**Spotlight Zoom Meeting Minutes - 10 October 2022 6:00 - 8:00pm**

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| **1** | **Welcome, Apologies, minutes and matters arising (Spotlight blog)** |
|  | **In attendance:**  **Spotlight members:**  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) -Vice-Chair  Nickie Fonda (NF)  Zahraa Kadri (ZK)  Lia Voutourides (LV)  Christian Leonard (CL)  Sammy McNeil (SM)    **Origin Staff:**  Andreia Vieira (AV) - Resident Engagement Coordinator  Tosin Adewumi (TA) - Community Development Manager  Pam Bhamra (PB) - Director of Resident Services  Elena Boyle (EB) - Head of Customer Experience Christopher Wait (CW) - Head of Property  **Apologies:**  Shane Addicoat (SA)  Dolores Wright (DW) - Member has resigned from Spotlight  - SA suggested to KDK organising meeting dates 12 months in advance.  It was agreed that blog posts should have a disclaimer at the start of the post to advise the reader that what they are about to read is the opinion of a Spotlight or Climate Change resident member.  - Any suggestions made by Origin Staff are not changes that must be made, they are suggestions to try and make the blog more engaging, but the overall decision is with the ‘writer’ of the blog. The caveat being, if anyone included anything abusive or discriminatory, this would be removed.  **- AV to organise Communications Team to brief Spotlight on best practise for engagement and accessibility when putting together blog posts, potentially at the away day.** |
| **2** | **12 Months workplan update - Tosin Adewumi** |
|  | TA presented an update on the 12-month work plan, what has been delivered since the last meeting in June.   * Workplan has been published on the Intranet for all staff to be aware and have access to. * Priority 1; climate change and sustainability. There has been continued work in engaging residents at events. A climate change meeting was held in August with head of Asset, Kurtis Lee and Camden Council. Origin have been involved in Somers Town Development strategy group. The communications team continue to promote posts on climate change. TA booked to attend Carbon Literacy focus group. Origin is committed to engage with residents when building a deliverable plan from next year, Carol reinforced this in her message following the customer services week. * Priority 2; Address dissatisfaction around repairs. The repairs performance data is continuously reviewed by Spotlight in performance pack. There has been resident involvement in repairs procurement, SM, ZK and DS are involved. SM will provide update. * Priority 3; Improve relationship with residents through better partnership working. Origin have delivered engagement events and delivered a consumer standard consultation. Update provided by PB to Spotlight prior to the meeting on the review of Neighbourhood Managers role. Origin also ensured that residents were involved in national customer services week. |
| **3** | **Performance Data - Elena Boyle** |
|  | EB provided an update on both June and August data pack. The June pack is more detailed, and this is what the group can expect from Origin going forward, the August Pack was put together whilst EB was on leave. **AV to circulate an updated version of the August pack.**   * Satisfaction that your landlord is easy to deal with. This is one of Origins key figures as Origin want residents to get outcomes without much effort. Origin is currently at 57% satisfied, with a target off 70%, it is improving each month as June was 54%. There is a big piece of work going on around neighbourhood managers and Spotlight will continue to see improvements. * Percentage of enquires dealt with at first contact, this is enquiries that come into the customer resolutions team. In the first quarter, Origin was only able to resolve 42% of enquiries at first point of contact and in June that was at 57%, the target for the year is 65%. This increase is due to recruiting a great team, investing in their training and giving them the skills needed. In August this percentage has dipped slightly to 54%, this is because Origin has a new system where our emails are now being logged directly into our CRM. This is due to the method rather than the service being different. * How long it takes to get through to our contact centre, in June it took on average 185 seconds, this is an increase from our lowest point at 60 seconds. The reason for the increase is twofold, Origin have had colleagues leave the contact centre. The most impactful reason is that as Origin are training staff and investing in upskilling them and have had to take staff off the phones to do so. Over the next quarter Origin are expecting to see that wait time go down, as staff will be better equipped to deal with enquires. EB wants to ensure Origin are delivering a quality service, where residents do not feel rushed or treated like a process. Satisfaction with call handling is going up at the same time as resolution from the first point of contact. * Satisfaction that Origin listens to your views and acts upon them, in June, this sat at 55% with a target of 60%, this is lower than Origin would like. This is a stepped target, 60% is the first target Origin would like to get to, but Origin wants to achieve higher. Reasons for scoring including, residents not seeing their neighbourhood managers, not having choice on what happens in their local neighbourhood. Since June, Origin have started strengthening visibility of neighbourhood management on our estates and updating when there is change, refreshing the ‘Together’ strategy to make sure it is fit for purpose.   