



Community Voice Meeting
via Microsoft Teams - Minutes

Date: Monday 10th May 2021

Time: 1:30pm to 4pm

Chair: Wendy Wolfe

Present: Jill Milner (Treasurer)

Keith Lumbers

Colin Cranidge

Tim Mills

Ian Bulleyment

Avril Bairstow

Ryan North

Alan Gouldthorpe

Tony Sanderson

Greg Carter

Joyce Wright

Peter Dennington

Sue Nicholson

Fiona Ruddick (Observer)

Clint Lear (Observer)

Dawn Hill (Observer)

Steve Hepworth (Ongo)

Kevin Hornsby (Ongo)

Neil Keay (Ongo)

Karen Cowan (Ongo)

Wendy Wolfe (Ongo)

Rachael Haynes (CE Assistant)

1. Welcome & Apologies

Wendy welcomed everyone to the meeting and asked everyone to introduce themselves for the benefit of the new members, staff and observers.

Apologies were received from Barry Morley, Richard Leach, Jim Newcombe, Keith Riley.

2. Minutes & Actions from Previous Meeting

The minutes from the previous meeting in April were approved as a true record and Wendy provided an update from the actions:

- The Treasurer provided a copy of the bank statement and the accounts have been checked

- The training schedule was sent out to all members of CV
- PR have been notified about joining the Isle of Axholme Facebook page to monitor future comments in relation to Ongo
- The financial figures will be included in performance information in the future

3. **Board Observers**

Wendy advised that the next Group Common Board meeting is due to take place on Wednesday 19th May at 2:30pm via Microsoft Teams, if any members of the group want to observe (up to five members) then they are asked to notify Customer Engagement.

4. **Treasurers Report – Jill Milner**

Jill advised that the accounts had been reviewed by finance for the annual check, and confirmed she had received an email stating there were no discrepancies. Wendy agreed to keep the books until the AGM.

Decision Items

5. **Regulator of Social Housing (RSH) Standards – Karen Cowan**

Karen explained that there are seven RSH Standards which we need to comply with, of which three are economic standards (governance & viability, value for money and the rent standard) and four are consumer standards (tenancy, homes, tenant involvement & empowerment and neighbourhood & communities standards). This meeting will focus on the consumer standards.

Copies of Ongo's self-assessments against each of the four regulatory consumer standards had been included in the meeting pack so that members could read these prior to the meeting. Karen explained that each year the self-assessments are completed and taken to Board to check that they are happy that we comply with the standards. For the first time, Board have asked that the self-assessments of the consumer standards be brought to CV first for challenge and agreement. She explained that in previous years the Tenant Involvement & Empowerment Standard had always had CV input but that the other three consumer standards hadn't.

Karen explained that the Homes Standard self-assessment had already been to the Property Services Panel for consultation, with some changes already made to accommodate tenant feedback from that meeting.

She went on to provide a detailed overview of each of the four self-assessments, answering questions and noting observations from CV after each one.

Decision - Members agreed with all four of the self-assessments against the consumer standards.

Karen asked that in the future would CV require a separate workshop to influence the contents of the four self-assessments or would they prefer for the self-assessments to just come direct to CV for approval. The membership agreed that they would prefer a separate workshop to influence the contents, with formal approval being sought at the actual CV meeting.

Action – CV workshop to be set up for April 2022 to influence the consumer standard self-assessment

6. Community Voice Constitution – Wendy Wolfe

Wendy explained the workshop took place on the 19th April and feedback from this has been incorporated into the revised document. She then went on to explain the main changes and asked for approval of the document, which the group agreed.

A member asked about the phrasing of item 9.1 [meetings]“...will be arranged taking into account the most suitable method at the appropriate time, e.g. face to face or virtual” and asked could this be rephrased to state a combination of both digital and face-to-face. Karen agreed with this and stated Ongo are looking at using a combination of both and a combined approach where the meetings are held face to face with some joining digitally.

Decision - Members approved the CV Constitution.

