**Spotlight Meeting Minutes**

**17th June 2021 4pm**

**Zoom**

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| **1** | **Welcome and Apologies** |
|  | **In attendance:**  **Spotlight members:**  Nickie Fonda (NF)  Lia Voutourides (LV)  Dolores Wright (DW)  Derek Sheppard (DS)  Martyn Bamber (MB)  Shane Addicoat (SA)  Christian Leonard (CL)    **Origin Staff:**  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator (mat cover)  James Rudge (JR) - Head of Compliance  John Olaitan (JO) – Head of Property Maintenance  **Guests:**  Jane Amobi – CSC member (JA)  **Apologies:**  Kirsten de Keyser – Acting Chair  Lia will be late to the meeting following a delayed hospital appointment.  JA introduced herself to the group and would like the CSC and Spotlight to continue to work together. |
| **2** | **Review actions from previous meeting** |
|  | All actions completed. CH provided the group with an update:  Final re-decoration works are taking place in the tenant’s property this week and she should be able to move back into her home from w/c 21.06.21.  DW advised that works were not started this week and there is a delay.  NF – Should be someone from Origin monitoring the process to ensure everything is on track. Seems to be over complicated. |
| **3** | **Voting on Chair and Vice Chair positions via Zoom Poll** |
|  | Voting took place via a poll. CH already have KDK and LV votes for Chair and Vice Chair.  Result – KDK for Chair with the most votes and DS received the most votes for Vice-Chair  DS asked TA to continue to Chair the remainder of the meeting. |
| **4** | **Adi McCalla – Estate Inspections** |
|  | AM could not attend the meeting due to being on annual leave. John Olaitan – Head of Property Maintenance attended instead.  JO – Explained what the team have been up to for the last 3 months. We have 4 estate inspectors and they check repairs and carry out fire alarm tests. The team will be more visual now and you will be seeing them more often. We will give residents notice of the fire alarm tests.  LV – Do alarm checks only occur within the blocks and Estate inspections do they include things like checking cleaning and day to day maintenance of the estate.  JO- Fire alarm tests are for the blocks that have the alarms and will check on the block if they can hear the alarm and working properly. Yes, the team will check for any maintenance issues and raise them.  TA – Asked about Estate Inspections with residents. Part of the Together Strategy residents would like to attend inspections as well. What is the plan for this?  JO – We are willing and open to do this and take it forward.  SA – When something is picked up how long does it take to action.  JO - Repairs within 20 days and emergencies 24 hours to make safe. Our average for repairs is 15 days.  SA – what about aesthetic issues/damage in communal areas, do these get missed? If things are not being picked up, is it your team to resolve it?  JO- Fire doors are for James Rudge and this is not in the 20-day remit. My team will report any issues they see, then they raise the fix. Anyone can raise an issue, however.  SA – How often do you check these raised issues have been fixed.  JO – They will check monthly and quarterly they will do more in depth checks. In some areas my team conduct checks every week.  DS – Gilmartins (GM) do not seem to turn up for their appointment. JO – you are right, and this has been the case. We have changed the processes, so the repair is completed on time. Our team are now checking to see if repairs appointments are being kept and this has helped this issue. I also work closely with the owner and Director of Gilmartins. Satisfaction has exceeded 95%.  TA – it would be useful for JO to attend the next meeting as this a topic of interest for Spotlight.  DW – 33-46 St Nicolas flats lights have been out for months. **JO to get back to DW.**  SA – Neighbours say Gilmartins come to do a job but not finish or the job is beyond their scope. Just wanted to raise this and how many people are giving feedback?  JO- it is from a sample to the people that want to take part.  LV – people are taking time off work for repairs and GM are not turning up and so are losing income.  JO – next time will give some statistics to show improvement in these areas.  **All agreed for repairs and maintenance to be discussed next meeting.** |
| **5** | **James Rudge – Compliance Update** |
|  | JR –gave an overview of where the team is at since the last update 6 months ago. The team oversee Fire door installations and big 6 (gas, electrics, asbestos, lifts, and water hygiene). Trieu one of the project managers is managing the fire door programme currently. We have a dedicated Resident Liaison Officer to engage with residents as we are conscious residents previously were not given choice of door colour and styles for example. JR provides performance figures to the housing regulator monthly including number of properties that are non-compliant. Last year we have had difficulty with access. We maintained our compliance at 99% which is very good. We have external companies to spot check 10% of our homes for compliance. Lift contractors go out monthly to check and test the lifts. Provide KPI updates weekly to the exec. The exec and board will challenge me on if we really have full compliance. An external company with audit the data to check what I am reporting is correct.  NF – Asked about Stokes Court and how the awareness of fire risk and risen. Electrical compliance – understand landlord is not allowed to check this as building is leasehold.  JR would like to come and check, but it is a difficult one as the residents are responsible.  NF- this is a hole in fire safety as there are people in the building who are putting the whole building at risk.  DW – Sydney estate, only done a few doors, are we all getting new doors?  JR to come back to DW with status of her estate.  CL – Inspector came around my area. Basement garden flat doors on street level are not going to be replaced – is this correct.  JR yes as these doors have direct access to a means to escape. This is not a fire door requirement.  DS – Why do we not have fire extinguishers as I would have thought this was a necessity.  JR - Fire extinguishers have been removed like most housing associations have because partly because of misuse and people being trained to be able to use them.  **TA asked the group would like further updates in 6 months from JR and if so, to confirm any specific areas they would like him to focus on.** |
