

**Community Voice Meeting Minutes**  
**Heslam Park Rugby Club**

**Date:** Monday 13<sup>th</sup> September 2021

**Time:** 1:30pm to 4pm

**Chair:** Avril Bairstow

**Present:** Avril Bairstow (Chair)  
Colin Cranidge (Vice Chair)  
Jill Milner (Treasurer)  
Keith Lumbers  
Keith Riley  
Joyce Wright  
Tim Mills  
Ian Bulleyment  
Ryan North  
Tony Sanderson  
Maria Havercroft  
Jim Newcombe  
Alan Roberts (Observer)  
Fiona Ruddick (Observer)  
Melvin Kenyan (Board Senior Independent Director)  
Steve Hepworth (Ongo)  
Ashley Harrison (Ongo)  
Pete Stones (Ongo)  
Kevin Hornsby (Ongo)  
Barrie Billinghamay (Ongo)  
Claire Coyle (Ongo)  
Wendy Wolfe (Ongo)  
Rachael Haynes (CE Assistant)

**1. Welcome, Apologies & Housekeeping**

Avril welcomed everyone to the meeting, showing her delight in the first face-to-face meeting in over a year.

Avril noted that apologies had been received from:

Alan Gouldthorpe, Peter Dennington, Greg Carter, Ron Weller, Mo Weller, Pat Stephenson, Sue Nicholson, Christine Osimbo, Amanda Eames (observer), Karen Cowan, Neil Keay, Annie Akande and Dawn Hill. Avril wished well to anyone unable to attend due to ill health.

Avril mentioned that in relation to housekeeping, there was no fire drill due, and pointed out the fire exits.

Avril then asked all people present to introduce themselves.

## **2. Minutes & Actions of Previous Meeting - Wendy**

The minutes from the previous meeting in July were approved as a true record; Tim Mills as the proposer and Keith Lumbers as seconder.

Wendy then provided an update on the actions from the previous meeting:

- The Landlord Services focus group had been arranged for the 1<sup>st</sup> November at 1pm, as a Microsoft Teams meeting. Wendy advised that more information would be sent out nearer the time.
- A quote had been obtained for the CV team-building day, and December CV meeting, at Fenestra Centre.
- Dates and times of upcoming training had been confirmed and sent out. Wendy explained she had a more in-detail update to give later in the meeting.

Wendy asked if there were any questions, none were raised. Avril asked Jill for the next agenda item.

## **3. Treasurers Report – Jill Milner**

Jill explained the group had received a copy of the treasurer's report in the meeting pack, and asked if there were any questions in relation to this, none were raised. Avril thanked Jill and moved onto the next agenda item.

## **4. Board Observers – Wendy**

Wendy advised the next Group Common Board meeting was due to take place on Thursday, 16 September at 2.30pm in the Boardroom at Ongo House, with a blended option available for those who want to join via Microsoft Teams. Up to five members from CV can attend as an observer, CV members to let Customer Engagement Team know if they wish to observe.

## **Discussion Items**

### **5. Board Senior Independent Director – Melvin Kenyon**

Melvin introduced himself and advised he will take any questions at the end. He then explained a little about him and his role. He went on to say that he is currently the longest serving Board member, and has a well-rounded experience of working in Ongo, due to being on different committee's over the years. Melvin explained that if required, as part of the SID job role, he could act as mediator e.g. if the relationship were to no longer be harmonious between the chair and the CEO, thankfully this is not the case with Ongo. SID's can also be consulted when fairness and transparency is in question.

Avril thanked Melvin and asked for any questions, none were raised. A member confirmed that Melvin's role is also to keep the Board up to date with that is happening at Ongo.

### **6. Customer Services Directorate – Claire Coyle**

Avril passed over to Claire to introduce herself and discuss her agenda item. Claire explained the new operating model for the whole Directorate, including clarifying job roles. Claire then talked through the presentation, which had been provided, in the meeting pack in advance of the meeting.

Claire explained the four new Customer Services Directorate objectives:

- Landlord Services,
- Triage System,
- Coaching Model; and
- Customer Journey.

Claire stated that the triage based operating model has already shown a positive change, even though it is in its early stages.

In relation to 'Coaching the Ongo way', training had been offered to all staff, with the option of taking further training to earn a qualification in this.

Claire asked for any questions.

