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# “Joining Together in Excellence”

# The Challenge Group

# 29th August 2013

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| **1. Welcome and Apologies** | ACTION |
| Present Jenny St Leger (JSL)(Acting Chair), Margaret Pickup (MP), Paul Brooks (PB), Louise Booth (LB) (Chair), Sophie Lewis (SL) (Resident Involvement Officer),Chris Twomey (CT) (Assistant Director of Housing Services), Laura Astwood (Development Partnerships Manager) (LA)  Apologies  Linda Roche (LR), Mike Thraves (MT), Austin Ambrose (AA)  JSL welcomed everyone to the meeting. |  |
| 2. Minutes & Actions from previous meeting |  |
| MP pointed out that it was her, not Michelle Moseley, who suggested using the plasma screens in reception for advertising the Diary of Events, and promoting Challenge.  SL advised that Simon Penaluna has agreed to look into this option, but it will most likely be implemented next year, due to the £400 cost of setting up an additional system that will link our server to the ground floor TV.  SL pointed out that she forgot to minute at the last meeting that they had received a copy of the Quarterly Service Standard Report, and apologised for this. |  |
| **3. Incentive Scheme Update** |  |
| SL advised that this is still a work-in-progress, and MM is currently liaising with our IT team to review viable in-house options.  Challenge agreed with SL’s suggestion that, rather than accruing points as with other involvement options, Challenge and Tenant Inspectors will receive a nominal sum in the form of a voucher upon completion of each inspection. |  |
| **4. Local Offer and Service Standard Review** |  |
| SL advised that Michelle Moseley is going to invite Challenge in, along with the involved tenants who also worked on the review, to decide which 20 - 25 standards tenants will most want to see reported in Plain Speaking on a regular basis. SL reassured the group that those standards not included in the final list will still be in place, but will exist within current policies and procedures rather than the defined list of standards tenants will hear about on a regular basis.  SL reminded Challenge that, as per the recommendations from Beever and Struthers, Challenge are able to review this and amend the final list in the future, if they are not happy with them. | Action: SL to send out invites to Challenge and working group for Monday 9th September from 12 - 1pm (*Done 02.09.13*)  Action: SL to check that service standards Challenge had added to list from other housing providers are on the spread-sheet (*Please see attached sheet that was discussed with Challenge earlier this year - there are currently 2 of these proposed standards that we do not already do, and Property Services have committed to incorporating these into their workload*)  Action: SL to send out examples of VFM service standards used by other housing providers (*E-mailed out on 02.09.13 - hard copy to be provided for MP at session*) |
| **5. EMT Performance & Scrutiny** |  |
| MP asked if something could be put on the system so that staff are reminded if they’ve not called someone back. CT explained that our computer system produces weekly reports which advise managers if any of their team have not returned a call-back. The slight issue with this is when a call-back form is completed by a member of staff for someone else, the system doesn’t always notify them that this person may be on leave, so will be unable to call the tenant back with the expected timeframe. A piece of software is currently being reviewed that would recognise when a member of staff is not in the office, and so prevent anyone else from logging a call-back for them whilst they are on leave.  Development  MP asked about sewage issue at Lower Withington. LA advised that a new system has been fitted, and no problems have occurred since.  Challenge asked for an updated version of PPHT area plans that show how many/type in each area.  Challenge asked for another tour when more properties are completed. | **Action: SL to check with Ian Salt if new tenants that have electric fires put in are advised they can have a surround (*New tenants would not be consulted, as these would be fitted during a void, whereby it would be impossible to know who would be moving in at the time of void work. Current tenants, however, are always asked if they would like the surround, as the surround comes as part of the package*)**  **Action: SL to check with IS if he is still happy to provide an update on Void performance as discussed at the last meeting ( *E-mailed 04.09.13*)**  **Action: SL to liaise with Development over this (*E-mailed L. Astwood 04.09.13*)**  **Action: SL to review this in 2014** |
| **6. Any Other Business** |  |
| SL confirmed that the Board will be happy with choice of area for the next inspection, as Repairs have been placed at the top of their list of priorities for the coming year.  JSL suggested that Challenge have their own stall at the next Residents Conference.  The group agreed to have a regular item that allows Challenge to feed back about any Community Voice meetings, or conferences, they have attended.  SL passed on Chris Twomeys suggestion that quarterly meetings are held between Challenge and the service leaders. This could address issues such as:   * Whether or not to attach minutes to Community Voice/Resident Register meeting invites * Information to be provided around any internal reviews/strategies * Making sure only one invite is sent to each address * Making sure tenants complete the tenant satisfaction forms at their meetings/events, for Impact Assessment purposes   SL ran through some of the main points that were picked up at last week’s Advanced Scrutiny course. SL suggested that each Challenge member come to the next few meetings with pre-prepared questions around the Challenge papers sent out, to reflect the scrutiny remit they have.  Another point picked up from the course was around participation and responsibility during inspections. SL explained that the trainer stipulated that inspection activities should be shared out amongst scrutiny members, to ease the time-commitments of members. SL discussed with the group the option of amending the Terms of reference to incorporate an expectation that unless members participate in inspections, they will be sign-posted to other involvement opportunities at the Trust that would be more suitable for them. The exception to this would be if the member had a short-term health issue that was not likely to cause the same issue at the following inspection. The group agreed to amend the ToR to incorporate this.  SL advised that she will deliver a short-training course around the main points she picked up, for Challenge’s own development.  SL advised she will write an article for Plain Speaking and website, and will provide readers with the opportunity to feedback about what Challenge have been working by text, phone, email, etc. Challenge suggested that there could also be a button on the website that people to click to easily give online feedback.  LB requested that, in future, all Challenge papers have the date on the bottom of the sheets.  MP mentioned one of here neighbours, at 19 Elmstead Road, who has been promise decorating vouchers following some work, and not received them.  SL advised that the Quarterly Updates will still be run in the same way. SL explained that a request was made at the last minute to alter the format. However, as these events are held as information-sharing opportunities, and not for consultation purposes, they will continue to run as before. SL asked the group to look through the feedback from the last meeting and try to see if there is anyone the attendees may like to hear from at the next meeting. SL assured them that if they can’t think of anyone, SL will ask Ian Salt and Chris Twomey for suggestions. JSL reminded the group that Steve Beech was unable to attend the last meeting to talk about Anti-social behaviour purposes.  SL passed the group some forms from Sophie Rogers, and asked if they could please complete them and return them in the next couple of weeks. | Action: SL to let Challenge know what events are happening in 2014, in case they want a stall at any of them (*To be advised at beginning of 2014, if possible*)  Action: SL to add this to agenda (*Done 04.09.13*)  Action: SL to send Challenge the date for the first quarterly catch-up (*Done 02.09.13*)  Action: Challenge to bring pre-prepared questions around Challenge papers to the next meeting  Action: SL to amend Terms of reference and pass to Challenge for approval  Action: SL to schedule a short training course that summarises points from the Advanced Scrutiny course  Action: SL to write an article for Plain Speaking  Action: SL to speak to IT about the option of having a feedback button on the website  Action: SL to ensure all Challenge papers contain details of meeting dates  Action: SL to speak to Property Services about this (*E-mailed Kelly Arnold 04.09.13*)  Action: Challenge to confirm by 09.09.13 if they have any speaker suggestions for the next Quarterly Update meeting  Action: SL to invite Steve Beech to next Quarterly Update meeting (*Done 30.08.13*)  Action: Challenge to return their forms to SL |
| **Next Meeting to be held on Thursday 26th September 2013 at 11am** |  |