

PSP Meeting

Held on: 19/02/18

Present: Cindy, Debbie, Donna

In attendance: Jan, Jason, Mark J, Sarah, Bindu, Mark D and Adrian

	Agenda item	Discussion/ decision made	Lead person(s) responsible & timescale
1.	<i>Welcome and matters arising</i>	Cindy opened the meeting and welcomed all those present. Staff and PSP members introduced themselves to each other.	/
2.	<i>Recruitment</i>	VL feedback that she had received an expression of interest from a potential PSP member. Vicky agreed to follow up this expression of interest by meeting with the potential PSP member along with Cindy.	
3.	<i>Meet with Mark and Adrian</i>	Mark Dale provided a quick overview of his previous history as a Carpenter and then in a similar role to his new post in a different Local Authority. Mark summarised his priorities as: <ul style="list-style-type: none">• Working with Mears to ensure we are able to deliver the best possible service to our customers whilst ensuring value for money.• He will also be working closing with Adrian to reduce repair figures by ensuring ECC operate the most effective improvements/maintenance programme possible.• He would also like to ensure that customers receive continuity in the services which ECC provide. Adrian introduced himself and provided a brief description of his career history which included the role of Head of Housing Assets at Cornwall County Council. He discussed how he would be: <ul style="list-style-type: none">• Adopting a 30 year maintenance programme which he will formulate using data from the Stock Condition Survey.• This programme will be complimented by smaller maintenance programmes such as kitchens and bathroom replacement programmes.	TBC

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		<ul style="list-style-type: none"> In order to drive up value for money in his area, Adrian had already started to embark on a new programme of procurement for all future contractors. <p>A wider discussion followed about the Housing Assets service and the group challenged how service improvements could be made by improving/changing how we manage our contracts and contractors. It was agreed that ECC need to work positively with our contractors to drive up service improvement and potentially explore alternative maintenance contract styles.</p>	
4.	<i>PSP – future projects</i>	<p>The group reviewed and agreed to adopt a ‘standing orders’ document which outlines PSP agenda items throughout the year. This structured approach to planning future meetings can be complimented with additional agenda items on an ad hoc basis. The ‘standing order’ document included the ‘Performance Scorecard’ which will be adapted to reflect the previously made ‘Customer Pledges’ in order to allow the PSP to monitor progress.</p> <p>The group also agreed to be involved with the following future projects:</p> <ul style="list-style-type: none"> Clean air policy review Tenancy agreement review Empty Homes Strategy review 	
5.	<i>Fire Safety Video</i>	<p>Jason provided an update about the video which is being produced to support the implementation of the Clear and Safe policy. The progress of which had been slowed as ECC’s contact at Devon and Somerset Fire Service had been heavily involved with the new Ikea store and had not been able to spend much time on the project. Progress was also hindered by ECC’s Health & Safety Lead being away from work for the next six weeks. The PSP members requested that once ECC appoints the new Fire Implementation Officers they are invited to attend a PSP meeting.</p>	VL in due course.
6.	<i>Universal Credit rollout</i>	<p>Vicky informed the group that staff would be attending training on 14th March. Vicky and Mark J had also been working with a colleague in a separate department (Payments & Collections) to help identify ways of ensuring a smooth transition for our customers. Chris Buckman (Customer Access, Benefits & Welfare Lead) would be attending the next meeting to provide an overview of UC to the PSP.</p>	
7.	<i>Tenant Annual Report</i>	<p>Due to time constraints the group agreed to consider the Tenant Annual Report further at the next meeting. The PSP members agreed that it should include data from the previously discussed ‘Customer Pledges’</p>	

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8.	<i>AOB</i>	Cindy thanked all PSP members and invited guests for their attendance. The date of the next meeting was agreed for 12 th March at 5:30pm (venue to be agreed)	

Name of Chair:_____ **Signature:** _____ **Date:** _____