A member expressed the clear benefits of this to both Ongo and its tenants. He felt that the new job titles make a difference e.g. the change in job title from 'Tenancy Enforcement Officer' to 'Community Resolution Officer' makes a positive difference. However, he felt there was also a negative change to the new title of 'coach', suggesting that all tenants need help. The volunteer then raised an issue with the term 'customer' in place of the term 'tenants'. Claire thanked them for their feedback.

## **7. Performance Information – Wendy**

Wendy explained that due to staff absence, she would give the performance update; and any questions raised will be answered by someone in attendance from the executive leadership team, or taken back to Natalie to answer after the meeting.

The performance information had been provided in advance on the meeting, as part of the meeting pack.

Wendy gave a breakdown of complaints by service area, and then a brief update from each area of the business:

- Customer Engagement had exceeded their 4% monthly target of engaging younger voices, currently at 9.7%.
- The Customer Experience Team are receiving 68% of their contacts via telephone, with digital at 32%; abandoned calls had dropped from 14% to 5%; and had prevented more complaints going to a formal Stage 1 Complaint, by resolving the issue at the first point of contact.
- Employment Support teams have enabled 70 customers to gain employment year to date.
- Rent loss has reduced to 1%. The number of garage lets has increased from 97 last year to 135 within April – July 2021.
- Overall rent debt stands at £752,407, with the end of year forecasted to be £631,000, beating their performance target. Former tenancy arrears currently stand at £442,515.
- Neighbourhood Services Team and Health and Safety Compliance Team are achieving 100% across all of their checks.
- Repairs and Maintenance are working at 97% completed target for same day repairs, 94% for next day repairs. The team are achieving a 54% rate of completing standard jobs within 15 working days; 83% of customers felt that their job was completed right first time and 80% customers stated they were satisfied with the service they received.

Wendy asked if there were any questions. A member asked if there had been any complaints recently regarding Ashbridge roofing. Pete advised he was not aware of anything specifically about Ashbridge Roofing. The member advised he was aware of a tenant who has reported having issues and the tenant does not feel like they are getting anywhere. Pete asked the member to provide the details of this person at the end of the meeting, so it could be looked into further. **ACTION:** Keith L to provide details of tenant who had reported issues with Ashbridge roofing so a staff member could look into this issue in detail.

#### **8. Executive update (verbal) – Kevin Hornsby**

Kevin introduced himself. Following on from the previous agenda item he explained that the performance report was written in Ongo's worst week, with current figures much better than those reported today. In addition, with the recent change in how feedback is requested, this could have also affected the outcome.

In terms of operational teams, colleagues are still working from home with around 30 people attending the office at Ongo House each day. Our operational performance remains strong and are continuing to collect income, and provide advice to enable tenancies to be sustained. Kevin gave a brief update on the different areas of Ongo:

- Voids numbers are down to 106 empty homes, Lettings' new way of working is helping to keep void numbers low. We are looking to put more resources in this area, as well as implementing the new lettings policy agreed by CV once My Move development is complete, which will remove the sometimes-lengthy bidding cycle process.
- Satisfaction surveys are now digital platform-double returns now. Trends have gone down, will be some work going in to this to see why.
- Myos house now open, it had been a great launch event, and is due to be fully occupied by the end of this month.
- Recently Ongo had been working with NLC, to house three families from Afghanistan as part of the governments resettlement programme.
- There had been a relaunch at The Arc, including a new menu at the Arcafe that is going down well, and have starting to promote buffets and afternoon tea sessions.
- A recent pulse survey confirmed that 89% of colleagues believe Ongo is a great place to work.

Kevin took great delight in announcing that Ongo had just taken on 111 homes in the Lincoln area, from the Metropolitan Housing Trust (MHVT); these consist of some rented and some part ownership properties. Ongo bid for ownership and had been successfully chosen as the preferred landlord due to things like our customer satisfaction figures and financial viability. The properties will transfer to our ownership on the 20<sup>th</sup> September;

Many staff members have now completed the coaching course, and several of those have become qualified in Coaching, including some staff who are here today.

Kevin advised CV that Ongo are currently discussing whether to hold the annual Dine and Dance event, this is something Ongo want to hold however it must be done safely.

Steve asked all those in favour of holding the event to raise their hands, all members raised voted in favour.

Kevin asked if there were any questions in relation to his update.

The Chair asked a question in relation to Myos house on how people can request to be housed there. Kevin advised it is a referral process that NLC handles, based on need.

