ORWELL RESIDENTS GROUP MEETING
MINUTES

Monday 28th July 2025 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	**Attendees**	Mary Ager (MA) Val George (VG) Jackie Millar (JM) Mike Warr (MW) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
1.5	**Apologies**	Maggi Miller (MM) John Burman (JB)	
1.7	**Goodbye**	Mike joined us for his last ORG meeting after three years sharing his views and making a difference to Orwell, we wish him well and he will be sorely missed. Alice Moore will be moving onto pastures new and we wish her well. We will soon be interviewing for Alices role	
2.0	**Minutes from last meeting**	ML ran through the minutes, mentioning • Paypoint • App and portal upgrade • Chromebook workshop with CT • Roadshows and a request for volunteers to join us	
3.0	**Neighbourhood Champions- future**	ML spoke about the difficulty of the pilot taking off as we haven't had full attendance at a TEAMS meeting and it makes us think that if we can't get a group together for an hour then how can we expect it to be a success. We will see what happens, we may do something completely different. ML agreed that unless we find something that matters to people at whatever time in their life then they may want to be involved but we can't make them.	
4.0	**Roadshow**	Two weeks before each roadshow we have been posting leaflets and Sarah has been sending out text messages too so everyone will be aware. On the day we will be knocking on doors to let them know we're here.	

5.0	**Complaints**	Our Net Zero scrutiny has been cancelled as we have had no interest in this Following the restructure and the merge of the Customer Resolutions Team are now sitting under ML, so we will take this opportunity to look at what is within that department. We know our complaints are going up and we continue to have issues as a sector and not just Orwell. Our response times are good compared to others (6 hours) and if we're being honest, a lot of what we could fix will be around being effective with what we have. **Changes in processes** ML explained that many changes have been made, with the onboarding induction involving carrying out basic tasks to look at the ORS operative's skillset. There is also feedback from CHAT which has led to a new process, now when a complaint comes in, the complaints officer rings the customer and speaks to them on the phone to clarify the issue and also ask the key question "what can I do to resolve this now?" . They keep them updated or contact with reassurance that they haven't been forgotten even if there is no update. VG was happy with this change as she felt that a personalisation of a phone call would make them feel valued as a customer but questioned what happens when someone is approached and it's sorted there and then, how its logged. ML responded, initial dissatisfaction. Our systems let us down, SP explained about our CRM system, (customer relationship management) which is still in development and it doesn't talk to other systems or record all information we need, so other systems are still being used. The diagnostics team are trained in customer service so able to handle the initial calls with the empathy and understanding that they require.	
3.5	**Complaints Scrutiny**	The Complaints scrutiny will start with us reviewing the customer journey and looking internally to see if there is something we need to change. The complaints team will be expanding; Kat is now part of the team and unfortunately not able to make the meeting. We've employed another lady, Megan who will be starting in September. The aim of this expansion will be to standardise our processes and continue to keep our consistency and empathy with Kat and Megan doing Stage 1 and Zoe concentrating on Stage 2. Many comments from the complaints surveys are that they feel the complaint isn't closed as the work is still ongoing, but we are following what the Ombudsman tells us to do as we are to detail what jobs are to be done, close the complaint and keep to our promises, or the complaint has not been followed through and it will be pulled up by the Ombudsman.	

		Scrutiny- the ORG will; • Be looking at the Stage 1 templates • Monitoring the timescales	
4.0	**Sarah- SWOT analysis for Complaints**	SP asked for suggestions for the complaints Strengths. Weaknesses. Opportunities.	
4.5	**Customer Journey Mapping for complaints**	SP shared the document with the ORG, here are a few suggestions that were made. **Customers goals for the initial complaint- suggestions** • Resolved efficiently and quickly • Transparency • Telephone response • An automatic email to acknowledge the complaint • A quick call to thank the customer for their observation **Questions** SP questioned if we needed to send an email acknowledgement and VG highlighted that the number could be incorrect or they may not be able to answer the phone. SP asked ML if the conversation was put in writing, it's often summarised in the response. **Customers goals for the investigation stage- suggestions** • Transparency • One named person **Customers goals for the decision and final response - suggestions** • Customer satisfied with outcome • Assessment of customer satisfaction • Answer all points with full explanation **Customers goals for the post complaint tracking – suggestions** • Official diary system **Ombudsman- monitoring** Even though the case is closed we are left with a list of actions with timescales to what we think is realistic and the new team will be monitoring if this is kept to.	

		The system will be marked as “do not move appointment” so they’re not messed about. The Ombudsman will be checking we have followed all actions and if we didn’t follow through, they’ll favour the customer.	
5.0	**Recruitment to ORG**	We hope that the roadshows will bring more members in so we will look at recruitment in September. We’re thinking of another group in the Lowestoft area too.	
6.0	**Engagement- CT**	As CT is the Customer Engagement officer, we are looking at what engagement looks like to fully utilise her role, where she will also be working with the housing officer. ORG suggested in person visits with appointments being made and it was suggested that there be an incentive of a magnet or keyring etc and be clued up on local information. CT questioned what information would be beneficial to the customer • Church • Parish council • GP • Emergency services location, how to contact • 111 aware • Food banks • Volunteer opportunities • Community transport • Social groups • Community centre CT then asked them to look at suitability for other ages groups • Mother and toddler groups • Coffee groups • Men’s shed • WI • Exercise classes	
7.0	**KPIs**	Unable to carry out for this meeting due to time	
8.0	**Any other business**	• Consumer standards meeting is on 11th and 14th August- who can attend? • Roadshows are on the 5th /12th and 19th August- who can attend?	

		5th- Mary 19th- Val & Mike • Interviews for Alice's role on 20th August- who can attend? Consistency is needed for follow up interviews	
8.5	**Date and time of next meeting**	ORG Meeting Monday 22nd September at CHL 6-8PM. CHAT meeting TBC as some cant make the 6th as suggested	