and People's time Origin has been spending to help improve the performance indicators.</li> <li>- CW explained that we can't drill down into the details of each performance indicator because most performance indicators are tied into people's day to day role. It keeps people on track as it's their job role and there are many factors that make the performance indicators achievable or not achieved due to various things happening throughout that year.</li> <li>- NF suggested that we set up a scrutiny panel to look at KPIs and Merger.</li> </ul>
<b>3</b>	<p><b>Support Hub – Overview of what the team does</b></p>
	<ul style="list-style-type: none"> <li>- The Support Hub delivered a presentation on what the support hub does, the hub went live on 10<sup>th</sup> October 2022 which was also World Mental Health Day. The Support Hub falls with Origin's Care and Support Department and the purpose was to develop a wider support offer for our residents in general needs home with additional support needs.</li> <li>- Referrals come to the Support system through our CRM system and is triaged by the manager, who allocated the case to one of the support hub officers.</li> <li>- Referrals made to the service are sent by various departments within Origin, but the majority comes from our Neighbourhood Management team, the service is promoted on Origin website and resident engagement events, residents can phone the organisation to make self-referrals through one of the customer resolution officers and they can also refer another Origin resident which they think might benefit from additional support.</li> <li>- The Support Hub access the needs of any tenants referred to them and support them on a short-term basis.</li> <li>- They also support the Neighbourhood Manager by engaging positively with the tenant.</li> <li>- The highest number of referrals received are for mental health support and this is followed by financial advice support and support assessments.</li> <li>- The Support Hub works across various areas which include Barnet, Brent, Camden, Chelmsford, Enfield, Harrow, Islington, Stevenage and Watford. The highest number of cases falls within Camden, Enfield and Watford.</li> <li>- The Support Hub Managers gives Friends of Origin Grants which provides funding for essential items, grants may be available to tenants of Origin who are experiencing financial hardships.</li> <li>- Residents can apply for up to a maximum of £600 in any two year period, this would be to purchase things such as white goods, basic kitchen equipment, beds, and beddings, etc.</li> </ul>

	<ul style="list-style-type: none"> <li>- Last financial year Friends of Origin assisted 57 households, these are charitable funds raised by the group which is chaired by Malcolm Holmes.</li> <li>- CL asked if the supported provided to residents to buy white goods came from Origin, Joy advised that the funds were raised and provided by Friends of Origin.</li> <li>- The Support Hub carries out welfare checks to our over 65 + residents who are living alone.</li> <li>- The Support Hub has a checkback calendar which is used to book appointments for follow-up contact with previous users and these visits are carried out every 3 to 6 months or required with residents that have a history of hoarding.</li> <li>- For more information on what the Support Hub does please refer to the attached presentation.</li> </ul>
<b>4</b>	<b>Safeguarding</b>
	<ul style="list-style-type: none"> <li>- Campbell explained that there are three Safeguarding leads at Origin with him being one of them.</li> <li>- The safeguarding process is through our CRM system, where the issues are identified.</li> <li>- Sometimes residents call through to our customer resolution team and if the team sees that a resident is vulnerable and needs additional support, they will put them through to the safeguarding team.</li> <li>- There is a referral process that is sent to the Safeguarding team and the Neighbourhood Manager to work on.</li> <li>- Another way in which the Safeguarding team receives referrals is if a Neighbourhood Manager attends a visit or a caretaker or contractor notices anything when on a site visit.</li> <li>- All our front-line staff complete a level 1 safeguarding course, and Safeguarding leads complete a level 3 training and Neighbourhood Team Managers complete a level 2 Safeguarding course.</li> <li>- Safeguarding issues are only discussed with staff members that are involved with dealing with the case.</li> </ul>
<b>5</b>	<b>AOB</b>
	<ul style="list-style-type: none"> <li>- CW to get response to email sent about property sales &amp; shared ownership.</li> <li>- There is a lack of respect for confidentiality which seems to be recurring in various areas.</li> <li>- CW explained there is a difference between GDPR and confidentiality, GDPR is about data, confidentiality doesn't sit within GDPR. if a resident wants to remain anonymous, it makes it difficult for the neighbourhood manager to deal with the perpetrator if it is an area where you are in close proximity because the perpetrator could make assumptions about who has made the allegations.</li> <li>- CL mentioned that item 6 on the agenda was not covered in the meeting.</li> </ul>

- CL discussed the letter that Carol sent out to residents about the riots in London, he would like Spotlight to reinforce this and appreciate that Carol put this forward.
- SA advised that Spotlight's position should align with what was sent out by Origin in regard to this and add a note from the chair or vice chair to let residents know that if they are feeling unsafe in their community and don't feel comfortable reporting it to Origin to report to a member of Spotlight.
- SA to draft a Spotlight Committee response about the riots, to be added to Spotlight's Facebook page for residents. This will allow residents to refer directly to Carol's letter in the Newsletter.
- CW advised that the £25 vouchers will now be issued bi-monthly instead of quarterly for the meetings. Spotlight members only receive them if they attend a meeting. The committee getting involved in scrutiny and recruitment are volunteering roles, Spotlight wouldn't receive vouchers for this.
- LV mentioned that she's had vouchers expired without using them and would prefer moving forward if her vouchers were ordered from Amazon.