## **Information**

### **9. Customer Engagement Activity Update (Verbal) – Tenant Reps**

Equality, Diversity & Inclusion Group (Tim) – Tim advised that there had been a presentation on hate crime; and informed the group that all Ongo buildings are ‘safe places’ to report hate crime, the Arc is also due to be registered as a safe place with the police. Tim asked for any questions, none were raised.

Complaints Monitoring Panel (Tim) – Tim explained that the panel will now be looking at samples of complaints and the actions taken. The Customer Resolution Team is still working very well, and achieving targets. The Auditor had recently looked at Ongo’s complaints handling and were granted ‘substantial assurance’ level, which is the highest outcome. Tim explained that Ongo are well ahead of the game in relation to complaints.

Residents Building Safety Group (RBSG) (Avril) – Avril explained that she was sad to hear that Craig had retired; Roger and Marie were in attendance of the meeting and advised there was an advert out currently for another health and safety advisor.

Regarding fire doors, 90% of current fire doors may not meet standards, work is being done on this. Letters have gone out to tenants about fire doors not being left open, and being looked after. More responsibility is going to be given to tenants on inspecting fire doors, and reporting any issues back to Ongo.

Avril asked for any questions. A member asked if tenants could paint the inside of their fire door, if they used water-based paint. **ACTION:** Pete advised that he would need to look into this with the appropriate staff member to confirm and would publicise the answer.

Tenant Inspectors (Keith L) – Keith expressed that the first face-to-face meeting went well, but had a few apologies. Ready-to-let inspections can now be completed either virtually via video recordings, or in person; both styles of inspection will be recorded via My Home. Keith explained that the Inspectors would have an extra section on the app to complete the checklist and make any comments. This is planned to go live on the 1<sup>st</sup> of October, initially trialling 5 a month.

Keith asked for any questions. A member asked how the digital recordings would be conducted. Wendy explained that Lettings Officers would be taking full recordings of inside and outside the property once empty.

MyHome Training Session (Jill) – Jill explained the training was great, Chloe went into everything in great detail, and Jill is now able to train others to use it also.

Customer Engagement Update (Wendy)

Wendy explained that the group would receive more performance information via email, which has come about due to the Social Housing White Paper. There is also performance information on the website for the wider tenant base to view.

Wendy explained that Customer Engagement had a total of 531 new engagements with tenants in the month of August, of which 61 people were 30 and under. The target of 4% younger voices engaged was exceeded as we received 11%; this is because the figures include our involved groups and meetings, survey responses, attendance and people engaged with at NP events, new tenants contacted and the amount of clicks, likes, comments and shares/retweets we got on our social media posts throughout the month.

#### CV Training Schedule

The next training session will be on 'Safeguarding Adults & Children' is due to be held on Thursday 7<sup>th</sup> October, 1pm-3pm, and to be facilitated by Jo, the lead on safeguarding at Ongo.

The final planned session of the year is on 'Health & Safety in the home', which is an in-house session, led by Marie in the Health & Safety Team. This is due to be taking place on the Wednesday 29<sup>th</sup> September, 1pm-3pm.

#### Social Media Promotion

We continue to send out messages using social media to help promote customer engagement and the groups. These include videos from tenant volunteers and we are looking for willing volunteers to help with these in the future.

We can use data from this kind of promotion, to help find out when people read the posts and what is the most popular times, this helps plan future promotion.

Following our last promotion, we received five expressions of interest for more information about getting involved.

#### Neighbourhood Pride Events

We have held three events this year, in Pryme Road, Market Hill and Teanby Drive area in Winterton. Unfortunately, due to bad weather we had to cancel the final event that was due to be held at Fieldside in Epworth. These events gave other staff the opportunity to volunteer to help with children's activities and tidying the area by litter picking and painting. The theme for the events had been environmental; we will continue to improve and develop our events more in 2022, with ideas already being shared for what activities we can plan.

#### Key News

The next edition is a printed version, and is due to be published in October. We are in the process of refreshing the look of the printed editions; this will be the first to feature the new designed new front cover, contents page and some new sample pages, which will be used for printed editions in the future. Feedback had been received from the Publications Panel, and from the wider tenant base, via a survey that received 153 responses who voted on their favourite designs.

#### Digital Tenants

The group had been involved with feedback sessions during one week in August; these included one question a day posted on their Facebook group. The questions focused around

the new MyMove platform and their initial thoughts on the concept. They were asked things like what they'd like to see us promote more on our digital channels, their thoughts on increasing the amount of people signed up to My Home, and if there was any features on other apps and websites they think work well and would like to see on My Home.

