

## Spotlight Zoom Meeting Minutes – 25 June 2024 6-8pm

<b>1</b>	<b>Welcome, Apologies and Matters Arising</b> <p><b>In attendance:</b></p> <p><b>Spotlight members:</b></p> <p>Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) - Joint Vice-Chair  Christian Leonard (CL) - Joint Vice-Chair  Nickie Fonda (NF)  Zahraa Kadri (ZK)  Shane Addicoat (SA)</p> <p><b>Origin Staff:</b></p> <p>Funso Akande - Resident Engagement Officer  Carla Wood (CW) – Resident and Community Engagement Manager  Samantha Culverhouse (SC) – Talent Acquisition Manager</p> <p><b>Apologies:</b></p> <p>Kiki Onyesoh (KO)  Lia Voutourides (LV)  Brian Wrigglesworth (BW)</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>
<b>2</b>	<b>Recruitment and Talent – Samantha Culverhouse (Talent Acquisition Manager)</b> <p>- SC delivered a presentation on staff turnover and hints and tips for interviews.</p> <p>- She explained that over the last two years, she brought in a new recruitment team to Origin, and some new policies and processes. She has also made a few changes to the recruitment process and values the time Spotlight takes out of their day to be part of this.</p> <p>- SC went through the staff turnover figures, for May this year, we've had 3 leavers compared to 2023 where it was 7, so far this year, since April, the year-to-date (YTD) figure is 9 leavers compared to 2023 where it was 16 leavers.</p> <p>- We are currently tracking about 44% behind which is good, and apart from Covid we are tracking lower turnover than the previous few years that we've been recording information.</p> <p>- This is positive as we are lower than other Housing Associations in the London Area.</p> <p>- The three members of staff that left last month, two of them were because of career progression and the other one was because of better pay and benefits.</p> <p>- We are keeping an eye on the reasons why people are leaving the organisation and we do carry out exit interviews where we can.</p> <p>- SC advised that we have a dedicated Talent Team at Origin that has been built up over the last two years and between the team has over 70 years of experience in recruitment.</p> <p>- All jobs are advertised on our job boards, and we have a recruitment system that pushes it out onto industry specific job boards such as Jobs Go Public, Inside Housing and if it's a data analyst role we will go on OnlyDatajobs.com.</p> <p>- Employee referral scheme – if people know people within other organisations, you can encourage them to join Origin.</p> <p>- We have the opportunity to reach out to passive candidates on LinkedIn, these are people that are not actively looking for roles, they are not on job boards but have a profile on LinkedIn.</p> <p>- We select candidates based on our values and through a robust recruitment process.</p> <p>- Prepare questions in advance and agree on who will ask them – SC will go into this in more detail during the training scheduled in July.</p> <p>- The Talent team will ensure that Spotlight gets the CVs and cover letters in advance.</p>

	<p><b><u>Q &amp;A</u></b></p> <p><b>Q1:</b></p> <p>KDK – What do you think is the reason behind the turnover?</p> <p><b>A:</b> SC - We have a new recruitment strategy over the last 2/3 years, the Learning and Development Manager has brought in new strategies, and we are reviewing our pay to make sure we are competitive, and we've got positive results in terms of the best companies.</p> <p><b>Q2:</b></p> <p>CL – explained that his next-door neighbour advised that people who work in social housing don't stay in one job for very long and tend to move very regularly to gain promotion. Is this standard practice?</p> <p><b>A:</b> SC – It depends, our average length of service within Origin for leavers that recently left was 3 years and 6 months. We fill about 30% of our roles internally that's probably a reflection of why people do move through the organisation and last month it was 40%.</p> <p><b>Q3:</b></p> <p>KDK – if filling roles internally, do we still have to advertise our jobs?</p> <p><b>A:</b> SC – Yes, we advertise all our roles and continue to develop our staff as well, which helps with retention. If people have a career within an organisation, it retains them.</p> <p><b>Q4:</b></p> <p>DS – How hard is it going to be moving forward to recruit people when we change over to PFP in the next 12 months?</p> <p><b>A:</b> SC- The move with PFP is very positive, they have a lot of opportunities for people, they are very proactive in terms of staff development, she thinks it's going to be an exciting time to join the organisation. There is career development opportunity within PFP that is much wider.</p> <p><b>Q5:</b></p> <p><b>SA</b> – Is it staff that are employed in entry-level jobs that come and go or does it include senior roles?</p> <p><b>A:</b> SC – doesn't have data to hand in terms of whether staff leaving the organisation are entry-level, junior-level, or senior roles but we do see a lot of progression where some of our customer resolution officers move into different teams with the organisation.</p> <p>-In regard to PFP, we haven't got that far yet from moving from one organisation to another.</p> <p><b>Q6:</b></p> <p>CL – asked who was responsible in feedback to the Spotlight recruitment panel on the outcome of the interviews.</p> <p><b>A:</b> SC advised that there are recruitment checks that go after the interviews that include reference checks, and DBS checks and sometimes people don't pass those. SC would ensure that the Spotlight recruitment panel is notified of who the successful candidate is when they are about to make an offer.</p>
<b>3</b>	<b>Performance, Satisfaction and KPI data</b>
	<ul style="list-style-type: none"> <li>- NF feels really disheartened every time she reads the performance data pack, Origin seems to be going around in circles, the organisation identifies a KPI that needs to be</li> </ul>

