

Spotlight Zoom Meeting Minutes – 26 September 2023 6-8pm

1	<p>Welcome, Apologies and Matters Arising</p> <p><u>In attendance:</u> <u>Spotlight members:</u> Kirsten De Keyser (KDK) - Chair Derek Sheppard (DS) -Vice-Chair (for part of the meeting) Nickie Fonda (NF) Christian Leonard (CL) Lia Voutourides (LV) Shane Addicoat (SA) Zahraa Kadri (ZK) Brian Wrigglesworth – (BW)</p> <p><u>Guest Attendee:</u> Sam Goodwin – (SG) Senior Associate Consultant TPAS(Facilitator)</p> <p><u>Origin Staff:</u> Funso Akande (FA) - Resident Engagement Officer Carla Wood CW) – Resident and Community Engagement Manager Chris Wait (CW) – Head of Property (for part of the meeting)</p> <p><u>Apologies:</u> Kiki Onyesoh (KO)</p> <hr/> <p>CW welcomed everyone to the meeting.</p> <p>-CW addressed the conflict the committee panel had been experiencing and discussed with the group how to move things forward.</p> <p>-There are no signed code of conduct or terms of reference, it is important that they are signed so that we have some tools that we can utilise in the future if there are problems within the group and people feel things are not being dealt with in the appropriate way.</p> <p>- CW suggested we take a bit of a reset with Spotlight, there is an appetite for this from the emails that she has received from panel members.</p> <p>- CW wants Spotlight to be more impactful.</p>
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	<p>Minutes of the previous meeting were approved but there were some outstanding actions.</p> <ul style="list-style-type: none"> - EB to update ToR and recirculate to Spotlight – This action is still outstanding. - Item 3 from June action log – information was not sent to Shane on the number of vacant homes, re-let times and stats around transfers and mutual exchanges. (times to relet and refurbish and how that service was performing) This information will be included in the performance pack going forward. - Item 7 from June action log – to raise the fire alarm issue at Stokes Court with Lysa Nicely – This action is still outstanding, the resident who put in the complaint has not heard about it and NF has not heard about it either.
	<p>Gilmartins Update - Chris Waite</p>
	<ul style="list-style-type: none"> - Gilmartins have settled in okay, there have been a lot of IT issues to do with one schedule of rates that Origin uses to another. A lot of work had been taking place in the background to fix these issues. - Chris W showed the new Gilmartins portal to the panel, the portal shows all the repairs raised on a daily basis and how well they have been performing. - The portal shows feedback from residents about their experience, where a resident has fed back that they have been disappointed with the service received, Gilmartins acknowledges the feedback, rectifies the issue, and ensures it is followed through. - The new system makes it easy to track things and it gives more visibility, once the repairs have been completed, Origin can check on the system for pictures, reports and can pinpoint and show what is going on. - Origin is looking into improving the resources to deal with Damp & Mould issues which will enable us to do more work, track and trace, and do more inspections. - Chris W will look into job numbers being replaced with the description of the job e.g., dripping tap in the bath etc and feedback to Carla W with an update.
<p>3</p>	<p>Spotlight membership/recruitment</p>

	<ul style="list-style-type: none"> - It was suggested that the recruitment of Spotlight members should be expanded and opened to any Spotlight member who wants to be part of the panel and not just opened to the Chair and Vice Chair. All members of Spotlight need to understand who is coming to join the committee panel. - Another suggestion was to invite anyone wishing to join Spotlight to attend a meeting to observe to give them an understanding of what Spotlight does and what they are getting involved in and see how the group interacts. - The current process Origin uses to see if residents are interested in joining Spotlight is by having conversations with residents, going forward we are looking into doing a recruitment campaign to give the process some more structure. - There were suggestions for the number of Spotlight members to increase, the group should be proportionally represented and there should be more involvement between Origin and Spotlight during the recruitment process. - Spotlight should lead the interviews for new members, but Origin needs to be on the panel to ensure that everyone is treated fairly and asked the same questions. - When recruiting new Spotlight members, it would be a good idea to encourage people living on large estates that have issues with ASB, Damp and Mould to join. - People in resident associations have a better opportunity to hear a whole estate's viewpoints and would be a good link for the panel. - If Spotlight cannot get the interest from resident associations, the key issues being discussed at resident associations could be included in the quarterly performance packs. - It was agreed that potential members should already be involved in their local housing community in some way.
4	Terms of Reference - ToR
	<ul style="list-style-type: none"> - The ToR has not been signed because after the committee agreed on the last version of it, it went to EB and was redrafted, and amendments were made as discussed at the last meeting and were ratified.

	<ul style="list-style-type: none"> - If there are any further adjustments to the Terms of Reference, an email will be sent to the committee in between meetings, or it will be discussed at the next quarterly meeting. - A signed Terms of Reference lets the group know what their purpose is, the end of a Terms of Reference will include how often it would be reviewed. - There needs to be something within the code of conduct that if a member cannot attend a meeting, they need to give their apologies. - There needs to be some guidelines on how a social media group would work. - If anything happens on a WhatsApp group, it would not be covered by an Origin code of conduct because as an organisation we cannot police it as we are not the administrators. - There needs to be some protocol in place among the Spotlight committee on the type of behaviour that will be accepted and not accepted.
5	<p>AOB</p> <ul style="list-style-type: none"> - It was agreed to have another meeting in early November to cover agenda items that were not covered at this meeting. - It was agreed that a scrutiny topic selected is legitimate to go ahead if one or two people from the group are interested in a particular topic.
	Meeting ended at 8.15pm