Call centre has been using the ERLANG formula for 6 weeks alongside the telephone system to calculate staff resources, after 8 weeks of this method, Origin will make improvement changes.  KDK believes the figure for residents feeling listened to is very low and is very worrying. What is the timeline for this target? EB confirmed Origin would like to get to 70% by March 2023.  ZK is there any update on statistics of demographics?  EB confirmed her key objective is to improve the equality and diversity data Origin hold on resident's and will hopefully soon be able to share satisfaction or complaints in different demographics as Origin collect more data. From April 2023, the group can expect to see this reported. |
| **4** | **Priority 1: Climate Change (CC) Update - Nickie Fonda** |
|  | * NF expressed that Origin is moving towards a point where early in the next calendar year, where we should be able to bring together those from the CC group and those who have trying to bring about change within Origin. * CC now have several ‘Green Piece’ blogs that have been published, CC group attending resident events, carbon literacy project being attended by TA and NF, another resident engaging with the group and might be writing a blog and there is contact with Neil McCall. * EB explained that next meeting with CC group will be in November, EB wants a focus on actions Origin can deliver immediately; the strategy and retrofitting will be longer pieces of work. Origin will be inviting the colleagues to this meeting, that Origin believe can make this happen such as Laura Hodgskin, Julie Humphreys, EB, AV & TA. It would be a collaborative approach and by the end, Origin will have a list of things that can be worked on together. For example, making sure that Origin include Recyling in our estate action plan and improvement plans. * PB mentioned open spaces and biodiversity, conversations with estate services around this and how Origin work with our contactors around this. |
| **5** | **Priority 2: Repair Procurement Panel - Sammy McNeil & Chris Wait** |
|  | SM provided update on her involvement in the panel.   * Last meeting was in September. Original tender list was 11 and this was whittled down to 6 contractors that could submit their applications. At this point the panel is not allowed to disclose who the contractors are. It was agreed that residents would be involved in the process of marking and interviews. Marking will be taking place on the 10 and 11 of November and the interviews will take place on the 28 and 29 of November. Residents will be given the opportunity to ask questions around resident care, experience and involvement. * CW confirmed there has been a slight change in contractors' numbers, there is now 5, as one contractor pulled out as they could not administer it. CW will be having a session with the residents who are able to score, there will be a few questions they have to answer about the 5 contactors. After the interviews, they will deliberate on who Origin are going to pick. Selection will be in December followed by the 6-month mobilisation period. If the current contractor isn't successful, they would continue to deliver within that mobilisation period. |
| **6** | **Priority 3: Together Update - Tosin Adewumi** |
|  | TA confirmed we are working on refreshing our Together Strategy, TA’s update is based on what we are currently doing, and Spotlight will be updated on the strategy at the next quarterly meeting.  EB confirmed the reason for refreshing the strategy now is because we are halfway through from when we wrote the strategy. There has been a lot of change it feels like a good point to consult with residents.   * Update on involvement and scrutiny; 183 unique residents engaged, 342 responses to engagement opportunities and 34 staff involved to date. There have been two engagement events, one in London and one in Stevenage, both with 100% satisfaction from surveys. Origins next engagement event is on 26 November. Consumer Standard Consultation – 25 responses. TA highlighted the increase in engagement opportunity and responses compared to the same time last year. * Investing in communities; Most recent neighbourhood explorer was in July at Griffin Close, Brent where we engaged 20 households. Our upcoming neighbourhood explorer is in October at Rosebery Square West, Bideford Mansion, Barnstaple Mansion and Dulverton Mansions. Community fund has had 23 applications, of which 10 projects were successful (7 successful resident led projects). Community Development Projects, Employment & Training support – 74 residents engaged with service and 35 residents have been supported into work, education, training and voluntary work with 213 sessions attended. We Are Ageing Better - 145 people benefited from activities delivered with 1161 attendances. Recent survey: 93.94% improved their physical & mental and 100% felt less lonely as a result of the activities. * Trying new ways and leaning from others; collaborative working with Origin’s partners. Local motion (Enfield) - Two researchers now recruited and are planning to interview some of our staff and residents at the Enfield Single Housing about social isolation and Mental Health. Internally – Origin Oath huddles to enable practical application to improve customer experience.   KDK believes the figures are extremely positive, the initiatives are great and clearly well received by residents. Is there any way these figures can feature in the performance report. EB confirmed these figures go into our KPI packs that our executive team see and is shared with board. LV agrees the increase in engagement needs to be promoted more, this is great results. |
