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# “Joining Together in Excellence”

# The Challenge Group

# 24th October 2013

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| **1. Welcome and Apologies** | ACTION |
| Present Jenny St Leger (JSL)(Vice Chair), Margaret Pickup (MP), Paul Brooks (PB), Louise Booth (LB) (Chair), Mike Thraves (MT), Austin Ambrose (AA), Sophie Lewis (SL) (Resident Involvement Officer),Ian Salt (IS) (Assistant Director of Property Services), Gemma Magee (GM) (Fresh Start Officer) Harry Moss (HM) (Resident Involvement Apprentice), Kate McArdell (KM) (Customer Experience Team Leader)ApologiesNeil Bancroft (NB) LB welcomed everyone to the meeting. |  |
| 2. Minutes & Actions from previous meeting |  |
| The group agreed that they were happy with the minutes. |  |
| **3. Incentive Scheme Update - Neil Bancroft/Sophie Lewis** |  |
| SL apologised for the lack of information around current progress, but advised that she and Neil had been unable to meet for a catch-up, due to other commitments. | Action: SL to invite NB to next meetings (*Done 25.10.13*) |
| **4. Election of Chair & Vice-Chair** |  |
| LB confirmed that she wished to stand for Chair for another year. No one else wished to stand for Chair.The group voted unanimously for LB to be the Chair of Challenge for the next 12 months.JSL confirmed that she wished to stand for Vice-Chair for another year. No one else wished to stand for Vice- Chair.The group voted unanimously for JSL to be the Vice-Chair of Challenge for the next 12 months.  |   |
| **5. Terms of Reference** |  |
| SL talked through the proposed amendments to the Terms of reference.Aside from an additional amendment on 4.a. from six weekly to monthly, Challenge are happy with the proposed amendments. | Action: SL to pass the ToR to Pauline Gosling (*Done 25.10.13*) |
| **6. Service Standard Review** |  |
| KM attended on behalf of Michelle Moseley. MM wished to pass on her thanks to Challenge for all their hard work on the service standard review. MM congratulated them on getting the list down to 16 standards. The focus report has been submitted to EMT, and MM is currently working on some examples of what each team can present to challenge for each standard.MM is waiting to hear the outcome from the Board meeting in November. |  |
| **7. EMT Performance & Scrutiny Info** |  |
| IS talked through the August performance information. |  |
| **8. Void report** |  |
| IS ran through the latest performance figures around voids. |  |
| **9. Grounds Maintenance Action Plan** |  |
| IS updated the group on the Grounds Maintenance action plan. He advised that some of the recommendations will be dependent on agreeing who will take on some of the roles (i.e. social enterprises, Trustfix, etc.) |  |
| **10. Fresh Start Programme** |  |
| Gemma Magee discussed her role with the group.Q. Is GM a Trust member of staff? What will happen when funding ends?A. GM is a member of Trust staff, and hopes funding won’t end. However, the Trust may consider covering the costs if the funding ends.Q. Has the Fresh Start programme utilised studio flats?A. Not really, most of them have been let because of the bedroom tax, so everyone wants one now.Q. Are most other housing associations involved in this too?A. The only other one GM is aware of is Wulvern housing in Crewe.Q. Is there any reason there’s not the specified 10 clients on the programme?A. The contract is for 8, and the funding will only support that amount.Q. Are there any problems with neighbours?A. No, they don’t normally know who lives next door. GM doesn’t wear any badges that might indicate where she is from. They also wouldn’t place anyone anywhere where they might have issues, such as a block of flats where there are other tenants who may be involved in similar activities that might influence them |  |
| **11. Feedback Session**  |  |
| SL fed-back from the York conference and the TPAS Manchester conference.AA fed-back from the York conference. | Action: SL to place presentations onto YammerAction: SL to suggest E&D as next years resident conference theme |
| **12. Any Other Business** |  |
| Challenge suggested, and agreed, to open up the Impact Assessment sessions to 2 x Tenant inspectors and 2 x Community Voice members. | Action: SL to send out invites, and pull names out of a hat |
| **The next meeting will be held on Thursday 21st November at 11am** |  |