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| **1** | **Welcome, apologies and new members****In attendance:****Spotlight members:** Jane Amobi (Chair) (JA) Nickie Fonda (NF) Dolores Wright (DW)Kirsten de Keyser (KDK) Lia Voutourides (LV) **Apologies:** Regina Dundelova (RD) Baz Hurrell (BH) Irene Perisic (IP) Michael Clarke (MC) Sadia Ali (SA) **Origin Staff:** Andreia Vieira (AV) – Resident Engagement Coordinator Tosin Adewumi (TA) – Community Development Manager |
| **2** | **What we are doing?****Welfare Calls** Welfare calls made to under 70’s with vulnerabilities and over 70’s in response to COVID19.Total calls made to under & over 70’s – 1,394. Calls made by 24 staff volunteers.Some residents have requested call backs to check in on them, these will be occurring weekly, fortnightly or every 3 weeks as requested by resident. Support includes sending food gift cards, referrals for food packages, signposting to local services and GP calls for medication.**Additionally:*** We launched a hardship fund with Friends of St Pancras so staff members can refer people and we can help with a £50 shopping voucher and £15 medical voucher. Friends of St Pancras grant to issue vouchers and support families and single vulnerable adults to the value of £4555.60 helping over 82 households
* ESH bought food (donations from Morrison’s) and made up parcels for residents facing hardship. We have supported 45 single people in the Enfield area with food parcels donated by Morrison’s Enfield.
* 20-30 food packages being delivered to the most vulnerable residents using Scoff Meals.
* General feedback: Grateful for calls and nice to know they can contact us should they need help.

**Action/Feedback:** LV – question about how vulnerable resident were identified- flagged on our system –residents can call customer service to check if we have disability recorded and report it if not.Action: AV discussed with LV outside of meeting. JA – going forward how to continue to support vulnerable after COVID19 endsAction: Already being discussed with Senior Exec, TA confirmed this during the meeting. KDK – Can we include the work we are doing with vulnerable residents in the rent statement?Action: Rent statements are quarterly, the most recent statement included contact support for residents who are struggling with impact of COVID19. |
| **3** | **Welfare survey*** Launched on 1st April, 60 responses as at 22 April
* 35% feeling worried about the Coronavirus outbreak, 19% well & 19% Ok
* 30% wanted to speak to staff about rent increase, repairs & help with food (Exec answered through Q&A sessions on our website, some individual cases were followed up)
* Residents shared somethings they are doing to entertain & exercise – You Tube, social media, walks, etc.

**What we are doing re rents?*** Exec Q&A – They discuss rent during these videos
* Last 4 years has been reduction, plans in place with increase so maintaining however, individual circumstances will be looked at, support and where requires change with payment plan until things get better.
* Service change adjustment where required as with current process.
* Contact Origin if services are not being carried out – estate work like essential repairs, cleaning, inspectors, and compliance work – fire doors etc.
* We changed our phone message so if people had questions about being able to pay their rent they could go directly through to the income team who could offer any help and support including benefit advice and payment plans if required.
* We have been using social media to publicise what people need to do if they have concerns about paying their rent.

**What we are doing re parking?**Update provided by Head of Housing services:  All parking has remained as it was prior to covid-19, apart from a very small number of exceptions:* We have assisted NHS staff by offering free parking to the hospital staff on certain sites.
* On a very small number of sites marked visitors bays have had to be temporarily exempt due to not being able to distribute scratch cards.
* Temporarily not to ticket expired permits on x2 sites (where we knew the permits were expiring) as we are currently unable to renew them.

**Action/Feedback:** JA & LV - Unable to see survey on website, it was not well advertised.Action: Link sent to spotlight members and advised the communications team that it needs to be better advertised next time. JA – Facebook is a great way of keeping updated, suggested we should post more on Facebook and advertise Facebook on our website. Action: Communications team have said that they promote all website content on social media including Facebook and Twitter. LV – Discussed support with rent and gave an example of an Origin resident who had a negative experience where she was advised to apply for UC which was not suitable for this resident. Action: TA advised LV to email us with resident’s details or ask resident to contact us to raise issue with rent team. AV discussed with LV after meeting, she advised the resident had been sent a food gift card from Origin and will advise resident to contact the Community Development inbox.JA – Terminology used by Exec on Q&A was not good, should be mindful Action: Fed this information back to Senior ExecKDK – Market rent is also very vulnerable and has insecurity due to 6 months tenancy exposed Action: Carol Williams confirmed that she will review doing annual tenancies for Market Rent rather than 6 monthly.  NF – Appreciating the leading supermarket approach where CEO’s are emailing to give updatesAction: Senior exec think this is a good idea, communications are currently working to develop this. |
| **4** | **The exec on line session** Update from Communications on everything we have done (highlighted Exec’s)* Exec Q&A just before Easter we texted and emailed all residents and asked them if they had a question for the Exec team and if they left contact details we would get back to people directly - we had x 200 questions come in (the link in the email was to the general survey which was a mistake – but we have more text numbers than email addresses and the email was read by 100 people).The questions were answered in a video recorded Q&A which has gone out on social media and on our website – it was split into two parts as it was so long. Communication are looking to run this monthly.