| **7** | **Skills Audit & training plan - Andreia Vieira** |
|  | * AV explained Origin would like to put together a training plan for the Spotlight panel to ensure the panel has the skills/experience or knowledge needed to fulfil their roles within spotlight or any other involvement such as scrutiny work. * A skills audit form will be sent to the group in a few weeks, these will be completed individually, and it gives opportunity to suggest training they might want. * Some of the training will be delivered externally such as through TPAS or other training providers. Where the group has requested to develop knowledge on internal proceedings at Origin, such as structures or policies, Origin can gather this and provide it to you. |
| **8** | **Priority 3: Away day & scrutiny decision – Elena Boyle** |
|  | EB proposed an away day for Spotlight in January or February 2023.   * This is an opportunity to use the skills matrix to see how Origin can best support Spotlight. It would be a good opportunity to refresh how we work with each other, finish and finalise the terms of reference, share the key priorities of the organisation and raising the profile of Spotlight. Origin is asking colleagues from across the organisation to be present also. * By the away day, Origin would have refreshed the ‘Together’ strategy, so it would be a great time to meet and look at the year ahead. * **AV to organise dates that work best for everyone, it might be best on a weekend.** * Ahead of the away day, EB will ensure there is an agenda and clear objectives, so that all staff and Spotlight can work towards these. The planning will be collaborative with Spotlight.   EB recognises there has been challenges with our scrutiny work, for example the external facilitator, scope, participation and a lack of structure from Origin Employee’s.   * KDK had previously mentioned speaking to residents around the desire to do scrutiny work looking at service charges and how they are presented and the information that is shared with residents. EB confirmed it is the perfect time to review this information ahead of the next financial year. * Regarding the complaints scrutiny, there has been significant change within the complaints team. Last summer, Complaints had an audit where the external auditors made some recommendations on how Origin can improve the service, and Origin have now implemented them. Origin has also centralised the handling of complaints by the complaints team. There is opportunity to look at service charge and the way it is presented ahead of the financial year and once complete, to then come back to complaints. * KDK raised the point that if the new repairs contractors starting, this would change the whole complaints profile. PB understands that a new contractor could bring different issues, however her understanding was that the complaints scrutiny was not solely focused on reviewing repairs complaints. * LV was involved in both parking and complaints scrutiny; it would be worth looking at TPAS and their advice on how to do scrutiny. The group need to build on their expertise. LV is interested in participating. * PB the communication for service charge goes out in February, so timing is important, if there are changes, the group need to be able to build them into the communications. * LV felt historically that the type of scrutiny, ‘task and finish’ was imposed on them. * Spotlight agreed to temporarily pause the scrutiny work on complaints and picking it up next year, instead with our renewed approach the focus will be looking at how service charges are presented and shared. |
| **9** | **December Meeting - Andreia Vieira** |
|  | AV talked through next meeting date and Christmas meal.   * Currently the proposed date for Spotlight meeting is 7 December. **AV to email group with date suggestions and confirm Christmas meal.** |
| **10** | **AOB - Terms of Reference; Quorate clause, Officers' election & Meeting with Chair of board** |
|  | * **AV to send out link for meeting with Neil McCall** * **KDK to email AV & PB questions or proposed agenda items for meeting with Neil McCall.** * Quorate clause following the reschedule of quarterly meeting, previously this was not addressed in our last TOR’s. As new TORs are still in draft, we will need to include this.  50% spotlight members attendance for meetings agreed as quorate. * Some of the Spotlight terms have come to an end, **AV to communicate with group when their terms are up for renewal and confirm with those that have completed current term whether they wish to continue for another term.** No election is due yet. * DS provided parking scrutiny update – He supported the review of 3 tenders, interviews took place on 4 October, and the winner was overwhelming. LV will contact Cherish Hill around 50% responses in certain areas. |