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| **Spotlight Meeting Minutes**  **Wednesday 30 September 2020, 5:00pm**  **Online via Microsoft Teams** |

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| **1** | **Welcome, apologies and new members**  **In attendance:**  **Spotlight members:**  Jane Amobi (JA- Chair) Kirsten de Keyser (KDK – Vice Chair) Baz Hurrell (BH) Nickie Fonda (NF) Lia Voutourides(LV) Sadia Ali (SA)  Dolores Wright (DW) Derek Peterson (DP)  **Origin Staff:**  Andreia Vieira (AV) – Resident Engagement Coordinator  Tosin Adewumi (TA) – Community Development Manager  Apologies:  Irena Perisic (IP) - Left the group |
| **2** | **Community Investment Strategy Update (TA)**  TA went through slides on presentation which included a summary of what we have currently done to date, steps in developing the strategy, finding with engagement with residents and front-line staff and approach. TA asked spotlight for their views.  JA stated Mental health is a big area and will require multiagency approach, approach rather than trying to tackle this alone?  TA referred to the slides and confirmed that increasing partnership working is one our approach to tackling this and agreed that we cannot do it ourselves.  DP expressed that many of the content of the presentation did not apply to him and asked how many residents from Stevenage was consulted?  TA advised that residents that have opted in to receive consultations/surveys were sent it by email which includes residents from all boroughs.   LV expressed that she did not see the initiatives mentioned in her area.  TA explained that the community initiatives are promoted using our communication channels, emails, website and sometimes posters and advised LV to email further comments/concerns to be considered and improve with the new strategy.    **Actions**:  AV to email presentation to spotlight members following KDK request and send LV paper version for feedback. |
| **3** | **Customer services, what is working & what needs attention (JA)**  JA gave an example of her recent customer service experience regarding the replacement of her fire door and the lack of communication from Origin and the contractors. This was not a great experience and feels it is not a one call approach.  BH had the same experience as JA with poor communication from Origin and not being able to contact with staff at Origin on the matter of the door replacement. Believes that our contractors are not good at engaging with residents. JA agreed with this point.  SA door replacement started where she lives before COVID. When SA had her door installed it caused issues with her internet connection, which Origin did not apologise for.  LV explained that a resident she spoke to had a similar experience. The resident was not happy with where the fire alarm was placed but nothing was done, feels residents are not heard.  DW shared her experience of contractors working in the block across from her blocking exit which is a health and safety issue. She explained that workmen are they jumping from block to another, rather than complete one block at a time.  JA feels there is clearly a big issue with communication and that the Origin staff she had spoken to wasn’t aware. This is an issue impacting everyone on the panel and it is not improving the relationship between residents and Origin.  LV this issue is not only limited to Keystone, it is the same with other contractors such as Gill Martins. JA agreed with this.  NF explained that last Autumn when doing external improvements to her block, she knew who the point of contact was for Origin. On August bank holiday this year she called to report the intercom system not working, but no one answered the out of hours number.  **Actions**:  AV to confirm who manages the out of hours calls - This is the Head of housing.  JA to take feedback from panel to Customer Services meeting in October. |
| **4** | **Scrutiny Parking Policy Update (KDK & LV)**  KDK the first scrutiny meeting was information driven, talked about budgets and other topics to provide a background on parking. A lot of topics were discussed including posters going up. KDK confirmed that she checked and there was no poster put up in her block, the noticeboard appears to not have been updated since February 2020.  During the scrutiny meeting it was explained that prior to COVID, Origin had a green policy but since COVID they no longer have one, this is alarming.  LV expressed her disappointment with the scrutiny process and that the background of how the review came about was not included in the consultation survey. She raised the following issues about the first meeting: poor residents' attendance, felt TPAS dominated and were one sided, they are not impartial as they are paid by Origin. She explained that Peter gave a breakdown of the budget, but this was rushed, and the panel was not sent this information prior to the meeting. Residents should be able to discuss the topic outside of the meeting, separate to the staff. TPAS training on scrutiny she attended was not followed. Believes that TPAS and Spotlight need to have access to the complaint details and see the details of the complaint as she believes nothing has changed since the complaint was made. She questioned why the surveys were not anonymous an expressed feeling the pressure and responsible to represent residents in her block and those blocks around her.  