Discussion Items

7. Executive update (verbal) – Kevin Hornsby

Kevin provided an update and explained that Ongo are now live with the new e-sign up platform and digital lettings process. Early statistics are showing that 93% of customers are accessing this via a self-serve approach. This means that colleagues have more time to spend with those that need more support, and can continue to focus on letting homes.

Consultation on the new lettings policy has now been concluded, with the draft policy being presented to Community Voice in July. It includes additional priority for Ongo tenants with no ASB complaints, and those who always pay their rent on time and look after their property.

The new Customer Resolutions team has been in place since January this year and they have already made a difference and are taking ownership of all complaints. A huge improvement has been realised in response times from 27 days in January down to 12 days in March, and are delivering at half the 10-day response target whilst resolving complaints efficiently.

A member advised they have dealt with a complaints resolution officer and wished to give his compliments to the team.

The Safer Streets project in partnership with the Office of the Police and Crime Commissioner (OPCC) is now complete with £650,000 of external funding from the Home Office invested into the Westcliff Estate. This has been a fantastic one-team and partnership project.

The Communities teams have attracted external funding of £1.2 million over the last year, including safer streets meaning more money to invest in services for tenants. A new project is being looked at called Endeavour, which has a focus on mental health and enabling, younger persons, older persons and those with disabilities to access the employment market.

Ongo road map

From 17th May, routine repairs will revert to normal service.

Retirement living scheme lounges will open from the 21st June and Ongo will be communicating this to the affected tenants this week. The initial plan was to open them in May but this was changed due to the rule of six still being in place, as well as social distancing. If they were to be opened during this time then the lounges would need additional cleaning, and monitoring would have needed to be put in place as to who was using the lounge and when, which could be problematic. The priority is to keep everyone safe.

Information Items

8. Customer Engagement Update (Verbal) – Wendy Wolfe

CV Constitution and Volunteers Code of Conduct – A workshop took place on the 19th April where members had a good debate on both documents. The Constitution had already been discussed earlier in the meeting but the Code of Conduct will be included on the agenda for the June CV meeting for final approval.

E&D Unconscious Bias Training – A member who attended the training session gave a brief explanation as to what the training covered. All the members who attended advised they really enjoyed the training, stating it was thought provoking and they have been using the training in their everyday life since. It was agreed by the meeting that a repeat of this training should be arranged for those that had not managed to attend the training the first time around.

Action – Unconscious Bias training to be arranged to accommodate those who hadn't attended it in the past.

Property Services Panel – Neil discussed the self-assessment and information to be included with the next PSP at their meeting, and changes made to the final document from the recommendations they made.

Carbon Reduction workshop – Pete had discussed the draft plan and the way forward with the group. A member advised they found it an interesting meeting and enjoyed discussing how we would move the agenda forward. Another member said the meeting was good and will be even better when we can start taking bigger steps towards carbon reduction. Peter expressed an interest in being a part of the group in the future.

Action – Peter to be added onto the membership of the Carbon Reduction working group.

Resident Building Safety group – The group discussed reporting on fire safety performance that would be relevant for customers and in line with the Social Housing White paper. There are the six key areas to be shared with the group for comments and approval. Information will be sent out to wider tenants asking for their feedback.

Digital Experience group – This new group had their first meeting with a presentation given on the digital transformation journey including the next steps to be worked on. A member commented that they found the meeting interesting.

CV Training Schedule

Wendy advised that only 10 people attended the Unconscious Bias training and not all stayed for the full session. Karen raised the issue that the attendance was lower than expected and that the course was a set cost whatever the turnout. After discussing this, it was agreed that another session would be put on for CV members who were not able to attend, with free spaces being allocated to other volunteers.

Wendy reminded members that Jenny from Tpas is conducting the next training session for CV on the Social Housing White Paper. This is being held on the 27th May, 1:30-3pm. Please can members let Customer Engagement know if they want to register their attendance, then a link can be sent out to join the session.

