

ORWELL RESIDENTS GROUP MEETING MINUTES

Monday 20th April 2026 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	Attendees	ORG Maggi Miller (MM) - Chair Mary Ager (MA) John Burman (JB) Val George (VG) – on Teams Jackie Millar (JM) Staff Rob Longfoot (RL) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	There were none.	
2.0	Minutes of the previous meeting	The minutes of the meeting held on 23 rd March 2026 were agreed.	
3.0	Consumer Regulation – Safety & Quality Standard Review	RL explained that our approach to the 4 Consumer Standards is to review them throughout the year. The Safety & Quality Standard is the first review of the year, the results of which will be presented to Customer Insight Committee (CIC) in May. RL has used the following information to assess whether Orwell is compliant against the standard: • Safety and Quality Standard • Consumer Standards Code of Practice – a more detailed explanation of the requirements of the Standard • Regulatory judgements of other housing providers • What evidence the RSH asks for as part of inspection • Tenant voice/performance data	

	He explained that we are aiming for a good rating (C1) and the overall compliance position is: • 100% compliant • 100% of homes meet Decent Homes Standard • Strong oversight by senior leaders and Board • Some targeted action underway to strengthen assurance further Inspection takes place once every 4 years and we're aware that local Housing Associations who were inspected before us last time are now being inspected. Therefore, we are anticipating inspection within 9-12 months. Keeping homes safe RL confirmed that we have effective policies and performance measures to meet legal requirements for gas, asbestos, electrical, fire risk, legionella, lift safety, smoke detectors and CO detectors. We have independent audits biennially to provide further assurance. Knowing conditions of homes Each home is physically inspected at least once every 5 years with 93.1% of homes having an up-to-date inspection. The target is 95% and until recently we had met this target this but have just taken on new properties which has reduced performance. An audit was undertaken in 2023 and will be done again in 2026. RL confirmed that injunctions are used to gain access for gas/electrical certification but not surveying. Repairs and Maintenance Easy to report using a variety of options. Emergency repairs performance is at 99% (attending within 6 hours). Routine repairs – there are some delays due to backlog and we are focussing on improving speed and reliability and providing clear communication before and during works. D&M Is treated as a health and safety priority under Awaabs Law. There is regular monitoring and reporting and independent audit. Every 6 months we run a report called "Finding our silence" which identifies any customers we haven't spoken to and housing officers follow these up. A&D There is a clear process which involves close working with councils and partners. The annual budget is £100k and 120 adaptations were completed in 2025.	
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		Equitable outcomes The Tenant Satisfaction Measures (TSMs) showed that 35–44 year-olds and those in general needs properties were less satisfied. 65-74 year olds and those living in supported housing for older people were more satisfied. ORG raised the timing of appointments for working people. They felt that a time slot of between 9:00 and 14:00 is a long time when customers have to take time off. Appointments can then also be cancelled without notification. RL also provided further assurance and improvement: • Audit of Stock Investment Programme 2026 • Confirm how we track the condition of our homes to Board • Insight into action priorities ➤ Priority 2 - Repair speed & reliability ➤ Priority 3 - Repair quality & contractor oversight ➤ Priority 5 - Pre-let & move-in readiness • Data warehouse: This is a project that will enable our various IT systems to talk to each other thereby bringing together customer and performance data (late 2026)	
4.0	ASB reporting – deep dive headlines	RL explained that CIC carries out deep dives into key services and have previously looked at repairs and damp and mould. He is currently working with Jon Cox (Housing Services Manager) to present a report on ASB to CIC in May. The report will include the number of cases, location, satisfaction data etc and provide assurance to CIC. Overall, 67.1% of customers are satisfied with Orwell's ASB handling, however customers are considerably less satisfied if they have reported ASB in the last year. Mental health issues run through a lot of ASB complaints. Legally it's difficult to evict perpetrators, plus as a housing provider we aim to help people. The ORG asked if its Orwell's policy to move the victim and RL confirmed that the aim is to solve the problem in the first instance. Mediation can be used but is often offered too late. RL confirmed that he will share the report once drafted.	

5.0	Learning Disability event	CT introduced the item by showing a video of the Learning Disability event that had taken place on 25th March. Supported Housing is more than just about housing and the focus group aimed to capture these voices using communication cards and visual aids. One resident talked about the change that had happened since moving into his home and we are hoping to share his story on film. The following activities took place: • Activity 1: what does home mean to me? • Activity 2: my experience with Orwell • Activity 3: what do you like about where you live? • Activity 4: is there anything you find challenging about where you live? • Activity 5: is there anything we can do to make those things better? A post event survey was included with a goodie bag. The results showed that one person found the activities difficult to understand but that overall, it had been received very positively with requests for more focus groups. Themed topics emerged naturally and included pride, purpose and personal progress, struggles and Orwell services. An infographic summarising the findings was sent to attendees. CT is now looking at more flexible and inclusive ways to engage.	
6.0	Tenant Satisfaction Measures (TSM) 2025-26	The draft Tenant Satisfaction Measures (TSM) report had been sent to members ahead of the meeting to review and consider feedback and questions. SP explained that this was our annual report to CIC and Board on the results of our TSMs during 2025-26. The report is made up of 3 parts: 1) Covering report 2) Compliance report from TLF – used for submission to Regulator for Social Housing (RSH) 3) Analysis of verbatim comments – includes sentiment and themes which tells us how issues affect customers. The TSMs were introduced in April 2023 and are made up of 12 questions covering 4 key areas.	

