

Spotlight Zoom Meeting Minutes – 12 December 2023 12-2pm

1	<p>Welcome, Apologies and Matters Arising</p>
	<p><u>In attendance:</u> <u>Spotlight members:</u> Derek Sheppard (DS) -Vice-Chair Nickie Fonda (NF) Christian Leonard (CL) Lia Voutourides (LV) Zahraa Kadri (ZK)</p> <p><u>Guest Attendee:</u> Glenn Allum – Independent Advisor</p> <p><u>Origin Staff:</u> Funso Akande (FA) - Resident Engagement Officer Carla Wood CW) – Resident and Community Engagement Manager Pete Davis (PD) – Resident Engagement Officer</p> <p><u>Apologies:</u> Kirsten De Keyser (KDK) - Chair Kiki Onyesoh (KO) Shane Addicoat (SA) Brian Wrigglesworth – (BW)</p> <hr/> <ul style="list-style-type: none"> - DS welcomed everyone to the meeting and introduced Glenn Allum - Minutes of the last meeting were agreed as an accurate reflection of the last meeting.
	<p>Merger Update – Glenn Allum</p>
	<p><u>Q & A</u></p> <p>CL - asked GA if he had received any reassurance from his meetings with Origin Housing that they wouldn't sell off any properties when they merge with Places for People(PFP) to raise money and what is GA's impression of PFP's commitment to social housing.</p> <p>GA – advised that he hasn't been privy to the conversations with PFP, however, they are a committed registered provider and social landlord and they value social housing assets very highly and are generally known for their ongoing stewardship of social housing assets.</p>

	<p>-regarding the question on the individual properties, GA explained that there are requirements to get properties up to EPCC and the net zero by 2050, with some properties it's going to be difficult for housing associations to do that, so they take a strategic view of older assets as they become void with a view to potentially dispose of them as they can't afford to bring them up to standard. GM advised it would be best if the committee spoke to Carol Carter to get some more clarity on this.</p> <p>NF – confirmed that the question of properties that are not economically viable to upgrade for net zero purposes is something the senior management at Origin is aware of and there have been discussions on this.</p>
3	<p>Terms of Reference(ToR) – Update to include minimum attendance requirement by members, ratification</p>
	<p>DS – advised that the ToR was presented to Elena last December, the committee accepted some points but not everything that Elena sent back to them. All the blue bits are Elena's update, and the green tick is what the committee agreed on, the element that didn't have a tick next to it wasn't agreed on.</p> <p>LV – understood that the ToR that was made was a basic bottom line, how we would what things to go, and changes would be made every year or a couple of years.</p> <p>CW- the next step in terms of the ToR is to get the original document with the green ticks and blue bit updated with what was agreed by the committee. CW has to ensure that the tenure, the quorum was agreed as 4, the committee would like to include 50%. -CW to update to say 4 or 50%.</p> <p>-The membership currently stands at 10 members minimum of 8, CW is happy to increase it to 12. The committee agreed to increase the number to 12.</p> <p>ZK – asked if the application process of recruiting new Spotlight members had been added to the ToR and the process should be a bit more explanatory in terms of commitment, and what the new members are signing up for and that the appropriate induction is provided. CW confirmed that it was included within the membership section of the ToR and advised that one of the best ways for potential members to decide before committing to joining the committee was to observe a meeting.</p> <p>CL – suggested that the minimum requirement of meetings members have to attend per year has to be explained to applicants interested in joining the Spotlight Committee Panel. It was agreed that it would be included in the ToR that all members would attend 75% of the meetings that take place per year.</p> <p>DS – suggested that when recruiting for new members either the Chair or Vice Chair should be on the panel, both of them don't have to be present and a maximum of 3</p>