The Housing Quality Network (HQN) conference on Respecting the Resident Voice is taking place across the mornings of the 13th, 14th & 15th July. Wendy asked CV members if they are interested to notify Customer Engagement.

Customer Engagement Strategy

The existing strategy will be replaced with a Customer Engagement Framework, so we have a document that is current, up to date and in line with the Social Housing White paper. Organisations are now replacing a lot of older strategy documents with frameworks or policy documents. These documents are important as they allow Ongo to show its commitment to customer engagement. Work will take place over the next few months with CV members, wider tenants and colleagues to create a draft document that will then be presented for formal approval.

Social Media Promotion

The next promotion of customer engagement is due out w/c 17th May and will be about volunteers making a difference; this will also include a video from one of our volunteers. Members were asked to help share these posts with other tenants to help with the promotion and to encourage new volunteers to come on board.

CE Group vacancies – The following are current vacancies for places on different customer engagement structures of involvement:

Complaints Panel – 4 vacancies

Resident Scrutiny – 2 vacancies

Publications Panel – 2 vacancies

Equality Diversity & Inclusion – 3 vacancies

If any CV member is interested in joining any of these then please contact the customer engagement team for further information, also share with other tenants who may be interested. In addition to the promotion via social media and Key News, once further restrictions are lifted plans are in place to go out into communities to help with future promotions.

Customer Engagement Team Plan

Each year customer engagement have a team plan that includes objectives and actions for staff to work on. It is now the end of the plan for 2020/21 and the majority of actions have been completed with only a few areas of work that could not be carried out due to

restrictions, e.g. neighbourhood pride events, Ongo carnival, meetings in local communities and one click at a time sessions. These have been included in the new team plan for 2021/22 and will be prioritised once restrictions are lifted.

Easter Competition

The final judging took place in early April, with winners having received their prizes.

One Click at a Time sessions

These sessions will start again when restrictions are lifted; the first session will be for six weeks starting at Westcliff. Focus will then move onto other areas, especially rural, to help those who don't use computers and to promote the benefits of registering with My Home.

Bulk Text Message

A bulk text message was sent to customers in April asking for interest in giving views on new suppliers and service providers to help with the procurement process. 20 people responded to the message who wanted more information and further details will be shared with those who expressed an interest.

Environmental Champions

The Environmental Champions project is due to be promoted, with a promotional leaflet currently being designed.

9. Any Other Business – Open to all Members

Karen advised Ongo has re-signed up to the Armed Forces Covenant Pledge, and that North Lincolnshire Council are compiling videos from ex armed forces people to show at their virtual event. Karen advised any volunteers that would like to make a 30-second video clip to do so and to send it to customer engagement to pass on.

Greg raised a query on behalf of another resident about the energy rating for their property and was advised to provide further details after the meeting.

Action - Greg to contact Wendy with the information.

Keith L advised there have been some negative comments made about Aaron Services who are doing electrical checks, however he recently had one and was happy with their service. He also advised he had not received his certificate. Wendy agreed to pass the details on and informed members that in future instead of waiting for a meeting that these queries should be reported direct through to Customer Services.

10. Date and Time of Next Meeting

The next meeting will be the AGM taking place on **Monday 7th June at 1.30pm** via Microsoft Teams, the link and paperwork will be sent out nearer the time.

Wendy advised members about the process for the AGM and that information would be sent out within the next week.

11. Action Plan

	Action	Who	Update
1.	CV workshop to be included on the customer engagement forward planner for April 2022 to influence the consumer standard self-assessments	Wendy Wolfe	Item included on the forward agenda planner for 2022.
2.	Unconscious Bias training to be arranged to accommodate those who hadn't attended it previously	Wendy Wolfe	Members will be notified of the date and time when this has been arranged.
3.	Peter to be added onto the membership for the Carbon Reduction working group	Wendy Wolfe	Details have been added to the membership and invites for future meetings will be shared when available.
4.	Greg to provide details of his query	Wendy Wolfe	This issue hadn't been reported through Customer Services and Greg was advised to ask the resident to contact them direct so they could log the full details onto the system