

Spotlight Zoom Meeting Minutes - 21 March 2023 6-8pm

1	<p>Welcome and Apologies and matters arising</p> <p><u>In attendance:</u> Spotlight members: Kirsten De Keyser (KDK) - Chair Derek Sheppard (DS) -Vice-Chair Nickie Fonda (NF) Christian Leonard (CL) Lia Voutourides (LV) Brian Wrigglesworth (BW) Shane Addicoat (SA)</p> <p>Origin Staff: Andreia Vieira (AV) - Resident Engagement Officer Tosin Adewumi (TA) – Community Development Manager Pam Bhamra (PB) - Director of Resident Services Elena Boyle (EB) – Head of Customer Experience</p> <p>Apologies: Zahraa Kadri (ZK) Sammy McNeil (SM)</p> <p>Matters arising: - CL thanked AV & TA for all their work with Spotlight and Community Development work. He expressed reassurance in knowing Spotlight members would be present in the recruitment for both roles. - Update to be provided at next Spotlight meeting on issues raised on resident Facebook Group. - LV shared incident on her neighbour's estate with Gilmartins dumping doors at Whitehead close, when a resident approached them, they were abused and shouted at. LV encouraged the resident to put in a complaint. AV to follow up. - SA has a similar issue at his block, every night a van uses the trades button to dump items. This has been reported to NM, and NM writes letter saying for residents not to do this, when is clear it is not them. Rosebery Square. AV to follow up.</p>
2	<p>Better Social Housing Review</p> <p>- PB went through slides on 'The Better Social Housing Review' with the group. This was published in December by the National Housing Federation and the Chartered Institute of Housing. PB shared the recommendations with the group. - The quality of social housing through different lenses including: The challenges of managing and developing housing stock, Culture, complaints and communication, Stigma and discrimination, Tenant voice and power, Sustainability and climate change, Workforce, Health and Access to data and information.</p> <p>- The report makes six recommendations. The first recommendation was to refocus on core purpose & deliver against it. This is about housing associations (HAs) not getting lost in aggressive development growth but remembering existing residents and housing. With our corporate plan and upcoming centenary, Origin have got an opportunity to review what were</p>

those founding principles and are Origin still aligned to them. PB would like to see more involvement from residents in shaping the annual report.

-The current corporate plan reflects on the original principles that makes them fit for today's purpose and society. Such as being community based, local, visible, being connected and our values. This has to be continuously reviewed as what people expect from us changes over time.

- LV commented that since 2018 she has noticed a slow move towards the core purpose. Especially in relation to Spotlight with increase in how much residents' groups are involved and engaged.

- **The second recommendation is an audit of social housing in England.** The National Housing Federation are consulting with housing associations around how that audit might take shape. The panel recommends that they do this by adopting and applying the new HACT UK Housing Data Standards across the sector. Decision making should be data driven, and certainly at Origin, one of our corporate plan ambitions is to be a data driven organisation.

- KDK is wary of organisations who suddenly want to be data focused. Concerns over losing sight of humans.

- BW suggested that it was a big task and asked, how it will be managed?

- PB explained that The National Housing Federation are working on this. They're putting out some suggestions, so we will have to watch out for this.

- **The third recommendation is to define what an outstanding maintenance and repairs process looks like to staff, residents and contractors.** It also includes within this, retrofitting implementation and net zero. So certainly, for Gilmartins, the expectation is defined in the contract because the repair service is contractual. Origin already has a continuous improvement plan, and this will continue to new contract.

- **The fourth recommendation is around Housing Officer role.** Role of the CIH to promote the role to help attract people into the sector and offer recognised programme of training and continuous development. Their aim is to increase the status and national recognition of the Housing Officer role. This works nicely with the work Origin started last year around redefining what it means to be a Neighbourhood Manager at Origin.

- LV expressed that Neighbourhood Managers leave often, and residents aren't properly informed of what's going on, better relationships are needed.