	<p>achieved, the effort is put in to achieve this and after a few months, everything goes back to the way it was before.</p> <ul style="list-style-type: none"> <li>- KDK performance data is moving up and down depending on where the organisation is at with the merger process.</li> <li>- CW advised that she doesn't think the data indicates every department, and what she has seen within a year that she's been here is a progression within the organisation. There has been marked improvement in the people employed, the passion for the role, and the skill set of staff being recruited.</li> <li>- The organisation is trying to get itself straight in terms of the merger, which would help improve the workforce and satisfaction levels for residents.</li> <li>- The big thing at the moment is Fire Safety, Damp and Mould &amp; the Tenant Satisfaction Measures (TSMs).</li> <li>- The Origin Oath has improved a lot of culture in the organisation and this is refreshed constantly when staff are reminded of how they should be dealing with residents, and how important it is to communicate with other members of staff.</li> <li>- CL questioned the target set on the KPI that your home is safe at 60%, he believes the target should be higher than that. <b>Action: CW to find out why this target was set and feedback to Spotlight.</b></li> <li>- KDK asked if we can change the language on the KPIs and not refer to landlords and tenants but instead housing providers and residents. <b>FA &amp; AJ to ensure this is changed on future KPI reports.</b></li> </ul>
4	<b>Tenure types/demographics data for the Origin Estate</b>
	<ul style="list-style-type: none"> <li>- CL asked the Neighbourhood Team Manager for Inner London to provide the tenure types and break down which he passed on to everyone on Spotlight.</li> <li>- ZK requested for more detailed demographics a while ago.</li> <li>- DS suggested we set up a separate meeting with Brian for about an hour to go through this. <b>Action: KDK to check with BW to ask if he wants us to set up a separate meeting to discuss this.</b></li> </ul>
5	<b>New rent policy for new/existing tenants</b>
	<ul style="list-style-type: none"> <li>- ZK explained that she wanted to understand the policy around new tenants having to pay a week in advance and having to pay towards a month's rent credit towards their rent account.</li> <li>- What is Origin's policy on vulnerable tenants and new tenants who are on benefits, and why there is no distinction between this and new residents that are working.</li> <li>- CW advised that most housing associations do ask for a month's rent in advance but will have a bearing on whether they are on benefits or not. <b>Action: CW to find out from the lettings team why vulnerable residents are being asked to pay a week in advance rent and a month's credit towards their account.</b></li> <li>- ZK recently found out from a family member who has recently moved to an Origin property, who is disabled and on benefits and has moved from being homeless to an unfurnished property. She was expected to pay a week's rent in advance which was £300, before she signed the tenancy. <b>Action CW to check the procedure and policy, &amp; share with Spotlight, and give some guidance on the reasons behind this.</b></li> <li>- ZK advised that the lettings team made a referral to the support hub which was unable to help signpost the resident to the relevant charities or places that can provide support.</li> <li>- CW suggested we invite someone from the finance team and support hub to attend the next meeting to discuss these issues. <b>Action: FA to contact both teams to see if someone can attend the meeting.</b></li> <li>- CW will speak to the appropriate people about this issue and contact ZK to give her an update on this.</li> </ul>
6	<b>Shared Ownership – Harrow &amp; Wealdstone Heights</b>
	<ul style="list-style-type: none"> <li>- CW advised that Pam contacted her about the conversation KDK had with Carol about Shared Ownership. Pam has proposed that Simon Scott (Head of Sales) attend the next meeting to explain some of the issues that Spotlight has brought up.</li> </ul>

	<ul style="list-style-type: none"> <li>- NF thinks there is going to be some sort of political explosion on Shared Ownership after the general election.</li> <li>- NF advised that it would be a good idea to get PFP on board with Shared Ownership.</li> </ul>
7	<h3>Grounds Maintenance Scrutiny Update</h3> <ul style="list-style-type: none"> <li>- CW gave an update on the grounds maintenance scrutiny, all the recommendations that were put forward were agreed and most of them were linked to the procurement process. All the recommendations are being actioned now because the procurement process is going through.</li> <li>- CW will give a fuller update in September once they have gone through the procurement process and at the interview stage.</li> <li>- NF explained that a letter was sent to residents at Stokes Court inviting them to join the panel that will be selecting the new contractors for window cleaning.</li> <li>- Communication with residents who had taken part in the grounds maintenance workshop at the beginning of February hasn't continued.</li> <li>- CW advised that there had been no updates since that workshop took place, but the team would go back to this group of residents to explain this. <b>Action -CW to ensure that an email is sent out to this group of people within the next two weeks to give an update on this with a brief of what is happening now and what they expect to see in the future.</b></li> </ul>
8	<h3>Policy &amp; Guidance on website</h3> <ul style="list-style-type: none"> <li>- SA sought guidance through his Neighbourhood Manager on guidance on policies around various issues which has been pushed back. He wants to find out why there are no clear policy documents for residents and staff to draw on.</li> <li>- CW advised that if there are any types of policies that SA requires to contact her about this, and she will look into this specifically for him.</li> <li>- SA advised that there is an issue with document retention across the business.</li> </ul>
9	<h3>Future of Spotlight</h3> <ul style="list-style-type: none"> <li>- KDK advised that there is no future for Spotlight.</li> <li>- CW explained that panel members are welcome to join the regional group once it's been set up.</li> <li>- DS mentioned that he had an interview on 25<sup>th</sup> June to be a member of the regional group (NCG) and there was a rumour that Jane Ryland is being offered the position and will be a conflict of interest as she's part of the customer focus team which is a paid position within Origin. Ryland</li> </ul>
10	<h3>AOB</h3> <ul style="list-style-type: none"> <li>- The key issue about the Origin Oath is about owning any issue that has been raised by a resident and taking accountability for this, from the beginning to the end.</li> <li>- CW advised that the minutes might be a bit delayed this month, this is due to a team member recently going on maternity leave and not being able to replace her, and an event happening on the week commencing 24<sup>th</sup> June. It's a very busy time for the team at the moment.</li> </ul>