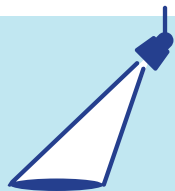


Spotlight 12 months Workplan 2022-23

1



Spotlight priority one

Take steps to address Climate change impact and Sustainability

What we're working on together

- To produce and publish a report to showcase the environmental, social and governance impact we are making and our ambition to continue to do more, covering a range of ESG targets.
- To start the development of Origin's Sustainability Strategy and involve the climate change group - The pre work on stock condition needs to happen first.
- Work with the Resident Climate Change Group to deliver priorities identified for 2022/23.
- Support the Somers Town Future Neighbourhood Programme and Camden-wide climate change strategy through involvement of colleagues and residents on the Development strategy group.

What we'll deliver together

- Quarterly meeting with members of the Climate change group involving relevant colleagues who will share updates on progress and any useful information.
- Involvement in strategy development.
- Climate Change group rep at resident engagement events to raise awareness; July, August, November 2022.

Origin's Business lead

Gloria Yang – Deputy CEO/Director of Finance.
Leading on ESG Report.

Lisa Blamire – Director of Assets and Compliance.
Leading on Sustainability Strategy

Spotlight lead

Climate Change Group – Nickie F, Christian L

Timeline

Quarterly updates until March 2023

2



Spotlight priority two

Address dissatisfaction around repairs

What we're working on together

- Consult residents on our Repairs policy.
- Ensure that the new repairs contract specification considers what residents said was important to them.
- Involve residents on the procurement panel.
- Involve residents in monitoring repairs performance and shaping improvement plans.

What we'll deliver together

- Encourage residents to participate and have their say about our repairs policy.
- Members of spotlight to be part of the repair procurement panel to ensure resident voice throughout the process.
- Agree how residents should be engaged in monitoring repairs performance and shaping improvement plans.

Origin's Business lead

Chris Wait - Head of Property Maintenance

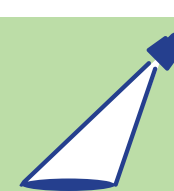
Spotlight lead

Derek Sheppard
Sammy McNeil
Zahraa Kadri

Timeline

Quarterly updates until March 2023

3



Spotlight priority three

Improve relationship with residents through better partnership working between Origin and our residents

What we're working on together

- Improve transparency via performance reporting.
- Better embed Together with Residents charter.
- Embed the Origin Oath and improve customer service/care.
- Strengthening the voice of Spotlight.
- Review the role of Neighbourhood Managers to involve more visibility and engagement with residents.
- Engagement events in London and Hertfordshire.
- Build relationship between heads of service and engaged residents e.g., through attendance at events.

What we'll deliver together

- Use performance reporting to gain insight, challenge and decide where scrutiny review is required.
- Involvement in reviewing all customer facing policy.
- More opportunities for residents to partner with staff via project working groups, special interest groups and scrutiny, based on organisation/Spotlight priority areas.
- Focus time on priorities agreed.

Origin's Business lead

Elena Boyle – Head of Customer Experience
Laura Hodgskin – Head of Housing Services
Tosin Adewumi – Community Development Manager

Spotlight lead

Kirsten De Keyser
Christian Leonard

Timeline

Quarterly update to March 2023