- PB agreed that Origin need to work on those relationships. That's an area of focus currently within the neighbourhood teams, staying visible, connected, and establishing those contacts with residents.

- **The recommendation five is resident voice and influence at every level of decision making.** There are widespread concerns that resident voice, and the diversity of that voice, can get lost in a sector under pressure where leaders can be distanced from the realities of resident experience.

- **The last recommendation is to develop a proactive local community presence through community hubs, multi-agency working.** Residents felt that they'd lost that face-to-face

	<p>connection with their landlords and not enough multi-agency working. They discuss community hubs and about housing associations looking at their existing buildings that could be used to build connections or provide local services.</p> <ul style="list-style-type: none"> - The report stated that whatever HAs develops, it needs to reflect what that community wants and that it may not be appropriate for all HA's because of geographies, structures, etc. Multi agency working is something that Origin are keen to strengthen over the course of this year. - KDK requested that the group be sent slides and give PB any feedback.
<p>3</p>	<p>Q&A on papers</p>
	<ul style="list-style-type: none"> - EB asked the group if they had any comments on the documents shared with them before the meeting, such as the performance pack or the update on damp and mould. - SA had questions relating to the performance pack. The slide relating to the satisfaction with your landlord, there was a comment saying there is no feedback available due to changes to the general survey. What are the changes to the survey? - EB explained that ahead of the new financial year in April, the regulator for social housing has asked landlords to include some new measures in their survey program called the Tenant Satisfaction measures. In preparation for that, Origin have been making sure that those questions are in our survey program. There was an error made by the data team who populates these surveys. In a month, we turned off the question, which meant that there was no feedback. We have now turned that back on and will be back moving forward. - SA wanted to know about the year-to-date response size. - EB explained that with HouseMark, Origin must share data to them, and they benchmark and set out the best practice for our sector. They give advice and guidance on what we call sample sizes and if we use their guidance, we've got a good sample size, just over 1000 responses, represents nearly one in six of our total customers. - SA asked with percentage of general enquiries resolved at the first sort of point of contact, please could Origin include a comment going forward on what enquiries are not being answered at the point of first contact for Spotlight to identify some trends. -EB is happy to do this, it is worth noting that this metric is the percentage of enquires resolved at first point of contact at the contact centre. Our target for this financial year has been 65%, which is an ambitious target for a contact centre. Things not resolved require quite significant or technical knowledge and expertise from another member of staff. <p>Origin may not be able share this data for a couple of months because we're building it into our system and then we would need to collect the data, take it away as an action.</p> <ul style="list-style-type: none"> - SA questioned the average customer call wait target is 60 seconds and it's running at six minutes. He feels his calls have never been answered in under 15 minutes and asked if 6 minutes was acceptable based on the target of 1 minute? He also suggested changing the target. - EB explained that the average wait time from February has now gone down to 170 seconds, which is a much more comfortable wait time. Our target for the next year is to half the average wait time target at less than the average time that a caller abandons a call which is roughly 180

