ORWELL RESIDENTS GROUP MEETING
MINUTES

Monday 21st September 2026 6pm - 8pm
Crane Hill Lodge

			Action by
1.0	**Attendees**	**ORG** Maggi Miller (MM) - Chair John Burman (JB) Sue Harvey (SH) Val George (VG) – on Teams **Staff** Francesca Claydon (FC) – for item 3.0 Rob Longfoot (RL) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT)	
	Apologies	There were no apologies. CT welcomed Sue to the ORG and advised that MA would be stepping back from the group for a few months due to commitments with the Town Council. Members introduced themselves to Sue and welcomed her to the group.	
2.0	**Minutes of the previous meeting**	The minutes of the meeting held on **3 August 2026** were agreed as an accurate record. **Updates since the previous meeting** **Roadshows** Members provided feedback on the recent customer roadshows. It was noted that customers found the events beneficial, particularly the opportunity to engage with other residents and share experiences. The roadshows were also seen as a valuable way of raising awareness of the ORG and encouraging greater customer involvement and membership.	

		ASB Scrutiny Review Members were reminded that ASB had been selected as the topic for the group's first scrutiny review. MM advised that ED had been providing valuable support throughout the process. The first staff interview had now taken place, with additional interviews scheduled. Invitations for the customer focus groups were also due to be issued shortly, marking the next stage of the evidence-gathering process.	
3.0	**Introduction to Head of Repairs & Estates**	FC was welcomed to the meeting. She advised that she had joined Orwell in August. While her previous experience is primarily within repairs services, her role at Orwell also encompasses responsibility for estates services FC provided an update on the Day-to-Day procurement programme. She explained that seven contracts are due to be awarded by the end of the year, including: • Window cleaning • Cleaning services • Pest control • Waste management • Other estates-related services FC noted that there may be an opportunity for the ORG to review the contract specifications before they are finalised, helping to ensure that customer views are reflected in the procurement process. She also emphasised the importance of achieving a seamless customer experience, with consistent service standards being delivered across both internal teams and external contractors. FC discussed a number of potential areas for future scrutiny and customer involvement. FC advised that the ORG is already aware of the ongoing work to review and improve the voids process. She also suggested that Orwell's Sustainability Strategy could be considered as a future area for review during the next year. Steve Crissall had indicated that they would be interested in undertaking a second phase of scrutiny following completion of the current review. Members discussed estates services and noted that service standards can vary across the organisation. It was felt that customer expectations may have changed over time and that some existing standards could now be outdated. Members highlighted the importance of understanding what customers currently expect from estates services and how these expectations align with Orwell's service offer.	

		It was suggested that a future desktop review could explore service standards in more detail and support FC in developing a clearer understanding of customer expectations and opportunities for improvement. A potential title for a future scrutiny review was proposed: **"Service standards across Orwell"**.	
4.0	**First ASB interview**	Members received an update on the staff interviews being undertaken as part of the ASB scrutiny review. MM provided feedback from an interview with Michelle Hadley (MH) from Business Support**.** MM explained that, although it was initially challenging to become familiar with the process, she now finds the interview role interesting and rewarding. MM outlined the current process for handling ASB reports: • At the first point of contact, only basic information is gathered, including the customer's contact details and a summary of the issue. The call is logged on CRM. • Calls are summarised using AI technology, although MH noted that summaries are not always fully accurate. • Customers are advised that their report has been logged and that the details will be passed to the appropriate Housing Officer. • MH checks that cases are assigned to the correct Housing Officer and follows up where necessary to ensure that customers receive call-backs. • The Housing Officer is then responsible for reviewing the information, opening a case where appropriate and progressing the matter. • Customers reporting ASB will often contact Orwell for updates, although MH noted that the overall volume of ASB-related calls is relatively low. • Calls are automatically linked to the CRM system and assigned to the relevant Housing Officer. A call-back task and email notification are generated to support follow-up. MH could not identify any immediate improvements to the current process. VG confirmed that two further staff interviews had been arranged. SH suggested a number of additional areas for exploration during future interviews, including:	

		• Whether customers are provided with information about expected timescales and service standards, such as responding to calls within 48 hours and emails within five working days. • Whether communications should focus not only on the current process, but also on what customers need in order to feel informed and supported. • Whether recorded messages or other communications could be used to provide customers with clear timescale expectations Members discussed a number of areas they felt should be explored further through the staff interviews and evidence-gathering process. These included: • Whether any additional training or guidance may be required to support staff in managing customer expectations. • How staff bring conversations to a close and ensure that customers have a clear understanding of the next steps. • Whether customers are provided with sufficient information about timescales, service standards and case progression. • How staff can be assured that customers feel listened to, understand what will happen next and have confidence that their concerns will be dealt with appropriately and within agreed timescales. Members felt that these areas would help the scrutiny review assess how effectively communication supports customers throughout the ASB process. **ACTION:** CT to reflect these areas of discussion within the interview questions.	**CT**
5.0	**ASB Scrutiny**	Members noted that interviews with Housing Officers will provide a greater understanding of the ASB process and the communication provided to customers throughout the lifecycle of a case. The group discussed the relevance of questions 2a and 2b within the interview framework. It was agreed that these questions should remain, as they may help prompt further discussion and provide opportunities to explore responses in greater depth. **ACTION:** CT to attend the online staff interviews, joining the meeting approximately 20 minutes in advance to support the session setup.	**CT**

		An update was also provided on the tenant focus group, which is scheduled to take place on **12 October**. The session will be held online and will be structured around eight discussion questions designed to gather feedback from customers who have experienced the ASB service. It was noted that the findings from the staff interviews and focus group will be incorporated into a report for consideration at the next ORG meeting on **19 October.**	
6.0	**Second scrutiny topic – desktop review**	Following the earlier discussion on the proposed scrutiny review of "Service standards across Orwell", members were provided with copies of the Scrutiny Scoping Template to support the next stages of the scrutiny process. It was agreed that the next stage of the process would be a desktop review to help define the scope of the scrutiny and identify key lines of enquiry. The following timeline was agreed: • October – Develop and agree the scrutiny questions • November – Undertake the desktop review and review the available information Members noted that the desktop review findings would help shape the scope, methodology and evidence-gathering activities for the scrutiny.	
7.0	**Teams meetings connectivity**	CT reminded members to switch on their Chromebooks on a weekly basis to ensure they remain operational and receive any necessary updates. CT advised that she has remote access capabilities and can provide support if members experience any technical issues.	
8.0	**My Orwell Voice - Rebrand**	CT provided an update on work to refresh My Orwell Voice**,** which is being undertaken in partnership with Granicus. As part of the refresh, the platform includes a consultation hub to make it easier for customers to engage with Orwell and participate in consultations. CT explained that the platform includes topic tags that can be used as filters, enabling customers to easily find consultations and information relevant to their interests. Members were also advised that links to the TPAS website are available through the platform, allowing all tenants to access information and opportunities provided by TPAS.	

		Looking ahead, CT advised that a membership campaign is planned for January to encourage greater customer involvement and recruit new members. She will also invite staff to suggest ideas and topics for consultation during 2026.	
9.0	**Any other business**	No items were raised.	
10.0	**Date of next ORG meeting**	19th October 2026 (18:00 at Crane Hill Lodge)	