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| **Spotlight Meeting Minutes**  **Thursday 11 March, 4:30pm**  **Zoom** |

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| **1** | **Spotlight Terms of Reference and Code of Conduct Review**  (agenda point moved up to beginning of meeting)  DS explained how the proposed new Terms of Reference and Code of Conduct will strengthen the links between governance and Spotlight. The views of Spotlight are taken as seriously as we would of board for example and this is why it is important that all documents are in line with these other groups.  NF – Seems like lots of activity going on in the Terms of Reference and not enough emphasis on the impact and outcomes. Spotlight seem to feed a lot in, and I ask what is the impact? This should be included into the document.  DS – Agree to add about the impact of Spotlight. Could also add to strengthen communication that a member of the Customer Services Committee (CSC) can attend Spotlight. Having strong linked working here would mean resident voice can permeate across Origin easier. Governance structure would ensure action is taken and will be filtered across Origin services. Something around this can also be added to the CSC Terms of Reference.  CL – Would like to look and write something up and send over via email. CH to send over Daniels email address.  KDK – Part about reviewing Origin performance, please add to also challenge Origin performance. To change all reference of ‘tenant’ to ‘resident’ and all references of ‘landlord’ to ‘housing provider’.  LV – It is important to add how Spotlight have communications with Origin residents. DS – Happy to add this and that Spotlight work from feedback and performance information.  DS - Asked if we can continue this process via email or happy to attend next meeting to finalise. All agreed to complete over email.  NF – When does Spotlight year begin as this is mentioned in the document.  DS – 1st of April to be in line with the financial year that Origin follow for consistency. From 1st of April we will be in the 2021-2022 period.  All thanked DS and JE for attending. |
| **2** | **Welcome and apologies**    **In attendance:**  **Spotlight members:**  Kirsten de Keyser – Acting Chair (KdK)  Nickie Fonda (NF)  Lia Voutourides (LV)  Dolores Wright (DW)  Martyn Bamber (MB)  Shane Addicoat (SA)  Christian Leonard (CL)  Derek Sheppard (DS)  **Origin Staff:**  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator (mat cover)  Daniel Sabel (DS) - Head of Governance  Julia Everett (JE) – Trainee Governance Officer  **Apologies:**  None |
| **3** | **Introductions of new members - Each say their name and area they live.**  All introduced themselves and welcomed new members to the group.  LV – Asked to all say the area you live. CH – Suggested members put this information in the chat as to not hold up the meeting.  LV – When do we elect the Spotlight positions, Chair for example. TA - confirmed this will be in June. |
| **4** | |  | | --- | | **Review actions from previous meeting** |   KDK went through the updates from actions raised from the last meeting.  CH – I need to seek permission from new members in order to join the current Spotlight WhatsApp group.  LV – Requested the group receive the Action updates before the meetings in future as this would be helpful, also a printed copy to be sent to her. CH and TA agreed.  **Actions:**   * CH to send Email and WhatsApp consent forms to new members to then be added to WhatsApp group. |
| **5** | |  | | --- | | **Update on Spotlight & Scrutiny recruitment**  CH gave an update on the recent resident involvement recruitment campaign. 4 new Spotlight members and 5 interested in the next Scrutiny Task and Finish group which will be looking at Origins complaints process. Looking for more residents for Scrutiny especially. CH asked the group to spread the word.  SA – Close to my neighbours and will spread the word about joining the next Scrutiny.  LV – Spoke about the difference between Scrutiny Task and Finish and the traditional Scrutiny process. Feel that residents should have been part of that decision to do Task and Finish Scrutiny.  TA – This was part of the Together Strategy that I worked on. We consulted with lots of residents on this and its outcome was the new Together Strategy.  LV – I have requested to be part of the next Scrutiny group as I have experience of Scrutiny being on the Parking review. I also have experience on Origins complaints system.  CH – Hoping to have all new residents to be as inclusive as possible and for more residents to have an opportunity to be involved.  DS – Enjoyed last Scrutiny review experience and would like to join the next Scrutiny Group.  CH - Will keep Spotlight updated on how the recruitment goes as we are still open for Scrutiny applications. |   **Action:**   * TA to provide the documents that show the Scrutiny process consultation. |
| **6** | **Vote on members of the Customer Service Committee attending Spotlight meetings as guests**  KDK – Gave background on the agenda point for new members.  TA – Important that this decision includes members of CSC attending Spotlight meetings and not just Jane.  DS – Feel it is a conflict of interest. CSC members are paid roles. Spotlight is voluntary and so feel it is a conflict of interest.  NF – What is the purpose. They should only be invited by Spotlight or they may request to attend and declare for what purpose. No more than 1 member at a time and needs approval from the Spotlight group.  SA – It would be good for transparency. If there is a particular issue that CSC presence would be of benefit, then I agree.  DS – Yes and no is my stance.  MB – I agree as long as the power is with Spotlight. So that we have final decision. Look at it on a case by case basis.  CH – requested a vote on who agrees that CSC may attend Spotlight meeting if they request or are requested by Spotlight. It is made clear of the purpose by attending and all Spotlight agree on a case by case basis. Majority agreed by raise of hands (6 members).  TA – on your Terms of Reference it already says that the Chair will attend CSC twice a year.  **Actions**:   * CH to send out wording for Terms of Reference to group to be agreed and then send to DS to make the addition. |
