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# “Joining Together in Excellence”

# The Challenge Group

# 20th February 2014

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| **1. Welcome and Apologies** | ACTION |
| Present Jenny St Leger (Acting Chair), Margaret Pickup (MP) ,Louise Booth (LB) Paul Brooks (PB), Austin Ambrose (AA), Sophie Lewis (SL) (Resident Involvement Officer), Bo Ellershaw (Management accountant), Lorraine Hare (LH) (Estate Services Team Leader), Alicia Whittaker (AW) (Customer Champion), David Jones (Observer)  JSL welcomed everyone to the meeting. |  |
| 2. Minutes & Actions from previous meeting |  |
| LB queried if the Resident Involvement survey had been rolled out by the customer experience team yet. SL confirmed it is on-going, but hopefully the results of the survey should be ready in time for the next Challenge meeting.  The group agreed that they were happy with the minutes. | **Action: SL to present findings of RI survey at the next meeting** |
| **3. Feedback session** |  |
| DJ feedback about the Golden gates scrutiny event he recently attended in Warrington. DJ felt it was a fantastic day, and was impressed by the passion and commitment shown by fellow scrutineers.  JSL feedback about one of the workshop sessions at the Golden Gates scrutiny event, which discussed where scrutiny will be in 5 years. Most of the scrutineers felt that scrutiny groups would be much smaller with a lot of expertise between them. JSL mentioned that some of them set their own agendas. |  |
| **4. EMT Performance & Scrutiny information** |  |
| Bo Ellershaw ran through the performance information.  Q. Is the average days sickness due to long term sicknesses or norovirus/seasonal illness?  A. Mostly seasonal, as most of those on long-term sickness are back in work now |  |
| **5. Grounds Maintenance action plan** |  |
| Lorraine Hare ran through the Grounds Maintenance action plan, and explained that the leaflet doesn’t contain the pricing schedule as this is easier to face-to-face.  Louise Booth asked for the GM Action Plan to be sent out to everyone.  Q. At what point will people be told prices?  A. Dave or Lorraine will go out and give them a quote after looking at the size of the job.  Q. How would it work if people wanted hedges cut over winter?  A. This would be charged at an hourly rate, although all hedges on communal spaces are not affected by any changes in the low-cost gardening service and will still be cut by our grounds maintenance team, as they always have been.  Q. If someone has a leylandii hedge, would you come out and do a quote?  A. Yes | Action: Harry to send out (*Sent on 24.02.14*) |
| **6. Quarterly EMT Complaints Reports** |  |
| Alicia Whittaker ran through the Complaints Report of the past quarter.  Challenge requested that pages should be numbered.  Q. Is the most up to date benchmarking information not available?  A. Yes – the Report has been amended to include this.  Q. Is the rise in informals (the red) because informal complaints are recognised more now?  A. Yes  Q. Are complaints still put in Plainspeaking?  A. Yes, although the last one was missed due to the crossover from Kate McArdell and Alicia | Action: Alicia to include numbers in future reports  Action: Alicia to send out new report with the minutes |
| **7.. Any Other Business** |  |
| Sophie Lewis talked through the RI budget as requested by Challenge at the last meeting.  Q. What happens if the left over money in the budget doesn’t get spent?  A. It disappears and goes into the overall budget for the trust. |  |
| **The next meeting will be held on Thursday 20th March 2014 at 11am** |  |