KDK agreed no request for resident's name and address required in the survey but understood that block name may be needed.  AV provided progress on actions in terms of consultation. The first meeting was held on 10th September, it was agreed to consult resident with a survey. The consultation was sent via email, text and post. Any that bounced back we posted also. We also asked caretakers to place posters of consultation on noticeboard for those who have parking or parking enforcement is in the pipeline. We are now waiting for this to close 13th October.  LV said her consultation survey was sent late to her. BH asked who made the questions for the survey? AV confirmed these were agreed with the residents during the first meeting.  **Actions:**  Scrutiny update to be added onto next meeting’s agenda. |
| **5** | **Community Fund (TA)**  TA advised the first round of applications – 10 applications, 4 successful:   * + Respect through Sports – October half camp for programme for 7-14yrs,   + Coffee Sector Traineeship - Well Grounded (WG) will provide 6-week employment training focused on the coffee sector for 12 disadvantaged young people (18 – 24)- at least 4 from Origin   + Camden United - free training by FA qualified coaches for 15 under children aged 10 to 13 and 15 young adults aged 16 to 18 whilst also allowing them to enter leagues and play matches.   + Resident group- gardening   2nd Round due 18 Oct – Changes to application form to encourage more residents to apply, 4 applications so far.  JA requested update on how the money that was awarded has been spent and how it has benefited the residents. AV confirmed that this is part of the monitoring and evaluation requirements for the funding.  KDK the review panel for this did a lot of scrutiny and made sure it would benefit Origin residents and made sure there is an opportunity to monitor this.  **Actions**:  Provide updates about impact of funded projects to Spotlight in 2021 or earlier if project reports have been submitted. |
| **6** | **Update on Together strategy - NE, Estate inspection and Time together (AV)**  AV provided update:  **NE –** Since February 2020 we have done a total of 3 Neighborhood explorers. February was in Brent, May was in Camden and August was in Enfield. Our most recent one in Enfield in Larman's Road and Magpie Close. Both the Camden and Enfield NE were done over the phone due to COVID, normally we would have been on door knocking but it is currently not safe to do so. Once the NE are complete if there are any individual issues raised, these are sent to the correct departments.  **Estate Inspection -** Beginning to deliver how we planned to in the action plan, video was done at first one but tech did not work well, another delivered with residents in August but issue of social distance guidance not followed means we will be doing next one without residents. Residents will be informed beforehand that it will be carried out and they will be able to send request for areas they want to be looked at.  **Time Together** – We have decided to coordinate a ‘giving something back week’. We are hoping to start on the 19th October 2020 and will involve all staff (except frontline staff such as caretakers and cleaners) making calls to our over 70 residents and residents with vulnerabilities. The calls will take place throughout the week to check how residents are and any actions also. Staff will have a script and details of local services in their area to signpost residents and will also have food vouchers available if needed.  JA suggested that Origin work with other departments to check residents’ living conditions.  LV concerned that staff are being forced these activities voluntary from their own time. AV explained all the activities are within work time and as a way of Origin giving back.  **Actions**:  Update on how time together goes at next Spotlight quarterly meeting. |
| **8** | **Any other business**  **Maternity Leave**  TA announcement that AV will be going on maternity leave in December and recruitment process to start in October. The group congratulated AV.  JA next meeting date? TA advised that this will be in December and possible dates will be shared for the group to agree the most suitable.  **Recruitment on Spotlight**  LV asked when the two spots will be replaced and asked if there was a waiting list.  TA explained that a date has not yet been decided due to other priorities and capacity now, but spotlight will be kept informed about recruitment campaign. She confirmed that there is a waiting list but we want a good representative of Origin residents so we will open for more applications. This is also in line with our commitment to do more to ensure diversity.  JA expressed that the current eight in attendance is good.  **Actions:**  AV to send possible dates in December for the last meeting of the year.  TA to update Spotlight on recruitment when plan is decided. |