**Spotlight Zoom Meeting Minutes - 30 June 2022 5:30-7:30pm**

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| **1** | **Welcome, Apologies, minutes and matters arising** |
|  | **In attendance:**  **Spotlight members:**  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) -Vice-Chair  Nickie Fonda (NF)  Dolores Wright (DW)  Zahraa Kadri (ZK)    **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:**  Lia Voutourides (LV)  Shane Addicoat (SA)  Sammy McNeil (SM)  Christian Leonard (CL)  All in attendance were happy with the minutes from the previous meeting.   * Matters arising, KDK explained that there was no need to have Sarah Baxter present at this meeting. * Issue around trees and pollard, expressions of discontent with overzealous pollarding, CL was not present at meeting, will discuss at next meeting. * Continuous complaints around lack of communication around works being done or in progress and not being kept up to date. * **AV to check in with CL around his connectivity and if he needs support.** |
| **2** | **Update on review of Neighbourhood Manager’s role** |
|  | PB provided update on neighbourhood managers role.   * Origin are resetting what it means to be a Neighbourhood Manager at Origin and this work ties in with work around supporting our vulnerable residents which our Head of care & support Alev Horgan is leading on. * Origin will be using the care and support expertise. This is currently in the information gathering phase, mapping what support is available externally. Pilot this offer around October. * This ties in with Neighbourhood Managers’ (NM) role as support for vulnerable residents will free up their time to do other tasks. * Since April, been working with Laura Hodgskin, Head of Housing Services, and had sessions with NM around what is getting in the way. * There will be an internal reset once Origin have addressed their pain points and addressed support for vulnerable resident, Origin will measure this internally and from residents to see what difference this has made. * ZK raised concern around staff turnover in NM team and having issues contacting them. * PB explained that staff turnover is a general issue everywhere as people are re-thinking their careers, Origin offers flexibility and competitive benefits. When there is a change of NM you should not experience a drop in the service or contact and should be good handover. * DW’s main issue is around communication and the NM’s patches are too large for them. PB will be looking at patch sizes in the review. * KDK emphasised on continuity of service and making sure new NM is aware of on-going issues or cases. * **KDK suggested the action will be to update Spotlight at next meeting.** |
| **3** | **Spotlight 12 Months Work Plan** |
|  | TA presented the 12-month work plan draft on screen and talked through key points.   * Following the 12-month work plan workshop, Origin concluded on 3 areas of interest for Spotlight. First area of interest is around climate change (CC) and sustainability. * Origin plan to produce and publish a report to show environmental impact, start work on sustainability strategy, work with the climate change group, and support the Somers Town Future Neighbourhood programme. Spotlight will work alongside Origin to achieve this. * Second area identified was around repairs and wanting to address the dissatisfaction around repairs. Earlier this month Origin consulted on our draft repairs policy and residents will be involved in the procurement panel, monitoring repairs performance, and shaping improvement plans. * Final area of interest is to improve the relationship between Origin and residents through better partnership working. Plan includes improving transparency, better embed Together with tenants charter, the Origin Oath, and strengthening the voice of Spotlight. * Confirmation received from the group; they are happy with the work plan so this can be signed off. * NF has done a blog post for climate change and mentioned clarification is needed on editorial control of the post as the communications team changed her words. * **AV confirmed she would communicate this with the communication team to avoid it happening again.** * **AV to send blog post from DS to PB and CW for comments before being posted.** |
| **4** | **Performance Data** |
|  | KDK asked for feedback from the panel regarding the performance data that was sent to them prior to the meeting.   * KDK mentioned the definitions and not understanding some and making it clearer, say it as we see it, no jargon. * **EB going forward Origin can include a tab with a breakdown of the words and what they mean and how Origin calculated it.** * KDK mentioned the scales have changed and when using the new scale, a once below target score now appears on target. * EB explained that this was due to the regulator of social housing (RSH) and the new tenant satisfaction measures which includes the formula, and the scale Origin should be using. * PB suggested that Origin officers can go through the crucial information at the next meeting to break it down and make it easier to digest. * KDK the jargon gets misconstrued as trying to confuse residents, needs to be accessible and easy language. KDK agreed. * NF questioned if Spotlight are the right people to be going through this data, what impact will this make. * EB explained the data gives Spotlight a wider overview of Origin, Spotlight can hold us to account on how Origin deliver services. * ZK would like to know if there is any update on data collecting on demographics when Origin are surveying residents. Would like to see this in pack. * EB explained that in September Origin will be looking at this piece of work and how Origin get this data, with roadmap to deal to deliver next year. |