	Spotlight members on the panel, if there are too many Spotlight members on the panel, it might get too overwhelming for the candidate.
4	Update on current members' terms of office
	<p>CW – went through the current membership terms with the committee and suggested that maybe in March 2024, we could go through the voting process for the Chair and Vice Chair roles.</p> <ul style="list-style-type: none"> - Instead of being stringent with the rules, the Chair and Vice Chair would be allowed to reapply for another 3 years. - In terms of membership, anyone who is currently a member, their first 3 years start from the current end-of-term date. - DS is happy for the committee to have a vote for a Vice Chair in March.
5	Achieving a diverse membership of Spotlight, to include all tenure types and geographical areas.
	<p>DS – suggested that when the committee recruits new members, they could have 1 person from London and another one from Hertfordshire, which will be 25% of 12 which will make it a fair representation.</p> <p>-We need to also look at the different types of tenure types that residents have and try to get as much variation of this on the committee panel.</p> <p>-CW advised that once the ToR has been finalised, the next project would be to start a recruitment campaign to get in new members.</p>
6	Spotlight name – would a different name be more effective and resonate better with residents?
	<p>DS – suggested the committee change their name from Spotlight to something else as it's not a good name for the panel.</p> <p>ZK -advised the new name needs to be something that makes residents feel that they can approach the committee, relate to, and know who they need to go to if they need to speak to someone.</p> <p>CL – explained that the group needs a simple name that connects to Origin residents.</p>
7	Useful Spotlight tasks wanted rather than distracting 'checkbox' exercises.
	<p>DS – explained that in past Spotlight meetings, the committee used to have an hour designated to reading through documents from Origin and not given enough time to discuss issues affecting residents which the panel finds frustrating because some urgent things were not being covered at the quarterly meetings.</p> <p>LV – A lot of the documents are important and suggested the committee could agree on which of the items are important to be added to the agenda.</p>

	<p>DS – regarding the data pack, the information on complaints should include things like the number of complaints being resolved within 10 days, how many are being resolved in 20 days, and escalated to stage 2 complaints.</p> <p>CW – advised that going forward results from consultations would be shared with the committee.</p> <p>DS – Any updates on complaints, repairs, communications (figures on call handling), and scrutiny should be shared with the committee every quarter.</p>
8	Spotlight members to be part of the 300 Together panel
	<p>CW – confirmed that Spotlight members are part of the Together Panel list.</p> <p>CW – advised that the results of the survey will be published on the website.</p> <p>CW – in the coming year she would be looking at incorporating a section within our website which will include information about ‘You said, We Did’, Surveys, etc.</p>
9	Increase in ASB Incidents reported by other residents
	<p>DS – asked if Origin had a process for dealing with a complaint from residents who have been verbally attacked by another resident and feel intimidated.</p> <ul style="list-style-type: none"> -There have been issues where residents have been identified and intimated for making complaints about ASB incidents and the residents were not safeguarded. -There has also been an increase in ASB incidents reported by residents.
10	Scrutiny Update
	<p>CW – gave an update on Scrutiny and advised that Lia & Nickie have agreed to be involved in the next one, the topic will be on Ground Maintenance and Pete Davis will be leading on this.</p> <ul style="list-style-type: none"> -Origin has carried out a consultation on the procurement process within Ground Maintenance, the results from the consultation would be used to complete a scope for the scrutiny review. - The Team will be meeting with Sam Goodwin (TPAS) on Wednesday 13th December who has a training package for doing bootcamp scrutiny reviews. <p>PD- explained that a bootcamp distills between 3- 6 months’ worth of work into between 3-6 hours.</p> <ul style="list-style-type: none"> -the benefits of this is that residents can come up with recommendations for change and the manager and director of that service can be exposed to those recommendations and the process by which those recommendations were reached and given instant management response. - The flip side is that it doesn’t give enough time space for a thorough investigation like doing surveys on the day or interviewing residents. - The date of the review has been provisionally set as the 7th of February 2024.

11	AOB LV – advised that there are draft policies on the Origin website that the Committee gave some feedback on, and they are still in draft form on the website and haven't been updated. The Repairs policy was changed without the knowledge or involvement of the committee. DS – part of recruitment is that new members to the committee should be encouraged to write a Spotlight blog of 500 words once a year. CW – confirmed that each member of Spotlight that attended the meeting would receive a voucher for their time and every member would get a Christmas voucher as the committee didn't have a Christmas meal.
	Meeting ended at 12.15 pm