**Spotlight Zoom Meeting Minutes - 9 March 2022 4-6pm**

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| **1** | **Welcome and Apologies** |
|  | **In attendance:**  **Spotlight members:**  Kirsten De Keyser (KDK) - Chair  Derek Sheppard (DS) -Vice-Chair  Nickie Fonda (NF)  Christian Leonard (CL)  Dolores Wright (DW)  Shane Addicoat (SA)  Lia Voutourides (LV)    **Origin Staff:**  Andreia Vieira (AV) - Resident Engagement Coordinator  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator  Elena Boyle (EB) – Head of Customer Experience  **Apologies:**  Jacqui Jirapure (JJ)– Interim Head of Housing  Mark Cocks attended start of meeting prior to agenda starting to introduce himself to the group. EB confirmed to group that Sarah Baxter works for Gilmartins and Mark Cocks works for Origin and is an interim head of property maintenance. |
| **2** | **Review actions from previous meeting** |
|  | AV went through actions from previous meeting and responses.   * Pest control team affected by COVID, morning and afternoon appointments only available. * Child locks on washing machines has been requested from the lettings team going forward. * Julie Humphreys, Head of Communications, is happy to meet with Spotlight members to discuss how to make comms more engaging. **AV to ask JH for a date.** * Streetlight at Deanery Close is owned by Barnet Council. * £5 admin fee on service charge could be a one-off fee for letter printing. KDK was advised to get more information from resident regarding this but there was no response yet. * Orion Gate flooded, draining work took place and no issues has been raised since. * Weed killer documents can be shared with spotlight members who want it. * James Rudge confirmed a quality assessor will be attending Rosebery west for the fire doors in February and letter sent to residents. * Warden service has had positive feedback and reduced anti-social behaviour and rough sleepers. * EB confirmed that they have changed the automated emails to say there will be a response within 7 working days, except for repairs which sometimes need to be done sooner and complaints in 3 working days.   Any comments or questions from responses:   * LV wants Origin to be more proactive and contact Barnet regarding the streetlight. NF said she would welcome Origin providing the contact details to Barnet to make contact directly with them. * **LV would like an update on Rosebery Square West and the fire doors**. SA confirmed the joint fire doors have been replaced but they are still waiting for an update regarding more fire doors. * **LV pointed out Swan House has a fire exit sign on a door on the 2nd floor which leads on to a balcony, EB confirmed we will action this.** * KDK mentioned there is an issue with contractors dumping items in front of fire doors. **KDK to confirm if in Shelters Yard or Swan House.** * SA raised concerns with quality control with our contractors and the fire safety. The work has been left in a poor condition. The only reason the doors are having to be replaced is because they were not checked when they were first installed. EB confirmed that usually there would be a clerk of works and post inspections visit, **EB to confirm what's happened and what's gone wrong and provide update.** * SA from experience when you lodge a complaint, you receive an email within 3 days to say it is being dealt and don’t hear back, needs more follow through. EB confirmed that the target is to resolve complaints with 10 working days, but we are not hitting this target. Complaints manager starting soon, and more staff and they will be reporting to EB. * CL raised the concern over Origin handing over control to Gilmartins, Origin needs to keep operational control over its new contractor. EB confirmed Origin is aware that it needs to improve how it manages contracts, going forward there will be more robust contract management. |
| **3** | **Issues raised by residents via Facebook group and other channels** |
|  | * KDK enquiry about fair rent scheme on Facebook group, **KDK to share enquiry with AV to follow up.** DW confirmed the valuation officer attends, you must apply every 2 years, then they set the price, it can be lower or higher than what Origin is proposing. * KDK issues around focus group not being held later was raised on the Facebook group, there was a suggestion to hold them later or on the weekends for more residents to attend. * KDK raised issues with reoccurring inadequate gardening being raised on Facebook. LV confirmed there are issues with gardening and cleaning on the estates. EB confirmed the estate maintenance team have been impacted significantly by COVID, **KDK can provide us with specific address, and we will raise this as a wider issue to Laura Hodgskin.