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| **Spotlight Meeting Minutes**  **Thursday 10 December 2020, 4:30pm**  **Skype** |

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| **1** | **Welcome and apologies**    **In attendance:**  **Spotlight members:**  Jane Amobi - Chair (JA)  Kirsten de Keyser – Vice Chair (KdK)  Baz Hurrell (BH)  Nickie Fonda (NF)  Irene Perisic (IP)  Lia Voutourides (LV)  Sadia Ali (SA)  Dolores Wright (DW)  **Origin Staff:**  Andreia Vieira (AV) – Resident Engagement Coordinator  Tosin Adewumi (TA) – Community Development Manager  Cherish Hill (CH) - Resident Engagement Coordinator (mat cover)  James Rudge (JR) - Head of Compliance  Daniel Sabel (DS) - Head of Governance  **Apologies:**  None |
| **2** | **Introduction of new Resident Engagement Coordinator**  CH introduced herself to the group.  **Actions**:   * CH to set up a meeting in next couple of weeks with Chair and Vice-Chair to discuss working together going forward. |
| **3** | |  | | --- | | **SAR process - Presentation provided by DS** |   DS – Since the Social Housing white paper we are increasing a more customer centric working. DS explained resident rights to accessing information and personal data, the Data Protection Act, Subject Access Requests (SAR), Right to rectification and the right to delete or partially delete information.  We have a vacancy for a resident member of the CSC (new role).  DS explained the SAR process - Origin must respond within 30 calendar days, free of charge and to provide all correspondence on file as copies and in PDF format. You can request a SAR in any way (email, telephone etc...) An email confirmation will be sent afterwards detailing the process.  10 requests were received in the 18 months coming up to April 2020. We have received 40 since that time showing an increase. DS gave examples where other HA’s have breached and the ICO acted.  JA – What is Origins process for breaches? DS - We employ an external adviser (CyberCrowd) as well to assist us. Proportionality, not all breaches have the same consequences, and some are not reportable at all. If there is a possible breach, we log this and add to the lessons learnt column. On the ICO website you can complete a self-assessment form and it provides guidance on what to do next.  JA – is there a know your rights section on the website? DS - Not sure – See Actions below.  LV – Would it be yourself to request a SAR and will it be you that releases the info? DS – Requests can come in any way into the business and it is overseen by governance team.  NF – Who gets the reports about SAR request rates. DS - A report goes to execs on occasion.  BH – I rang Origin about the common areas. Switchboard would not give name and quoted GDPR. DS - This is a misunderstanding on their part for which I apologise.  **Actions:**   * DS to check if there is adequate information on the website for residents and update if required. Update to group at next meeting. * Spotlight to look at Origin website and recommend any changes if required. * CH to send the group the presentation after the meeting. |
| **4** | |  | | --- | | **Update on issues raised by Chair with Carol Williams**   1. **Fire doors (JR)**   JR Clarified the doors that are to be replaced are the lobby doors themselves. If they do not need completely replaced, they shouldn’t be, and this comes down the Origin. There are 3 Project Managers on the fire door replacement project. Fire risk assessments look at if there are fire doors and if they can be repaired or replaced but all were put down to be replaced. Doors can sometimes be used in other blocks if the doors are the same size. There has been an issue with doors that have been ordered and are not required.  JA – Residents said all doors didn’t need to be replaced. Keystone are the ones that came out and said they all need changing. Might as well replace them otherwise it’s a waste. JR – Barnstable block as an example – Residents were not consulted. Age and styling of the block actual would not suit the doors in that sense.  LV – Was not aware of this project at first. Asked JR to clarify which doors referring to specifically. JR – A fire door is any door to escape. The exit from a building and this includes lobby doors.  LV- Does this include front doors on houses?  JR– If that door goes into the street then no it would not require a fire door. Surveying for new doors in general comes under the stock investment.  BH- My area had Keystone attend with no notice asking to see the doors. We have basement flats, assumed no fire doors required. This resulted in a heated conversation about a year ago, not heard anything since. Will there be consultation in the future if Keystone come back?  JR– we should be notifying residents once new doors are required. Last week two project managers door knocked to make residents aware for that person-to-person approach. Going to do this going forward to improve communication. We can now track the engagement. These things have been put in place, so the project manager knows where he stands within his programme. Anyone in the business can see the whole programme to advise residents. Currently 400 doors in containers and 124 on order. One of the Project Managers is working on a 2021-2022 programme with Hyde HA for fire safety works.  **2. Text from gas auditing process (JR)**  JA – Gas servicing text needs improvement. JR – Apologies about the bluntness of the text, it will be amended to something more suitable. TA shared the revised text, Spotlight members agreed this was better.  JR –Clarified his role within the company being responsible for all the statuary side including lifts, fire alarms and all electrical and mechanical association with the blocks, fire door replacement programme and lift replacements. He offered to come back in 6months or so to provide an update and happy for members to contact him directly if they have any questions.  **3. The CRO’s could not answer anything about fire doors (TA)**  Customer resolution officers were fully briefed about the fire door programme by the Head of Compliance at their recent team meeting on 3 December.  **4.  Tackling feeling that staff “don’t trust what the tenants say” (TA)**  The Learning and development Manager looking into further training customer facing staff. LV expressed that this needs to be addressed with all staff. **Correction update- customer training is being developed for all staff, so apology for error with statement made at the meeting.**  **5. Texts to residents asking for feedback can be confusing as unsure what service they require feedback on (TA)**  Data services explained that it’s not currently possible to include information about the contact we are gathering feedback about as the repairs / customer services call centres are not summarising the calls on the Netcall system in a way that is consistent with what is needed to so this when surveys are sent. Unfortunately, no solution at the moment. (Data services). Data services manager is looking at what can be done.  LV – There is a Ref Number in the text, but this means nothing to the resident.  JA–a date and time as this would help, especially if you've just had more than one interaction with Origin.  BH – I had emails with codes that didn’t match the codes he already had. |   **Actions**:   * JR to provide update in six months * TA to take all the feedback to the Data services/relevant team and invite a rep to future meeting to provide some clarity and update on possible improvements. |
