

Orwell Residents Group (ORG) Zoom Meeting

6.30pm 7 February 2022 Meeting Notes

Item		
1	<p>Introductions Diane Piperno opened the meeting and as there were new people attending invited all present to briefly introduce themselves.</p> <p>Present</p> <p>ORG members:</p> <ul style="list-style-type: none"> • Sabrina Duncan (SD) • Mary Ager (MA) • Arthur Clark (AC) • Sherill Green (SG) • John Burman (JB) <p>Residents</p> <ul style="list-style-type: none"> • Valarie George (VG) • Beryl Latania (BL) • Richard Barber (RB) <p>Orwell Staff</p> <ul style="list-style-type: none"> • Diane Piperno (Tenant Involvement Officer) (DP) • Cairistine Foster-Cannon (Director of Customers and Communities) (CFC) • Alice Moore (Customers and Communities Manager) (AM) <p>Apologies ORG member Liz Morris</p>	
2.	<p>Notes from Last meeting</p> <p>It was confirmed the ORG Key Performance Indicator (KPI) reports in the format agreed at the ORG catch up meeting on 25/1/22 will be available for the group monthly starting for the 7/3/22 meeting. The report to be circulated prior to the meeting.</p> <p>Other actions from the catch-up meeting are included in the agenda.</p>	DP to circulate KPI report for next meeting
3.0	<p>ORG Involvement in assessing compliance with the Regulatory Standards</p> <p>AM and CFC presented information about the Social Housing Regulatory Standards. Orwell's Governance Committee, a subcommittee of Board members who carry out reviews to assess Orwell's compliance with these standards have invited the ORG to become involved in this process. The first of these timetabled to be assessed in 2022 is the Home Standard.</p> <p>To support ORG involvement the service provider responsible for the Home Standard would be invited to give an overview of the required outcomes for compliance with this Standard. Documents and data to give evidence of this compliance would also be circulated to the ORG.</p> <p>To be involved in assessing the Home Standard the ORG would need to carry out this work one month prior to the Governance Committee meeting on 26 April where the Home Standard is to be discussed.</p>	

	<p>It was understood that the ORG already have quite a heavy workload as Board have already asked for ORG involvement with the work of the Audit Committee. The ORG are also looking to carry out a bootcamp scrutiny on the topic of Anti-Social Behaviour (ASB).</p> <p>Members were asked if they would also like to be involved in reviewing the Regulatory Standards, SD, RB, and MA all confirmed they would.</p> <p>Questions raised: RB What is the current involvement by residents in assessing compliance. AM confirmed there is none at present hence this invitation as it if felt ORG should be given the opportunity.</p> <p>VG Opportunities for involvement are not published well so very few customers are aware of the opportunities.</p> <p>SD Agreed with this and raised that promotion needs to be more than just digital, many tenants don't have access to the internet.</p> <p>CFC confirmed that Orwell are increasing resources to support engagement including wider and more varied ways of promoting engagement to ensure all diverse groups can be reached.</p> <p>RB Raised that Councils have forums of volunteers with representation from all different areas/ housing types. In the light of the recent media regarding the awful standard of some social housing it's very important to get feedback from as wide a range of customers as possible.</p> <p>VG raised the need for wider opportunities for customers to give feedback, in her area they are still waiting for a meeting to discuss issues that have been raised.</p> <p>CFC confirmed that Covid has unfortunately had an impact on this type of thing.</p> <p>DP raised that Orwell's residents' associations which used to provide a channel to feed back issues have declined significantly due to Covid.</p> <p>CFC stated that Orwell want to offer one off opportunities for tenants to give their views. Also, that there is going to be a lot of other developments planned around customer engagement.</p> <p>CFC suggested members let DP know if they would like to become involved in this compliance assessment before she and AM left the meeting</p> <p>ORG members agreed they would like to be involved in assessing compliance of the regulatory standards and that it was a positive opportunity.</p>	<p>DP to organise a meeting for an overview of compliance of the Home Standard.</p>
4.0	Pet Policy Consultation Report and Action Plan	To be included on the agenda

	Before leaving the meeting AM confirmed that she needs to have a discussion with Jonathan Cox (Head of Housing Management) before moving this on. It was agreed to defer this to the next meeting.	for next ORG meeting.
5.0	<p>Update on Scrutiny Bootcamp</p> <p>Dates for the two-half day bootcamp scrutiny sessions have not been confirmed yet. It was decided that to ensure as many members as possible can attend a poll to identify preferred attendance dates be circulated.</p>	DP to circulate poll to identify dates.
6.0	<p>Any Other Business</p>	
6.1	<p>TPAS</p> <p>As Orwell is an organisational member of TPAS ORG members can become TPAS members free of charge.</p> <p>DP has emailed the link to access membership and suggested all members sign up and check out the opportunities for free webinars and meetings.</p>	All to investigate joining TPAS
6.2	<p>Social Housing Networking Group (SHN)</p> <p>ORG were advised SHN is a tenant led networking group which involvement staff and tenants from organisations all over East Anglia can join. Currently meetings are online, and the meeting chair rotates around the organisations. Meetings usually include a guest speaker to cover a topic of interest to the group.</p> <p>Next meeting 9 Feb 10.30 – 12.30 topic ASB, members to let DP know if they would like to be included on the mailing list. VG confirmed she would.</p>	DP to inform SHN to include VG on the mailing list.
6.3	<p>Use of Chromebooks</p> <p>DP raised concern that the Chromebooks provided by Orwell are not being used much. Members confirmed this and raised that this was due to unfamiliarity with Chromebooks and with Google drive. DP explained the expectation was that engagement staff would have access to the Google drive so they would be able to provide support and encourage interaction, however access has not been made available.</p> <p>As an alternative all agreed they would like support from IT to develop skills and support use. DP will contact IT and continue to email both the influencer and ORG members private emails in the interim to ensure all members receive emails.</p>	DP to contact IT re training for ORG and access to Google drive.
7.0	Date of next meeting 7 March 2022 @6.30pm	