** * DS raised issue that he tried to contact his NM regarding issues with gardening and they have not been in contact with him yet. * SA explained that the residents on his estate do their own gardening and pay for this themselves, they have a group of interested residents in gardening, it is a good way for resident engagement. EB confirmed if residents have taken over the gardening of communal areas, they are eligible for a reduction in service charge, this would be consulted with residents and put into agreement. * KDK where will the warden service be done next? **AV to confirm with Laura Hodgskin who has now returned from Maternity Leave.** * LV raised a concern with NM and knowing their job description as they don't do the roles, they expect them to. EB confirmed that Pam Bhamra would like to attend the next spotlight meeting to address this. EB confirmed the pandemic affected job retention, in particular the NM role. **EB confirmed we need to get better at notifying residents of their new NM, this will be discussed with Pam** |
| **4** | **Spotlight Planning session – Elena Boyle** |
|  | EB wants to talk about strengthening spotlight the resident voice. EB wants to improve resident engagement overall. EB to share ideas of how Spotlight could look like going forward. EB shared her presentation with the group:   * Spotlight carries out important work and has a critical and integral function. * Agree a 12-month workplan that sets out our joint focuses. * The development of a performance pack which spotlight will scrutinise ahead of quarterly meetings. * Focusing on diversity and inclusion of membership but also recognising that the focus of the group is strategic rather than focusing on individual resident issues. * Improve the access you have to information, how we work and training opportunities. * Spotlight will drive strategic change and has oversight, scrutiny and provides challenge on performance. Working alongside and can be involved in: Project Working Groups, Special Interest Project Groups, Scrutiny Panel and Customer Service Mystery Shoppers. * 12-month work plan will be achieved by; Providing you with a performance reporting pack and an overview from Pam on organisational priorities, alignment of ongoing and upcoming projects and initiatives, keep capacity so that smaller more task focused opportunities can be included as they arise. * Project working groups; Aligned to our 12-month work plan the project working groups will be a mix of task and finish, and ongoing projects. It is proposed that a Spotlight member will be the lead on these projects and will work with other Spotlight members and involved residents. * Special Interest Groups; They will meet as and when required, can get involved from home, act as a sounding board for new ideas, provide insights and perspectives to shape policies / service design. * Mystery Shopping: Develop opportunities to mystery shop on services to ensure high standards are being met and to provide feedback where needed * Scrutiny Panel: develop a pipeline of scrutiny projects that take place before policy or service reviews so that the recommendations can be implemented, and services improved.   Next steps: **Arrange a meeting ahead of next Spotlight meeting to share an interim performance pack, get an update from Pam and discuss priorities that we will make.** Develop clear project plan, Terms of Reference reflect these changes and understand training and development requirements of Spotlight.   * EB confirmed the group would pick which spotlight members sit on what groups after stating their interests. EB confirmed we do not need to recruit more spotlight members, keep current limit. * LV we need to focus on recruitment outside London to get more diverse resident group. EB confirmed majority of involved residents come from cities. * DW suggested Origin should host a residents' conference. * EB needs to be a strategic group that influences how Origin works. * CL hopes that the performance packs are not just graphs, more writing and information needed. * DS wants confirmation if residents have less then 12 months term left? EB confirmed you would work in project group until your 12 months is up and then there would be a handover. * SA wants the performance packs to be sent a month in advance as it is not on being sent information last minute. Spotlight should not be dealing with individual complaints. Spotlight currently rushes through the agenda. * KDK does not point out individual cases to get them resolved, but instead wants to illustrate there is an issue in this area. |
| **5** | **Draft new Parking Policy and Procedure Draft parking consultation plan** |