| **7** | |  | | --- | | **Together Strategy- Action plan progress update (Dashboard)** |   TA went through the Together Dashboard with the group which included:   * Involvement and Scrutiny activities update * Investing in communities * Trying new ways and learning from others.   **Action:**   * CH to send over presentation to group after the meeting. |
| **8** | |  | | --- | | **Post lockdown support- Community Investment Strategy**  TA went through the presentation on screen which included the following support:   * Employment and skills ​ * Increasing financial resilience ​ * Support physical and mental wellbeing ​ * Investment in community safety (NEW)​   Post lockdown support also includes:   * Additional staff to support us with our commitment​ * Befriending scheme ​ * Community fund​ * Welfare project – calls, financial hardship support   LV – Who is we? Is this the Community Development Team?  TA – Confirmed this work is completed by the Community Development Team which includes Sandra – Employment and Training Coordinator, Jess – Project Coordinator, Cherish – Resident Engagement Coordinator and Tosin – Community Development Manager.  **Action:**   * CH to send over this presentation to the group as well. | |
| **9** | **Social Housing White Paper event**  KDK gave an overview of the event. Was pleased with how it went, the attendance and questions by residents. Enjoyed the event and hope to do more. Our guest Alison Inman gave an expert view on the white paper and took residents questions afterwards. Thank you to everyone involved. The event is now live on the Origin YouTube channel. |
| **10** | **Scrutiny Task and Finish group – Parking feedback from CSC**  LV – Gave an update on the response from the Customer Services Committee following Parking policy review. The response only addresses the first recommendation that was put forward. This recommendation was about rolling the policy back to 2017 as there is no evidence of a proper consultation taking place before this. Not one size fits all and the policy should be catered around different resident needs. Our next meeting is next week where Carol Williams will be discussing the CSC response with us.  **Action:**   * CH to share the CSC response to all Spotlight members. |
| **11** | **Climate change discussion\***  NF asked the group if they have had a chance to look at <https://www.count-us-in.org/> before the meeting. The aim is to create a sub-group to start discussions around this topic. Be good to explore having an initiative. What can we do as residents? Origin have a strategy being worked on.  KDK - This is an important topic and be good to work with the Community Development teams activities to build a momentum. We could fix up a meeting separately to this to start the discussion.  NF – Be good to meet June or July to talk as residents.  Christian expressed interest in getting involved with this.  LV – There are more important things to residents right now.  SA – Air quality is an issue and need to improve this for our children and future.  CL – Gave a good example where trees were saved that were on Origin land by making a stand against it. There is no policy at Origin for this type of thing which is concerning.  MB – Origin should have a broader policy on this and a framework to improve.  TA – The understanding is that this will be resident led and bring together residents passionate about the subject. Their work can assist Origin’s strategy work in the near future.  CL, NF, KDK, and DS would like to be involved. CH and TA to arrange meeting and attend.  **Action:**   * CH to set up a meeting working with the volunteers to discuss the count us in initiative. |
| **12** | **AOB**  **CW – Opening Eversholt Street reception.**  Hoping to open the office reception area from the 12th April following government guidelines. It will be a 1 in and 1 out process. Hand sanitiser and everything will be in place for the opening. We will close at the lunchtime in order to sterilise the area before reopening after lunch. After 12th April residents will be able to visit the reception and report a problem for example and then we can pass this on to the correct team to action. They can also book an online appointment with staff as majority of staff still working from home. Watermill lane will not be opening for the moment. I wanted to update you on this step personally. Once we gradually come out of lockdown, I want to develop more flexibility on how staff work and create more of a presence and be more visible on our estates. We will also write to all residents in the immediate area to let them know.  DW – Raised about a neighbour that has had to move out of her flat due to a fire above her. She is now living in one room with all her items in storage. She also is experiencing leaks in her roof. This has now been nearly 4 months since the fire, and nothing has been resolved. She is retirement age and wanted to know the groups opinion on this.   * **Breaking lockdown rules** – Origins response if you see any residents breaking lockdown rules is – *“It depends on the breaches, but it could be classed as ASB. They can report any of those ASB/ nuisance types cases to their Neighbourhood Manager.”* * **Scrutiny Training reminder** – March 16 and 17 4:30-7:30pm. CH to send over the zoom link to everyone. * **Training plan for 2021-**2022 – TA – we would like group to let us know what training will be useful as we will start looking at training plan for 2021/22 at next meeting. * Next meeting is booked for **June 17th, 2021 4:30pm.**   **Action:**   * CH to follow up on issue DW has raised and feedback to the group. * Spotlight members to suggest useful training. |