| **6** | **Together Strategy- action plan progress update (Dashboard) - Presentation provided (TA)**  TA reminded the group about the 3 ways of working we are committed to (in presentation) and progress to date. Highlighting some key areas:   1. **1. Involvement & Scrutiny**   **Estate inspections with residents**– first one in April was done virtually due to Covid. Face to face joint inspection with residents took place in August. Due to safety precautions with regards to social distance and use of face covering not followed in August, face to face inspections with resident currently on hold with focus on virtual in the meantime. Residents are still able to engage with inspections by sending in emails about communal areas they would like Inspectors to have a look at when they are in their area. An email has been set up for this and goes directly to the Property Maintenance Team who manages estate inspections. Communication via notice boards with time and date of Joint inspections for each block with subsequent Estate quarterly Inspection notices planned. Follow up with residents are also part of the process.  **Scrutiny** – Parking scrutiny group held two meetings to date. Over 200 responses to consultation, group are looking at this to plan next steps. Next meeting is in December with Carol Williams attending.   1. **2, Investing in Communities**   **Community Fund** - 7 successful applications, spend is £11,500 to date. 3 projects have been led by residents. 26 young people have benefited from the Youth Camp. 1 person has secured employment.  **Community Projects-** 13 people supported into work since April and 185 employment sessions have been completed. Older people project – Attendance was 276. Families- Packs were sent to families in the summer, 15 families were gifted leisure vouchers so they can take their families out instead of physical trips.   1. **3. Trying new ways of working & learning from others**   Moved services online including employment sessions online. Tapping into training from PlaceShapers, TPAS and NHF. Some spotlight members have completing TPAS scrutiny training and attended the HQN resident conference held 3 December. More training to be planned for involved residents in the New Year. Input welcome from members.    LV –Advised that communal issues are not being dealt with and better if these inspections could be regular and not ad hoc on all the sites. Residents have interest in their own estates and can get more involved. Residents can take photo, etc and help the service. An idea is to have a central mailbox that residents can send reports to and somewhere so residents can see when inspections are taking place.    JA – suggested that Estate Inspection is put on agenda for future meeting.  **Actions**:   * TA & CH to liaise with group to plan online training for involved residents and see what we can make happen over the next quarter. Provide update at next meeting. * TA to pass on LV suggestions about estate inspections with residents and invite the appropriate manager to a meeting next year. * TA to share estate inspection email for reporting areas to be included in inspections. |
| **7** | |  | | --- | | **Time Together - Giving Something Back - Welfare calls** **(AV)** |   Giving something back project started again on 19th October. Total of 800 calls with 71 staff volunteers. There are 1,400 vulnerable residents to contact. CH will take over this project to complete it in January 2021. Food vouchers- £2165 total. Fuel vouchers sent to 22 households.  More welfare calls will be made in January**.**  **Action:**   * CH update Spotlight again at the next meeting on Giving something back project. |
| **8** | |  | | --- | | **Jane feedback from Customer Service Committee** |   JA explained that this was already discussed. |
| **9** | **AOB**   1. **1. Meeting in January (TA)**   Group agreed two potential dates for meeting with Carol William & Carol Carter were 14 and 21 January 2021.  **2.** **Scrutiny Feedback (LV)**  LV provided her perspective on the parking scrutiny so far.  The group insisted on detail minutes and for meetings to be recorded to support accurate minutes. Survey indicated that people were either unhappy or disagreed with them or parking should be free. Free permits for visitors also. People with permits were getting ticketed and are difficult to appeal. Would be fairer if parking payments were paused – this request was sent to Carol Williams and has not been agreed. We feel we have no power to make decisions. LV wrote to Sam (TPAS) about making decisions. Need to feedback a report to CSC and spotlight. Scrutiny have shared their contact details so we can discuss the project outside of meetings. Finsbury park and Hendon upset they were being surveyed again. A decision by Scrutiny was made to roll everything back to pre-2017 before the parking policy was introduced. The group didn’t know the project was because of the complaint at first. I had to explain it to the group at the last meeting. TA confirmed that the link to the complaint was mentioned at the first scrutiny meeting.  JA would like scrutiny update to be on the agenda in future meetings and proposed that KDK does the next one update.  **3.** **Conference & Training (KDK & BH)**  BH- This agenda item should not have been put in AOB as I have prepared a written report but now have no time left in the meeting. TS and AV apologised and explained that agenda was already agreed before conference was booked but time will be given next time for BH & KdK to present learning from conference.  4.NF ask if the Count us in, climate change information wasposted on Origin Facebook. AV confirmed that Comms team did a post about it.  **Actions:**   * CH to add Conference feedback from BH & KDK on the next agenda. * AV to ask comms team to pin the Climate Change Facebook post to ensure it’s visible.   Meeting closed 6:30pm. |