| **6** | **Performance Data Discussion** |
|  | TA asked for the groups feedback  LV – would like to see a link to the complaints policy on the website on the performance page.  SA – Would like to see the actual figures and not just %  LV – Also do not use abbreviations.  NF – Not sure what these stats are used for.  MB – Noticed there was no mention of the impact of covid as this must have made an impact in services. (However then noticed COVID was mentioned in the document in section titled ‘Overall Financial Performance Against Development Programme’ mentions ‘Covid delays’). Queried why there were no detailed notes on how COVID had affected Origin in 2020/2021, and no data from 2019 for comparison.  CL- ASB satisfaction is based on only one person’s positive feedback. DW – Would like to see the figures for ASB  LV – not showing any negative affect of covid and it all looks like everything is ok and no changes.  **The group would like to see numbers of responses to determine if the data is sufficient to provide accurate picture of performance.**  **TA explained the feedback will be passed on to our data team and asked the group to email set of data that they would find useful for performance review so we can request and confirm with relevant team. and the group will also need to decide ideas for future Scrutiny topics.** |
| **8** | **Together Strategy- action plan progress update (Dashboard)** |
|  | TA updated the group on the Together Strategy action plan. Presentation was provided and slides to be sent out after the meeting.  TA explained we will approach members that are not currently involved in scrutiny or climate group about **community fund judging panel and asked the group if there were any questions.**  CL – What project are Community Development doing to support residents physical and mental wellbeing?  TA spoke about the Welfare call project how we follow up with welfare concerns with direct support such as food provision, activities through our Ageing better to combat isolation or refer to external support services available.  SA – Spoke about Lift a local council group that helps residents with employment. TA - we have an Employment coordinator that works with lots of different organisations. Not heard of this group but this sounds good and are always looking to work with more organisations that support residents. SA confirmed he knew Sandra, our Employment coordinator and will forward Lift’s contact to her.  **Due to time TA asked the group to email any additional questions after the meeting, by email.** |
| **9** | **Community Investment Strategy Update** |
|  | TA presented the Community Investment Strategy update and asked for any questions to be sent by email, once the slides have been circulated. |
| **10** | **Spotlight Training** |
|  | Vote was taken using an online poll. The top voted courses were:   1. **Performance Information & Data - A Guide for Customers**: This is a useful and practical course that demystifies and explains the terms performance information and performance management.  It looks at the types of performance information that housing organisations use, common terminology and how it is used to help manage the organisations performance.  It will help you to ask the right questions so you can challenge the organisations performance information. 2. **An Introduction to Housing Law:** The course takes you through the basics of the English legal system and Housing Acts, explains the different types of tenancies and tenancy agreements as well as the law around anti-social behaviour and repairs.  It offers a topical perspective on today’s issues too and explains the implications of current legislation. 3. **Introduction to Social Housing:** This course aims to give housing staff, board members and involved residents a working knowledge of the context in which they operate and how we have arrived there. It will give delegates insight into the development of social housing as a sector and profession and highlight current key operational concerns and external influences on service delivery.   **Cherish will be organising the training days and liaise group about dates via email.** |
| **11** | **Scrutiny Task and Finish group – Complaint's update** |
|  | CH gave an update on the Scrutiny group. Unfortunately, residents stepped back from the group after the first meeting. In process of recruiting new residents to join the group so it can commence again.  SA – Did not enjoy the first meeting, it felt negative and people came with their own agendas and proposed Spotlight to take on the review.  LV asked if all the members received the same training. CH confirmed that the same training materials are provided to the newer members although not delivered by TPAS but by CH.  CH - Michael the independent mentor will undertake further training once the group is ready to commence again. The training will focus on tools to help the group work effectively together. |
| **12** | **Climate change group update** |
|  | NF gave an overview of the group’s discussions. Net Zero by 2050 is the aim and Gareth Jones is attending our next meeting. Working on an email and questionnaire to the Together Residents to learn more about what residents think. **Will share this with the group when it’s ready for any feedback.** |
| **13** | **AOB**  TA – Training will be organised for the Chair and Vice Chair**. CH to contact them to organise this.** |
|  | **Meeting Closed 6:15pm** |