| **5** | **Repairs - Introduction of new Head of Property and team update** |
|  | CW provided update on the repairs restructure.   * All the roles have been recruited to in the team with the new structure, should be starting in 3-4 weeks. Three separate areas of focus including service improvement, disrepair and environmental health notices and larger team dealing with day to day and voids elements. * Created more structured way of working including logs and tracking sheets for special cases. * Focusing on working with Gilmartins, Origin have an enhancement and improvement programme with Gilmartins. * special cases received are kept on a log to work on to try and stop it become a disrepair, this doesn’t stop all the disrepair cases coming through as Origin have cases sent by solicitors. * There is a manager and surveyor dealing with 50 disrepair cases, some cases have been completed but remain open. * ZK explained that surveyor attended her property yesterday to survey works that should have been done by Gilmartins (GM). GM subcontracted the work and Origin have now paid GM for this piece of work despite not being completed. **CW said a post inspection should have stopped this from happening and will investigate it.** * NF asked, if possible, for residents to look at the draft contract Origin draw up? Previously there was a great contract for grounds maintenance, but nothing was ever perused. * CW explained already involving residents with recent consultation on repairs policy which would cover what should be included in the contract. It will be possible. * PB added, Origin have a repairs procurement panel group made of residents which Origin are working with throughout the procurement process. The contract is reviewed by our lawyers, the service specification is the crucial document. |
| **6** | **Repair Procurement Panel** |
|  | DS provided update on his involvement on the repairs procurement panel.   * Soft market event took place in the spring, was surprised that normally it is based on 60 to 40 on quality to price, however there was suggestions for 70 to 30. * PB added that Origin’s Customer Service Committee have signed off in favour of 70% quality to 30% on price in terms of the procurement strategy. Strong indicator that Origin have listened to what residents have said. Origin want quality outcomes. * DS informed that June was the first monthly procurement panel meeting, where CW and Paul from FFT provide progress update, the first draft contract should be ready early July, Section 20 has gone out to leaseholders which has to be completed and returned by early July. There was also a project plan that will be divided into two stages, the first being contractor to apply with submissions. Origin will evaluate and then tenders would go out which would include involvement from the panel interviews. There would then be an average score by those involved in the interviews with an end date of January 2023. * DS enquired on prices for voids including draft proofing windows and doors and energy saving bulbs. * DS explained that the panel will be more involved as the time goes on as the decision will be based on a variety of people's views, thinks this is a good. * ZK asked if a list of the contractors trying to win the bid been provided? DS and CW confirmed Origin are not at this stage yet, but Origin can provide this. |
| **7** | **Climate Change (CC) Update** |
|  | NF went through the CC activity report and actions since our last Spotlight meeting.   * NF attended a few meetings which included the NHF Annual climate change and sustainability conference and TPAS & Placeshapers’ green transition event. Key messages were around new government funding that will be available in summer, fabric first, fuel poverty and collaboration. * CW confirmed that asset team are bidding for this funding. NF would like to follow this up after the meeting. * NF requested an update around the environmental project: recycling in Camden, KDK confirmed there is no update. Origin was meant to discuss recycling facilities with Veolia, but Camden council are struggling to get this into their own estate. * EB suggested picking this up offline as EB needs to revisit the actions agreed with the CC group originally. Doing this as a scrutiny would not work as there is not much data on this to scrutinise. * NF has spoken to a new resident interested in CC and hopefully through blog posts will generate more interest. * KDK consider changing the term from CC to Climate Emergency, NF agreed that Climate Emergency should sit as a concern under CC. * PB commented that it is great to see residents passionate about CC, there needs to be a focus from this group around how Origin communicate with residents about what they can do to be more environmentally friendly. |
