

The Challenge Group
23rd July 2009

Present: Emma Marsh, Ian Salt (item 9 only), Sam Lloyd-Jones, Mike Jehan (Chair), Paul Hitchener, Margaret Reed, Leigh Davenport, Louise Booth, Ted Bullock, Linda Roche, Jenny St Ledger, Alan Coulson.

Apologies: Dawn Woodward

1.	Welcome and Apologies
	MJ welcomed all present and noted apologies from Dawn. MJ extended a warm welcome to Alan.
2.	Minutes and Matters Arising
	Minutes agreed as a true record of the meeting, with MJ noting a typo under item 5 "Annual Impact Assessment report progress". The minutes should read "The group reported that it had been a real challenge..." as opposed to "The group reported that I had been a real challenge"
	All actions completed except for Dawn's photo still to be taken at next meeting.
3.	Audit Commission Inspection result
4.	Board Feedback
	EM advised that Board were meeting 28 th July and therefore unable to provide feedback until next meeting. Discussion followed on frequency and timing of the Challenge group meetings. All agreed to maintain monthly meetings at this time.
	EM reviewed the July agenda and the forward agenda for 8 September.
	Action: EM to invite Oriel Gordon to the Aug Challenge group meeting to present performance reports for April/May 2009.
	Action: EM/IS to present Affordable Warmth Strategy to the next Challenge group meeting.
	Action: EM to invite Liz Holmes, Head of Finance to present financial information to a future meeting of the Challenge group.
5.	Annual Impact Assessment Report
	EM had circulated the final version of the Annual Impact Assessment report prepared by the Challenge group and proudly advised that EMT

	<p>had not made any amendments to their document. EM advised that she had added 2 appendices to demonstrate progress with 06/07 recommendations and to compare 06/07 with 08/09 performance. EM also shared the Board covering report that clearly stated the huge achievement made by the Challenge group in such a short time.</p> <p>EM stated that she was hugely impressed with the final product and that the group had surpassed her expectations.</p> <p>EM advised that to ensure the task was more manageable 09/10, SLJ would report to the Challenge group progress on a monthly basis as a standard agenda item but also the previous months completed impact assessments. (AOB item brought forward)</p> <p>Action: EM to feedback on the Board's response to the next meeting.</p> <p>LR thanked PH for the 1 page traffic light summary which really assisted her and the group.</p> <p>TB raised the issue of notional costs of customers time. Discussion followed on the feasibility of this. It was agreed that man hours would be recorded.</p>
6.	TSA – Local standards pilot
	<p>EM reminded all about the role of the TSA and the National Conversations and advised that she and MJ had discussed the launch of the local standard pilot.</p> <p>EM ran through the prospectus and application form and all agreed to submit an application.</p> <p>Action: EM to draft the application form by 29th July for MJ to approve and share with Challenge group ready for submission 5th Aug.</p>
7.	TSA – The National Conversation update
	<p>SLJ updated the group on the National Conversation; this is now in phase two. As part of this the Trust needs to organise further 'local conversations' with customers to get their feedback on the proposed national standards. It was agreed that this could be facilitated by residents themselves, with the information cascaded through a Tenants' Associations best practice session. SLJ can assist the TAs in promoting the consultations. It was also agreed that the Community Initiatives Team would look to hold meetings at the end of August to consult on the large estates.</p>
8.	Standard operating procedures (moved to item 3)
	AC advised that a report went to June Board re standard operating

procedures and felt that the Challenge group should be included.

Action: EM to identify what was presented to Board and feedback to next meeting.

Discussion followed on logging all decisions made at Challenge group to ensure that matters are actioned and progress monitored. All agreed that the Challenge minutes should mirror Board minutes and state “The Challenge Group decided” and have a decisions log held separately.

AC questioned whether the ASB, Hate Crime and Pets policy being presented to Board July had been consulted on and Challenge Group members invited. EM confirmed that there had been joint working to review the policies and that the tracked changes were being presented to Board.

EM advised that the policy list with review dates had been produced and emailed to Challenge group and hard copies available from SLJ at the meeting.

9. R.I Service Delivery Groups – reports/feedback

EM advised that the Income sub group had to be cancelled on 25th June due to no customer attendance. There is another date in July where incentive schemes are the main item for review. EM advised that to generate interest the Housing Officers were contacting customers that had cause to access the Income service and successfully been supported. The Neighbourhood sub group met 13-07-09 to review the Keeping Pets and Domestic Animals policy and there was a really positive attendance and a good review completed. There was a supplementary focus group for the Enforcement policies where victims of ASB reviewed the policies as they had first hand experience of the service.

IS gave the group an update on the Repairs sub group and advised that performance was a key issue particularly relating to the number of jobs raised as emergency and urgent. Nigel Johnson and Jon Degg were introduced to the group and positive discussion followed on their roles/responsibilities with empty properties. Customers were offered opportunities to shadow Jon and this was extended to Challenge group members. IS also suggested that customers may find it useful to shadow the inspector on pre/post inspections. EM extended the offer to shadow her teams including Housing Officers and Enforcement Officers. IS advised that the Repairs sub group also had discussions over VfM of the in-house team and how we evaluate it, IS to hold ore session to educate as it’s a difficult concept. IS also updated the Challenge group on the Environmental Improvements Day 22nd July which members thought was excellent. Finally IS advised that the Property Services Innovations group being held 5th Aug would be to review materials specification, affordable warmth.

10.	A.O.B
	<p>Confidentiality – the group requested that any confidential items in the Challenge minutes are highlighted in red and mirror Board minutes, i.e. part 1 and part 2.</p> <p>Rural event – SLJ advised that the Trust is organising a rural event on 3rd Oct to encourage rural engagement. A sub group including David Kent and MJ has been set up to organise the event which will be a nostalgia fest!</p> <p>Tenant Board Members training – SLJ advised that there is an open invitation to attend the 1st hour of the Board meeting on 28th July to encourage new members.</p> <p>SLJ discussed memorials for two residents who passed away, John Philbin and Margaret Bayley. The Trust has donated a rose in memory of John Philbin for Winstanley House. This is to be unveiled with a plaque in his memory on Tuesday 4th August, 6pm at Winstanley House (prior to Tenants’ and Residents’ Association Meeting.</p> <p>The Trust has arranged for a carved owl sculpture in memory of Margaret, to be unveiled at the Lanark Walk park opening event, Upton Priory on Wednesday 19th August, 3pm.</p> <p>MJ thanked the group for their contribution to the session.</p>