

ORG informal catch-up Zoom meeting 25/1/22

Present: Diane Piperno, Chloe Heath, Valerie George, Beryl Latania, Sabrina Duncan, Arthur Clark, Mary Ager, Sherill Green, John Burman.

Apologies: Sharon Cony, Liz Morris

The items covered were:

- **Format of KPI Reports for the ORG**

It was agreed that the information covered in the example report shown would be appropriate and that to monitor the KPIs the group would like to receive the report on a monthly basis.

Action: Example report to be circulated.

- **Regulatory standards.**

Orwell's governance committee in 2022 will be reviewing the Regulatory Standards to determine whether or not Orwell are compliant. Orwell has invited the ORG to be involved in this process, ORG members confirmed they would like to be involved.

Alice Moore (Customer & Communities Manager) and Cairistine Foster Cannon (Director of Customers and Communities) would like to attend the 7 Feb ORG meeting to meet the group and discuss the regulatory standards.

The regulatory standards are on the GOV.uk website <https://www.gov.uk/guidance/regulatory-standards> The standards the group would be involved in reviewing are the consumer standards. This year the Governance committee are looking at the:

- Homes Standard - April 2022
- Tenant Involvement and Empowerment Standard and Neighbourhood and Community Standard - Sept 2022
- Rent Standard and Tenancy Standard – Nov 2022

- **Pet Policy Consultation Action Plan**

The ORG were involved in a consultation that took place early in 2021 to identify what customers felt about Orwell's Pet Policy. Recommendations were identified and have been outlined in a report and action plan. At the time a new manager for this service area was in process of being recruited, this delayed the report being approved and going to Board. It was suggested and agreed that the report and action plan be discussed at the next ORG meeting on 7 Feb as Alice Moore the new Customer and Community Manager is now in post and will be attending this meeting. All were asked to read the action plan and consider if any changes, or additional items were required.

Action: Pet Policy report and action plan to be circulated.

- **2022 Scrutiny Topic**

Following on from the understanding performance information TPAS session ORG members requested information on complaints and ASB to help decide on a scrutiny topic. A complaints report is now available but to date Orwell do not have figures on ASB, reporting on this has been put in place to start in February 2022.

Action: Complaint's report to be circulated.

As there had not been time to carry out the scoping activity at the understanding performance information training session Diane will discuss with Sam (TPAS trainer) next steps and feed back to the group. Several members confirmed that ASB would be an interesting scrutiny topic.

Date of Next (Zoom) Meeting: 7 February 2022 @ 6.30pm