

Orwell Resident Group Minutes

12th May 2021

Present

Chloe Heath

Mary Ager

Stuart Appleby

Sabrina Duncan

Staff

Claire Monk

Diane Piperno

Georgia Mecoy

Apologies

Sharon Cony

Arthur Clarke

Pre meeting

- Next meeting to discuss a Value for Money Strategy, the group will receive the strategy a few weeks before the next meeting.
- Laptops for the Orwell Residents Group will be ready at the start of June. The Customer Engagement team will contact members of the group to collect their laptops from Crane Hill Lodge or to arrange delivery.
- Mary Ager found that BT offer £15 per month deal for everyone that is on universal credit, Mary will report to the Customer Engagement team if they find any more information

The ORG Terms of Reference/ Job Role

The Group Discussed the Terms of reference and Job Role for the ORG. The group will work with the Customer engagement team to create the Terms of Reference for the group.

Job Role

The ORG will:

Creating workplans to plan and monitor Customer Engagement Projects
Using data for Benchmarking Orwell's performance – Looking at what other Housing Associations are doing well and using Internal data.

ORG Members are welcome to join the Complaints group – Complaints handling group will look at the way Orwell handles complaints and a panel to hear tenants' complaints.

Terms of reference

A poll decided that the group should have a minimum of 3 members and a maximum of 10. The group agreed there should be 9 meetings a year and are happy to start at 18:30. Additional meetings can be requested if there is a need to for the group to meet.

Restrictions to joining:

The group decided Customers could become a member of the ORG if:

- Legal action is being taken against them for breaching their tenancy
- On orwells do not visit alone list
- Breach the Volunteer Code of conduct

Staff

Board members and staff to be included on request and are not to be invited to all meetings. Board members can request to join the meeting, the group will decide if they accept the Board members request.

At least two Customer Engagement staff to be present at the meetings. The ORG voted for the Tenant Involvement Team to chair the meetings. However, A Rotational Chair could be an option after training. The ORG to have spokes people in the group to present reports and completed work to Board.

Training Opportunities

Claire Monk discussed the potential training opportunities for the group:

A 12-week Level 2 certificate in understanding tenant support in housing is available by Suffolk New College.

Other training opportunities include Chairing meetings, Presentation skills and Report writing. TPAS also has a wide range of courses available to Customers. Claire Monk encourages ORG members to let the Customer Engagement team aware of any training courses they would like to go to. The Customer Engagement Team will circulate a list of Training courses to the Orwell residents Group

Customer Satisfaction Survey

A survey was sent to review the Customer Satisfaction Survey prior to its official release. Results indicated that the survey was easy to understand and clear. Suggestion for additional questions and change in formatting has been taken into consideration and well received. The satisfaction survey should be completed annually to keep statistics up to date and measure change. The Survey will include three survey methods, telephone, digital and letter

Customer Service email Service Standard

The current response time to respond to an email is 5 calendar days. The ORG suggested that 2-3 working days for an initial response is appropriate. The ORG suggested that there should be an automatic response to; Confirm the email has been received, to detail response standards and Orwell's definitions of working days. Staff should also use Out of Hours automatic emails to control customers' expectations.

Next meeting: 16th June