	<p>seconds, and our target is 170 seconds. We expected high wait time in January due to Christmas period, rent statements, damp and mould letters and issues mentioned in the pack.</p> <p>- SA commented that appointments made and kept are being measured in percentages and requested that the group have the numbers rather than percentages. DS agreed it was better to use numbers instead of percentages.</p> <p>- EB and PB to take this away and discuss about what Origin can do there.</p>
4	Climate Change update
	<p>- NF provided this update - since last meeting, four green blogs have been written and published on the Origin website. She welcomed feedback from the group on her blogs. Origin has appointed a consultant to take the lead on sustainability strategy. His first goal is going to be helping Origin to get their heads around thermal efficiency and how to improve it in the housing stock. Some Spotlight members are due to meet with Mike this week, for an introduction.</p> <p>- EB added that the meeting this week is just the first of many. It is an introductory meeting and it's so that Mike can get to know Spotlight. At this meeting he will share his brief and start having discussions about how Spotlight works with him moving forward.</p> <p>- NF requested data from communications about how many people are reading the blogs. AV to request from Comms.</p>
5	Scrutiny update
	<p>EB updated the group in the absence of SM.</p> <p>- The Scrutiny project has been very effective, the contribution from residents has been fantastic. The group put 31 recommendations forward and we've agreed 26 of them, which is positive. The recommendations that Origin haven't been able to agree are often because there's a legal issue or because our systems won't allow it.</p> <p>The recommendations are going to the customer service committee on 12 April, and they will then have oversight of them. In a year's time when all the recommendations will have been implemented and delivered and Origin will check back in.</p> <p>In the interim, Origin will share updates of the improvement plan with Spotlight and check its progress and any challenges. The independent chair from TPAS, commented on the quality and the robustness of this project. And again, that's because of the contributions of the members, but also the way we've refreshed our approach internally to move to a task and finish mode.</p> <p>- LV asked what the scrutiny was focused on and if Spotlight Committee, will see the recommendations? - EB confirmed the scrutiny was around how service charges are communicated to residents. Spotlight are to see the recommendations as this is how they will have oversight of them and their implementation moving forward. This will be on the agenda for the next meeting.</p>
6	Term of Reference decision
	<p>- EB thanked everyone for their contribution on TOR. Discussed minor changes being put forward.</p>

	<ul style="list-style-type: none"> - EB recognises the group wanting to be referred to as 'committee', EB supports this and understands the need to do so. This will be reflected in the document and any other work. EB and PB to review and have a final look at TOR as it was received late in the day. It will be formatted and sent to the group ahead of the 'away day'. - EB mentioned the following tweaks; within the role and purpose section Spotlight removed the links to consumer standards and about how Spotlight is working and supporting those. EB would like to add these back in. Resident involvement and the consumer standards are a part of that. - EB would like to make it clear in TOR that Spotlight is one group that we consult with, but there are other residents that we will speak to on occasion. For example, we will speak to groups wider than just Spotlight, we don't expect Spotlight members to be able to speak on behalf of every resident. - EB wants Spotlight to have an overview of a register of all the resident engagement and resident involvement activities that's going on across the organisation. <p>-KDK wants the TOR discussed as a group, rather than individual emails, and would like the TOR sent before away day. The group are happy with the most recent TOR, they had sent.</p> <ul style="list-style-type: none"> - EB confirmed changes would be small refinements. - CL and KDK would like any changes proposed to be sent by email to the group ahead of away day and the reasons behind the changes. Does not want TOR discussed at the away day. - EB reiterated again at a very high level, Origin completely support the TOR, there are just a few tweaks in wording. This is a shared document between Origin and Spotlight.
7	AOB
	<ul style="list-style-type: none"> - LV feels like there is a barrier in ownership and autonomy as a residence group. This is something that needs to be reflected on. - EB we definitely are, one of the themes of our away day and things that we've been working on is strengthening that relationship between a Spotlight and the Custom Service Committee and board. This is why Kirsten meets with the Customer Service Committee member, and the groups meetings with Neil McCall. - CL would like TOR to be finalised before the away day. He would like any changes to be sent by email. - EB agreed to have the TOR and changes with the group by the end of next week. The group can then confirm by email if they are happy with the tweaks suggested. - DS would like blog to sit in the 'community section' of the website to make it easier to find. The group needs to schedule a monthly planner of who will be doing the 'Spotlight Blogs' for the year. - Group would like an update on the length of term they have done. AV to provide this. <p>AV confirmed all the groups blog posts are located in the 'Blogs' section on the home page.</p> <ul style="list-style-type: none"> - NF questioned if anybody really joined Spotlight before the TOR had been clarified? - EB confirmed yes, they had. Whilst we've updated these terms of reference, there is a current term of reference in place which just needed updating.

<p>Anyone that has joined Spotlight and would have gone through the Spotlight application and interview process. We will review all members terms.</p>
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