|  | CH welcomed feedback from the group regarding the Draft Parking Policy and procedure that was sent prior to the meeting.   * CL said the policy is very good and starts with resident engagement. CH scrutiny still have the Drafts and are working through their feedback, the documents sent are the first draft and may change a lot. * LV confirmed scrutiny group have agreed a meeting date with EB and JJ. The policy states 24 hours 365 days a year, so if residents vote for parking enforcement it seems this is what they are going to get. LV feels that draft ignores two years of work. On the survey it needs to state that residents can have hard copy. Does not understand why Tenancy type question is in survey. * CH explained leaseholders with parking bay in their lease will not affect but their ideas will still be taken. This questionnaire will help CH get a snapshot of each site and who has a bay. * LV said that survey question number 5 and 6 are not relevant to the consultation. * DS advised door knocking needs to take place for higher levels of engagement. Believes response rate needs to be at 60-70% to take feedback on board. * EB advised in all her housing career she has never seen a response rate that high. LV agreed it needs to be above 40-50%, LV advised she did a petition and got 98% engagement. * **JJ to approach CSC and Board with this to get** **their feedback.** * LV questioned CH about changes to the table in report sent.CH confirmed that Carol Williams (CW) created this document.LV said this is not what they said it has been altered, as it does not have CW comments.**LV to send the document that she believes has been altered to CH.** * NF proposed looking into how we survey residents going forward, as there are clearly issues. Need to make it clear to residents what consultations are. * **EB to provide an outline of how Origin proposes to handle resident parking consultation responses going forward.** |
| **6** | **Neighbourhood Issues - Jacqui Jirapure** |
|  | JJ absent due to sickness – **JJ to send an update document / slides to Spotlight** |
| **7** | **Climate Change – Nickie Fonda** |
|  | * NF referred to meeting notes sent prior to the meeting.Origin is not ready to engage with Climate Change (CC) and Sustainability as a strategic issue just yet, but there is a desire to move in that direction. Short term the CC group would like to sit with TA and AV to discuss how we can engage with ‘Together’ residents. **AV to organise this.** * LV suggested Origin could secure insulation for properties to aid with heating homes. * NF suggested CC group could attend resident's events to communicate these ideas to residents. KDK insultation requires a large budget, the CC group are trying to see ways in which we can help residents for free in the interim. |
| **8** | **Together Strategy Update – Tosin Adewumi** |
|  | * **TA to share slides with the group due to meeting going over time and shared a few highlights.** * Since April 2021,129 unique residents have been involved with 291 responses to consultations, focus groups and meetings with. * We have some engagement opportunity coming up with the repairs procurement, where 3 residents including Vice chair of spotlight will get the chance to speak to potential contractors at a soft market launch event at the end of March. * We have had 22 applications for our community fund and awarded funds to 11 projects (8 of which were residents). * Christmas hampers were sent to 162 people some of which were residents nominated by staff due to need. * We are still able to keep doing work around social isolation with funding from Friends of Origin due to come in April. |
| **9** | **AOB - Decision about Christmas lunch/ voucher**  **Resident Blog – Andreia Vieira** |
|  | * KDK we can always communicate each other outside of the meeting. * LV there is too much on the agenda and it feels rushed, suggested Spotlight members could hold their own meetings before main meeting. * SA agreed, this way when the group is sent the pack, they can review it as a team prior to the meeting. * **AV will send an email with details of Christmas Vouchers.** * AV discussed proposal to have a monthly or quarterly blog post from the Spotlight Group on Origins Website. There is opportunity to include a small paragraph insert from the Spotlight Group to the rent statement if it is of interest. **AV to contact group with this.** * KDK group has had a major conversation about the attendance of non-members to spotlight meetings. A lot of questions and feedback came out of this. These issues need to be resolved first before we invite non-members in the interest of transparency. There is a 50/50 split in the group. * **AV to provide responses to these issues by end of March.** * EB the bigger picture is around how do we keep the CSC appraised and how do we use them to deliver what we want to do. * LV expressed that a lot of people attend our meetings to address agenda items. DW it was agreed in terms of reference that what was said in the meeting, stayed in the meeting, by allowing JA to attend it opens the doors to anyone. * DS there is a conflict of interest of board members attending spotlight meetings. * SA said well done to TA for the community fund as it is supporting great projects and has been great to be a part off. * DS had an issue with his fire alarm continuously going off and fire brigade attended, SB got this fixed within two hours. DS wanted to thank SB from Gilmartins.   End of meeting |