<https://www.originhousing.org.uk/media-hub/news/part-one-of-our-executive-team-q-a-is-now-live>**What else we have done?*** Before lockdown we put up posters in blocks about how to get in touch with us as we were closing reception and some general Coronavirus information.
* We have a dedicated Coronavirus section on the website.
* Stuart C in the income team developed a directory of support services – which is on the website for all of the boroughs where we have homes.
* We have weekly updates through about what to do if you are facing Domestic Violence. Since lockdown there has been a 25% increase.
* We have been sending weekly emails to residents around essential services and staying safe.
* The Greater London Authority have asked if we have void accommodation for NHS staff we have provided them with this information and are waiting to hear back

**Action/Feedback:**LV – Monthly Q&A video will be good.Action: TA has fed back to Exec.LV – Can questions from received for the Q&A be published? Action: Communication have advised that they don’t think questions should be published as there is a lot of repetition in questions. They would have to be uploaded as excel documents which would also cause problems on the phone to download and they don’t believe many people would want to look at this. Communications team are more than happy for spotlight to see the questions if you want to. There are questions from residents with sensitive information so it would take a lot of editing to ensure GDPR is met. They will be doing the Q&A regular and the next one is scheduled for end of May.  |
| **5** | **Anti-Social Behaviour (ASB)*** We are still dealing with ASB. The only thing we are not doing is ASB visits. We are contacting residents via the phone and email.
* We are receiving reports of noise and also people breaching social distancing guidelines.
* We have been speaking to residents about these issues and will be taking action if there is evidence to support allegations. Initially breaches of social distancing guidelines must be reported to Police, but if there is evidence of the breaches either by way of clear photographs and or police action, then we have the power to take injunctive action.

**Action/Feedback:**JA – Has there been an increase in ASB since the lockdown? Action: In January & February 2020 we had 15 reports of ASB compared to March & April 2020 where we had 78 reports, this is a significant increase. We also compared these to our figures in 2019 where in March and April 2019 we had 22 reports of ASB. |
| **6** | **Repairs and FRA** We have now closed all of our office reception areas and we are only providing essential services call. If you have a visit booked in we will now call you instead. We will be carrying out essential repairs only.  At the time of booking a repair we will be asking you additional questions linked to the virus and before we come out to do the repair you will be asked again so that we can make sure our staff are safe. You will be asked to confine yourself to separate rooms from where the operative is working.  If your building has a communal garden or outdoor space, please make sure you are follow social distancing guidelines when using it. All households need the opportunity to use this space, so please limit your time in outdoor communal areas to one hour per day. Communal gardens are for resident use only.**What are our essential services?**No electricsNo heating or hot waterMajor flooding/serious leaksLift breakdownEntrance door insecureFire door replacementKeys and fobs – access/replacementCommon area lightingMajor trip hazards in common areasLighting in bathrooms and kitchensIndividual cooking facilities where provided by OriginAnything which presents a risk of personal injuryEssential fire safety worksCompliance inspections/servicing egWater checksGas installation checksElectrical checksFire safetyFire Alarm fitting, testing and servicingOur caretakers and cleaners will still be working and our Pest Control work will be on a case by case basis as agreed with our contractor.Please keep a 2m/6ft distance to enable them to carry on with their work. Please only leave your rubbish in the designated areas and do not fly-tip.​If our staff are present in your homes, please do not enter the room they are working in so that we can continue to maintain services. We will not be able to come into your home if you or a family member are self-isolating.**Action/Feedback:**NF – Stoke Court fire door replacement is a big issue and possess a big risk to all the residents. Asked if there is a risk minimisation plan? This is an on-going issue and management is aware of this. Action: Carol Williams explained that James (Head of Compliance) will work very closely with Nickie, the residents and Jane Fraser ( Head of Health & Safety) to ensure that this is dealt with in the best way. James and Carol also to visit when it is safe to do so.  LV – Questioned if there will be a reduced service?Action: TA confirmed in meeting to contact Origin if services are not being carried out – estate work like essential repairs, cleaning, inspectors, and compliance work – fire doors etc.DW – Albert is doing a great job, he is out heroAction: Email sent to Albert’s manager to pass the compliment on. |