| **8** | **Improve relationship & Update on Embedding Origin Oath** |
|  | EB provided an update on the Origin Oath   * Since last update Origin have had 200 staff attend the Origin Oath training that she delivered. It is embedding very well in the organisation and has had 100% of staff attending have said it is very useful. * Origin have seen improvements in communication, the satisfaction in the way Origin communicates with residents in this period has risen from 64% to 73%. How easy Origin are to deal with has also improved from 51% to 59%. Less complaints month on month, this is all very positive. * Every 2 weeks all staff in the business attend a huddle to talk about the Oath. EB would like to share with Spotlight, the plan for the huddles for their feedback. The huddles will run every two weeks until our staff conference in September where Origin will do a review. Origin will also be getting involved in the national customer service week in October. * Origin are looking into the on-going training needs to excel at customer service, later in the year Origin will start looking at what this training will look like. EB would like residents to be involved in this. * In reflection of the year and work that goes on behind the scenes, there are small improvements, EB would like Spotlights’ support in the action plan for the next 12 months. EB will share the summary of her work from year one. * EB would like to Focus on some of Origin’s improvement work at future Spotlight meetings. |
| **9** | **Together Update** |
|  | AV presented slides with updates on the implementation of the Together strategy since April 2022 under the three themes   * **Involvement & Scrutiny** – highlight includes 123 responses to these engagement opportunities: Income Policy Consultation, Allocations & Lettings Policy Consultation, Managers Forum and Repairs Draft Policy Consultation. * **Upcoming engagement events:** Saturday 16 July 2022 (Basil Jellicoe Hall), Wednesday 17 August 2022 (Stevenage, Blakeney), Saturday 26 November 2022 (Basil Jellicoe Hall), Wednesday 15 February 2023 (Watford, TBC) * **Investing in communities**-13 applications for our community fund with 6 were successful resident led projects supported. 12 residents have been supported into work and training and 22 activities delivered through We Are Aging Better to tackle social isolation. Next Neighbourhood Explorer involving staff going to visit and listen to residents on 13 July. * **Learning & working with** **others** – Continue work with Local motion (Enfield) and Origin are part of core group looking at social isolation and Mental Health. Origin residents in Enfield will be engaged in the research. Spotlight members and staff attended TPAS Complaints Masterclass Webinar. Staff attended National Housing Federation’s webinar on working in partnership with residents to deliver Together with Tenants. |
| **1** | **Scrutiny Update** |
|  | LV was not present at meeting, update on this will be pushed to next meeting. |
| **1** | **AOB** |
|  | * DS sent the Spotlight Blog for July and advised group to confirm the months they would be doing. No blog for August as it is the summer period. * DS asked about lighting in communal areas, whether the cost increase in lighting be included in service charges and if so, will residents have reassurance from Origin that when the prices drop so will the charges? * PB proposed having the staff member who deals with service charges to attend meeting and break this down for the group. * KDK added that there have been conversations about service charges and suggestions to make this the topic of the next scrutiny panel. Service charges need to be more transparent. PB agreed this is a good idea. DW said they do not get value for money. * **AV to provide KDK and DW address for PB to follow up services charge concerns and on-going issues with security and lifts.** * KDK agreed it should be a scrutiny group rather than address at Spotlight meeting as it needs detailed attention. * **AV will send an email about training needs of spotlight group.** * DW, ZK and KDK nominated themselves to be involved with the service charge scrutiny. * **EB explained that Origin need improve how Origin deliver and facilitate scrutiny panel; EB can discuss this offline including when Origin will do it.** * ZK expressed her interest to start a complaints surgery where she lives, so she can raise issues on behalf of the resident. EB said this need to be discussed further with her and need for care due to data protection. **AV to set up a meeting with EB and ZK to discuss this further.** |