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# “Joining Together in Excellence”

# The Challenge Group

# 20th March 2014

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| **1. Welcome and Apologies** | ACTION |
| Present Jenny St Leger(Acting Chair) (JSL) , Austin Ambrose (AA) , Paul Brooks (PB) , Dave Jones (DJ) , Margaret Pickup (MP) , Louise Booth (Chair), Harry Moss (Resident Involvement Apprentice) (HM), Sophie Lewis (Resident Involvement Officer) (SL), Chris Mairs (Neighbourhood team leader) (CM), Kieran Holdcroft (Customer Support Manager) (KH), Paul Bollington (Neighbourhood Manager) (PB)  JSL welcomed everyone to the meeting. |  |
| 2. Minutes & Actions from previous meeting |  |
| No queries from the last minutes. |  |
| **3. Quarterly Update Feedback session** |  |
| SL ran through the feedback sheet of the Quarterly Update and asked the group who they would like to speak at the next Quarterly update.  JSL suggested that somebody could come and talk about the Low Cost Decorating service and any youth group activities. | Action: SL To organise speakers for next Quarterly Update (*Done*) |
| **4. Challenge Recruitment Update** |  |
| SL ran through the Recruitment Update.  AA suggested approaching the Chamber of Commerce.  Sophie Lewis noted it down as a possible option.  SL advised that there has been an advert placed in Inside Poynton Magazine, after PB suggested using it as a way of promoting scrutiny vacancies.  Austin Ambrose suggested contacting alderlyedge.com and approaching them about the vacancies. | Action: SL to chase Board about incentive approval (*Done; this has been approved)*  Action: SL to contact Chamber of Commerce *(Done; no response received)*  Action: SL to contact alderleyedge.com *(Done; they responded to advise that the discussion forums are not to be used for commercial promotions, advertising or classifieds)* |
| **5. Rent – Free Week discussion** |  |
| Paul Bollington ran through why rent-free weeks are in place. He asked their opinion on whether or not the Trust should stop having rent-free weeks, to assist those that will receive universal credit directly into their bank every month.  Jenny St Leger suggested asking the customers opinion on this.    Q. How will you consult with customers?  A. We will leave that to EMT to decide the best way |  |
| **6. EMT Performance Dashboard** |  |
| Kieran Holdcroft ran through the Teams Performance.  Q. Are you having more difficulty with Landlord Gas Safety Records?  A. It is improving but we are bringing it in-house so it should be easier to monitor |  |
| **7. Neighbourhood Performance update** |  |
| Chris Mairs ran through the performance on Neighbourhood.  Before Starting, Chris Mairs raised that his roles has changed. He is no longer responsible for Tenancy Support.  Q. How long do Neighbourhoods officers spend at a routine visit?  A. About 20 Minutes  Q. How come the Tenancy terminations have risen over the past 12 months?  A. We don’t know for sure, it’s just risen over the past few months.  Q. Is the downsizing due to bedroom tax?  A. We believe so.  Q. If someone goes to prison do they maintain their Tenancy?  A. It depends on the sentence the have been given and the nature of their crime, because we sometimes have to relocate them.  Q. How are the 12 Neighbourhood Officers time split?  A. 70/30 on site for the Neighbourhood Officers, and the Safer Communities team will spend more time than this in the office  Q. Do you get involved in neighbourhood events?  A. Yes, especially Pete’s team’s events – we’ll try to make sure there’s someone there to answer questions |  |
| **8. Tenancy Support Team update** |  |
| Chris Mairs spoke of behalf of Michelle Shields about the Safer communities’ team performance.  Due to time constrictions, Chris just read the statements of the update. |  |
| **9. Grounds Maintenance Action Plan** |  |
| Sophie Lewis ran through the action plan on behalf of Lorraine. The group queried the following:   * Where will the Landscape schedules be published? * Why is the information about who does the post-inspections not on the leaflet? Was this a matter of limited space? * Are we promoting anywhere the option of texting ahead of visits to let customers know operatives are on their way? * Has Lorraine Hare heard back from Board about their opinion of the report she recently submitted? | Action: SL and HM to chase 3 outstanding points   * *Customers are told at sign up about post-inspections, and contact details of Dave and Lorraine are passed across* * *Harry is collating all customer phone numbers, and LH will instruct her team to txt the customers to say they are on their way* * *The first report was about bringing the LCGS in-house. This has been approved and the service is now delivered by Trustfix* |
| **10. Any Other Business** |  |
| LB asked where Challenge is going in terms of being more independent. LB feels that Challenge should have a say about what goes in the agenda. SL offered to send them the agenda two weeks before it’s sent out, so that they can add items to it if they wish.  Challenge feel they would like to have a quarterly update about government changes. SL offered to ask Pauline Gosling, the governance officer, if she would be willing to come in twice a year to talk through any governance or legislation changes.  SL suggested areas for the next Scrutiny Review, based on feedback from the Internal Auditors around areas of risk within the business.  SL discussed the Board directive that Challenge members were able to sit in Community Voice meetings as observers. The group discussed some of the issues that had occurred recently, and SL advised she would try to get some more clarity on the directive. Challenge were concerned that they should be able to input into these meetings. | Action: SL to send out agendas 2 weeks before sending challenge papers out *(Done)*  Action: SL to ask PG if she could attend on a bi-annual basis *(Done; PG to feedback about conferences/external meetings she has attended)*  Action: Challenge to consider which area they are most interested in inspecting ahead of Aprils meeting  Action: SL to discuss Community Voice meeting issues with Michelle Moseley and get clarification on the options available *(Done; MM to discuss consultation options with Challenge)* |
| **The next meeting will be held on Thursday 24th April 2014 at 11am** |  |