

**ORWELL RESIDENTS GROUP MEETING
MINUTES**

**Monday 24th February 6pm - 8pm
Crane Hill Lodge**

			Action by
1.0	Attendees	Mary Ager (MA) John Burman (JB) Val George (VG) (TEAMS) Jackie Millar (JM) Mike Warr (MW) (TEAMS) Michelle Lunt (ML) Sarah Parramint (SP) Claire Townley (CT) Jamie Hopkins (JH)	
	Apologies	Maggi Miller (MM) Alice Moore (AM)	
2.0	Minutes from last meeting	ML summarised the last meeting and confirmed the scrutines for 2025 as PayPoint, Net Zero trial and damp and mould. Mary and Jackie volunteered to be Neighbourhood Champions. Mike and Val confirmed they didn't have capacity to take part. The minutes of the meeting held on 27 th January 2025 were agreed.	
3.0	Paypoint scrutiny	ML introduced Jamie Hopkins, Assistant Director of Information and Technology. JH explained that Orwell are currently reviewing the way payments are taken from customers. The current payment options are: <ul style="list-style-type: none"> • Direct Debit • Standing Order • Website/app • Customer Services Advisors <p>All of these payment options feed into 2 platforms, each requiring a bank charge which isn't efficient. In addition, the range of payment options is limited for customers.</p> <p>The replacement offer being suggested is PayPoint. This will provide a single solution, giving better transaction rates and increasing the payment options available to customers as follows:</p>	

		<ul style="list-style-type: none"> • Direct Debit – customers can choose dates to suit them with a digital application rather than paper application. • Standing Order • Website/App • PayPoint app – Orwell will be listed as a named brand. • Phone – automated rather than via a Customer Services Advisor • Direct banking – bank to bank transfer • Shop that has PayPoint logo which is local to customers <p>Website/app is the most expensive payment option for Orwell.</p> <p>The one drawback with PayPoint is that customers won't be able to make a payment via telephone through the Customer Services Team. Payments must be PCI compliant, meaning that no humans are involved in transactions to reduce the possibility of fraud.</p> <p>Orwell has between 600-800 people who phone to make payments so we need to talk to those customers about how best to help them make the change. We are proposing to send out a survey via email, text or hard copy which includes the following questions:</p> <ul style="list-style-type: none"> • Which of the following payment options will you choose when Orwell changes provider? • Do you have any concerns or see any barriers to you being able to access any of these options? <p>Members discussed whether the first question should be a single answer, multiple answer or ranked in order of preference. It was agreed to split the question into 2 as follows:</p> <ul style="list-style-type: none"> • When Orwell changes provider, which of the following payment options will be your preferred choice? (<i>Tick one only</i>) • In addition to your preferred choice, what other payment options might you use? (<i>Tick all that apply</i>) <p>JM suggested a helpline number would be helpful when it goes live.</p> <p>A discussion took place about the difficulties members had had logging on to the Orwell App and My Orwell Voice. JH confirmed that the App will be refreshed in April. A Teams Meeting will be scheduled to resolve logon issues for all Orwell Apps.</p>	<p>SP to amend survey</p> <p>ML/CT/JH</p>
<p>4.0</p>	<p>Privacy Statement infographic</p>	<p>JH explained that when customers join Orwell, they are given a copy of our Privacy Notice which explains what information we collect, how we use it and who we share it with. It's a very long document and needs to be made clearer with the key points highlighted.</p> <p>JH explained that a number of amendments have already been suggested for the draft document. Once the document has been updated, JH will email it to ORG members for comment. ML will provide hard copies at CHAT. Once comments have been received. it will be posted on MOV for comment.</p>	<p>JH</p>

5.0	MOV – First Consultation – Engagement	<p>CT explained that we will be running a consultation from Wednesday 26th February for 2 weeks called “How do you want to share your voice?” The survey is based on one from Havebury so may need tweaking to suit Orwell better.</p> <p>ORG members were asked to review the draft survey and note any comments/thoughts about the draft questions.</p>	CT to update
6.0	ORG Campaign for March	<p>ML and AM attended Board and the Board thanked ORG for their work on the scrutinies over the past year. The Board asked what they could do to support the ORG and ML suggested that they might like to attend ORG meetings.</p> <p>ML explained that within the Transparency, influence and accountability standard which ORG has reviewed previously, there is a requirement for ORG members to take on more responsibility. For example, members will be required to take on more of the scrutiny work. A lot of information is sent out to members and we need to know that ORG members are able to make informed choices and provide challenge to officers.</p> <p>ML said that we need to recruit new members to the ORG who have a passion for their community. The group discussed the following ideas:</p> <ul style="list-style-type: none"> • Increase incentives – the voucher level is good and compares well with other providers but for most current ORG members, incentives weren’t the reason for joining. • Community spirit – members identified that giving something back to the community is a key driver for them. • Roadshows – these could be used as a way of recruiting members but that involves turning up on one day rather than being a commitment to attend meetings on an ongoing basis. • What’s the skillset of members? • Meetings could more localised. • Time/location of meetings could be a problem for families or older people – include questions in the engagement survey. • It needs a hook - Would you like to have a say in the way your landlord manages your home? • During March we could run a campaign on MOV/TWAO to include profiles of ORG members. This could include why they enjoy being part of ORG, what they’ve got out of it and what they have influenced/changed. • Mary offered to collect new members on the way from home to CHL. 	CT to update survey and send out a template for members to complete
7.0	KPIs	Not been updated currently.	
8.0	Any other business	None.	

9.0	Date and time of next meeting	24 th March – 18:00 to 20:00 8 th March – CHAT meeting	
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