		TLF (The Leadership Factor) are Orwell's appointed contractor, collecting data quarterly via phone from a random sample of customers, chosen to match quotas by tenure and age. A postal option was offered to the 157 tenants who we don't have phone or email addresses recorded to ensure they were included. 544 interviews were completed in 2025-26 and 126 service recovery actions took place from customer comments. 9 of the 12 indicators have improved, some of which have seen significant rises. The areas with falling satisfaction are: • Feeling safe: 84.7% → 83.6% • Communal areas: 69.4% → 67.5% • Neighbourhood contribution: 66.4% → 66.1% We will be asking some additional questions in 2026-27 to understand why satisfaction has fallen in these areas. Using qualitative insights from TSMs, transactional surveys and complaints in 2025-26 (and prior), we have identified five priority themes that are having a negative impact on customer experience. • Priority 1: Fix the communication chain across all services • Priority 2: Repair speed, backlog reduction & appointment reliability • Priority 3: Strengthen repair quality, first-time fix, and contractor oversight • Priority 4: Transform ASB handling into a customer-centred, safe process • Priority 5: Improve pre-let and move-in readiness (property condition, utilities, information) The ORG felt that the TLF report was too long, repetitive and used too much jargon. SP explained that the report is a compliance report providing assurance to Board and CIC rather than a report written for customers. She asked the ORG how useful they found the TSM infographics that were sent out last year. The ORG confirmed that they really liked these because they were simple. VG asked whether Orwell vets prospective tenants. RL explained the external and internal processes and said this may not always be an accurate or honest reflection of circumstances. The same was asked for sex offenders.	
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7.0	Customer Insight into Action (CIIA)	SP introduced the item by saying that the Customer Insight into Action (CIIA) framework ensures that customer feedback is systematically translated into meaningful, measurable service improvements. It meets regulatory expectations by clearly demonstrating how insight informs decisions, actions and outcomes. The previous OWL process provided some structure but faced key limitations: • Insight was treated as a bolt-on, not integrated into existing service plans. • Too many priorities (55 themes and numerous recommendations) diluted focus. • Actions were not always translated into SMART, measurable changes. • Outcomes were vague with no metrics, targets, or evidence of impact. • End-of-year reporting lacked tangible, demonstrable improvements. As already mentioned in the previous item, we have introduced five broad focus areas. The themes were compiled from customer comments across the TSMs, our 13 transactional surveys and complaints. SP shared a slide which presented an overview of the priorities, customer sentiment and why these are a priority. It is recognised that these are big themes that are likely to last into 2027 to be able to demonstrate tangible outcomes Each CIIA priority has been structured to include: • Customer feedback summary = brief summary of what customers tell us • Overall sentiment = how customers feel, the impact • Why it's a priority • Key pain points and where they occur • Table of actions and milestones • Lead and lag metrics to monitor success • Quarterly review – narrative to include evidence of actions, performance, changes in insight, forward planning RL shared Priority 1: Communication which he is responsible for as an example. Key staff are currently updating the CIIA documents. Reports will be presented to ORG quarterly and CIC bi-annually, the first of which will be shared with ORG in July. We may need to move ORG dates to accommodate the compilation of reports.	
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8.0	Board feedback	MM introduced the item and explained that Tracey Spencer, Board member, was keen to encourage a formal dialogue between Board and ORG. The ORG were asked to consider the following: • What do you think the Board needs to hear or would like from ORG? • What information would you like to receive from the Board and how would you like it presented? The ORG discussed and put forward the following suggestions: • A Board member to attend ORG quarterly or bi-annually. To enable ORG to ask questions they requested that Board members provide in advance of meetings, an explanation of what they're responsible for at Board, why they joined and why they're there. • Offer an invitation to anyone who'd like to come along. • Regular updates on subjects such as policy and procedures updates, changes in government legislation • Recruitment of new members. • Set out a clear structure of what the Board want from ORG. • A reminder to the Board that ORG are Orwell representatives and they are there to help and support the Board. • ORG to attend Board meetings to present scrutiny work. Aside from the Board, the ORG also suggested that Senior Managers and Housing Officers could attend future meetings. In the past, the ORG had discussed a Housing Officer "Day in the Life" video could be produced.	
9.0	Any other business	ML reminded members of the TPAS training scheduled for Friday 1st May. The aim of the training is to support the ORG to choose scrutinies for the year. ML asked members to let her know which vouchers they would like. She also announced that recruitment for CIC/ORG members will take place in June.	
10.0	Date of next ORG meeting	18 th May 2026 (18:00 at Crane Hill Lodge)	