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# “Joining Together in Excellence”

# The Challenge Group

# 20th June 2013

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| **1. Welcome and Apologies** | ACTION |
| Present Jenny St Leger (JSL)(Acting Chair), Margaret Pickup (MP), Austin Ambrose (AA), Paul Brooks (PB), Linda Roche (LR) Sophie Lewis (SL) (Resident Involvement Officer), Chris Twomey (CT) (Assistant Director of Housing Services), Dawn Coates (DC) (Independent Team Living Advisor), Pete Pealing (PP) (Community Partnerships Manager), Pauline Gosling (PG)  Apologies  Louise Booth (LB)(Chair), Mike Thraves (MT)  JSL welcomed everyone to the meeting. |  |
| 2. Minutes & Actions from previous meeting |  |
| Everyone was happy with the minutes. | **Action: SL to email PDFs of documents to AA in future, rather than hard copies** |
| **3. Independent Living Service Review** |  |
| DC talked through the Independent Living report. MP asked if there were mop-up sessions if a team member was sick and unable to attend the training sessions. DC advised that it was only a small team, with a very low frequency of sick leave, but if anyone were to miss it they would be picked up in the next course of training.  AA asked about the survey process. DC explained that it’s part of the installation process, and staff go through the survey with customers where appropriate. The customer will also receive a phone-call from staff asking them if they’re happy with the service, and will remind them if they haven’t yet completed their survey. |  |
| **4. Action Plan Update** |  |
| SL talked through the action plan and explained that as all the recommendations have been completed, the action plan will no longer be a recurring item on the agenda. | **Action: AA suggested that PPHT advertise the apprentice vacancy through Macclesfield and Stockport colleges** *(It will be advertised at Macclesfield college and on the national apprenticeship website as Macc college deliver the training and advertise it)* |
| **5. Challenge promotion/marketing** |  |
| SL demonstrated the folder template that Sophie Rogers produced and asked the group for feedback. The group were keen on having something in reception to promote who they were, and AA suggested having an additional section at the back that stated what Challenge were currently working on, and what they had achieved in the past. | **Action: Challenge to provide me with their personal profile information by Friday 5th July** |
| **6. EMT Performance and Scrutiny Info** |  |
| CT talked through performance information.  CT advised that when the void numbers rose, PPHT considered using external contractors, but employed temporary staff instead.  CT talked through the Service Standard Annual Report, and advised that this was probably the last time this report would come to Challenge, due t the fact the current standards are being reviewed by Challenge.  PP talked through his presentation, and explained that, for the low-cost decorating service (LCDS), surveys are sent out and customers receive random courtesy calls. If the customer is not happy, PP will come out to establish the issue, and if the decorator is at fault, they will come out and put the work right.  PP clarified that he speaks to all low-cost decorating service(LCDS) customers about what they should do if they aren’t happy with work, and encourages people to check the property first before confirming if they’re happy with it or not.  PP added that he would always encourage customers to get 2 or more quotes before agreeing for work to be done through PPHT. | Action: SL to ask Gemma McGee (Fresh Start) and Sophie (Troubled Families) to come along to Septembers Challenge meeting (*Done 01.07.13*)  Action: SL to ask Ian Salt for breakdown of voids (Why and how many) for next meeting (*Done 01.07.13*)  Action: PP to do a LCDS talk at Harry Lawson Court as per Linda Roche’s request |
| **7. Incentives scheme update** |  |
| SL explained that a proposal has been put together in accordance with Challenge’s suggestions. However, Michelle Moseley has also thought of a few additions to the proposal, but may need some time when she returns from her holiday, to investigate how they can be incorporated into the housing management system at the Trust. | Action: SL to work with MM to work on system options |
| **8. Expenses Policy** |  |
| PG talked through the re-formatted Expenses Policy, and explained that some sections of the original document were not relevant to the policy, so have been removed, to ensure the policy is aligned with the other Trust expenses policies. PG and SL confirmed that none of the recommendations from the group have been removed.  The group agreed for all disputes to go through the Member and Staffing committee of the Board. | Action: PG to send out re-formatted Expenses Policy for approval |
| **9. Any Other Business** |  |
| The group approved the annual Impact Assessment report and agreed that it can now be submitted to Board.  The group had no questions about the quarterly (year-end) EMT complaints report.  CT talked the group through the changes to reception, and offered to give them a tour of the reception area next time they’re in Ropewalks. | Action: SL to pass IA report to Pauline Gosling (*Done 01.07.13*)  Action: SL to organise tour of reception area for next Challenge meeting |
| **Next Meeting to be held on Thursday 25th July 2013 at 11am** |  |