Their suggestions included:

- Being able to see where you are in the bidding queue on MyMove
- Having a section where you can upload documents
- Increasing social media promotion
- More suitable repair appointment dates
- Potentially add a feature where you can select days/times of the week, when a tenant is usually available so the system can book an appropriate appointment, and
- Adding a search bar for repairs.

Wendy explained all feedback had been incorporated into an action plan, to be used as part of future improvement work.

Tenant Inspectors - The group are now actively involved in carrying out estate and green space inspections. The TI's are due to start physical ready-to-let empty homes inspections along with virtual inspections in the next few weeks. They have recently attended a joint meeting with the Property Services Panel to discuss damp, mould and condensation in properties and share their views on what should be done in the future. Joint meeting held regarding damp, mould and condensation to get their thoughts on what we should do, how we can educate tenants and a leaflet will be created.

Digital Experience Group - This is a new group which was formed a few months ago and involves reps from CV who expressed an interest in joining. They approved the ToR for the group at their last meeting and have recently been asked to complete a survey to find out more about their individual use of digital methods of communication.

Environmental Champions - The Environmental Champions project is advertising for new volunteers, roughly 8 signed up currently.

Membership on groups - We are aware that we have some vacancies on the groups, which we are promoting via social media; now restrictions are lifting we will be making plans to hold some drop-in sessions at various locations, so we can meet face to face and promote the opportunities available.

New Tenants - We contact new tenants within the 6 weeks after they have moved into their property, using their preferred method of contact, e.g. letter, email. There were forty-nine new tenants contacted in August consisting of eleven who were aged 30 and under; and from this, we had three responses for further information.

Also during the month of August, we have received ten expressions of interest to get involved; from this, we have four new volunteers who will be joining different groups. The remaining six people for various reasons have asked to be re-contacted during September,

but are interested. In addition to this, two more contacts have come through since the beginning of September, and we will update you further at the next CV meeting.

CV Team Building Day – This will be held on Friday 17<sup>th</sup> September at the Fenestra Centre, from 10.00am to 3.00pm, with refreshments on arrival at 9.30am. We want to encourage members to attend and have an informal get together.

Responding to invites for meetings or training - Gentle reminder to please give responses to emails about attendance, we can re-arrange both meetings and training if there has been high apologies received.

Wendy asked if there was any questions on the information provided. A member volunteered to make a video for social media promotion. **ACTION:** Ollie to make contact with Ryan and help to create a video.

#### 10. **Any Other Business – Open to all Members**

A member raised an issue with a tenant leaving gates open, and the public using the communal area as a thorough fare to the shops, and another neighbour slams the gate open. Kevin asked for more information to be provided at the end of the meeting, for this to be looked into.

Jill asked for anyone that still needs a taxi ordering for Friday, to speak to her at the end of the meeting. Jill also explained that if a taxi that she has ordered for them doesn't turn up, to please call the taxi company to chase, as Jill will likely be driving herself.

Colin raised a concern with the out of hour's service, an individual issue where something had gone wrong. Kevin had received the finer details in the break and agreed to look into this further. The group discussed call-waiting times for the out of hour's service and Steve asked if we should include out of hours call waiting times in the performance information. **ACTION:** Call-waiting times for the out of hour's service to be added to future performance information. **ACTION:** Kevin to look into this individual instance with the out of hour's service.

Barrie to attend a future meeting and give an update on carbon reduction and future works.

#### 11. **Date and Time of Next Meeting**

The next meeting was due to be taking place on Monday 11<sup>th</sup> October; Avril asked if members would be happy to move it to **Tuesday 12<sup>th</sup> October at 1.30pm** as a blended meeting. The group agreed. The link and meeting pack will be sent out nearer the time.

#### 12. **Action Plan**

	<b>Action</b>	<b>Who</b>	<b>Update</b>
1.	Keith L to provide details of tenant who had reported roofing issues so staff can look into this	Keith L	

2.	Can tenants paint the inside of their fire door if they use water-based paint?	Pete	
3.	Make contact with Ryan to progress video for social media	Ollie	
4.	Call-waiting times for the out of hour's service to be added to future CV performance information	Wendy	
5.	Investigate individual issue raised with out of hours service	Kevin	