

<b>Meeting Title:</b>	PSP Minutes
<b>Date:</b>	13/08/2018
<b>Time:</b>	5:30pm
<b>Location:</b>	Empty Homes meeting room

<b>Present:</b>	Cindy, Debbie and Donna
<b>In attendance:</b>	Lawrence Blake and Vicky Labbett
<b>Apologies:</b>	/

	<b>Minutes</b>	<b>Owner</b>
<b>1.</b>	<p><b>Welcome and matters arising</b></p> <p>The group were informed that Jan had resigned from the PSP and that Cindy and Vicky had both thanked her for her contribution.</p> <p>The group welcomed Vivienne to the meeting who was attending as a taster session.</p> <p>The group were updated that Adrian (Planned Repairs Lead) has been promoted to the role of Assets Lead and ECC would be back recruiting to his old post. The group requested that Adrian and the new potholder be invited to a meeting in a few months' time.</p>	VL
<b>2.</b>	<p><b>Q4 performance Summary Review</b></p> <p>The group reviewed the Performance Summary for Q4.</p> <p>The group were pleased to hear from Lawrence that at the time of the meeting, the number of empty garages had significantly reduced from the reported 95 in Q4. This was largely due to a designated member of staff working on garage management, the results of which, will be reflected in Q1 18/19.</p> <p>Lawrence reported that there is currently a task and finish group working to review and reduced the void times. The group have visited Mid Devon Council in order to identify possible service improvements and plan to visit other organisations in due course.</p> <p>The group discussed the response repairs contract between ECC and Mears. The contract is up for renewal in 2020 and planning for this will be a big project which Adrian will lead on. The group were happy to be part of this procurement process if required.</p>	

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	<p>The group were pleased to see that rent arrears had reduced from 2.04% in Q3 to 1.55% in Q4, although the group anticipated that this figure would rise in Q1 18/19 as the impact of Universal credit takes effect. In preparation to limit this impact, ECC are engaging with recipients of Universal Credit in order to help prepare them for the changes.</p> <p>Lawrence noted that with Adrian and Mark in post, they are both making changes which will lead to improvements which will be reflected in the KPIs but that this will take a few quarters before we see the effects.</p>	
<b>3.</b>	<p><b>Recruitment and Resident Involvement</b></p> <p>The PSP were updated that the Housing Officers are now signposting tenants to the PSP during their inspections and visits. It is hoped that this will increase recruitment to the PSP.</p> <p>ECC are also looking into new involvement activities and Lawrence is planning a 'coffee and cake' initiative.</p>	LB
<b>4.</b>	<p><b>Sports England initiative</b></p> <p>The group were informed about this important Council initiative, the PSP were keen to be kept updated about its progress.</p>	
<b>5.</b>	<p><b>Clear and Safe Policy</b></p> <p>Lawrence provided an overview of the policy and its planned gradual implementation.</p> <p>Neil Shire (previously an OPPSO) had been appointed to the post of Implementation Officer (Installations) who is initially identifying additional storage opportunities. Neil will be joined by an additional Implementation Officer, the recruitment process is underway.</p> <p>In the meantime, monthly inspections are being carried out and higher risk items are being removed.</p>	
<b>6.</b>	<p><b>ECC building proposals</b></p> <p>Lawrence provided the PSP with an update on the ECC building proposals. After gaining member approval, a company has been registered with the objective to build a wide range of properties including private and social rented properties. Any council housing stock lost through demolition will be replaced.</p>	

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7.	<p><b>AOB</b></p> <p>The date of next meeting was set for 17<sup>th</sup> September.</p> <p>It was agreed that Becky (ICT facilities Implementation Support Manager) would be invited to the next meeting to discuss the ICT services to customers.</p> <p>Ian Miles (Health and Safety Compliance Lead) to be invited to the October/November meeting.</p> <p>The group reviewed the upcoming ARCH conference which is due to be held in September. They agreed to consider attending.</p> <p>The PSP thanked Lawrence for attending the meeting.</p>	

<b>Signed by Chair:</b>	
<b>Print name:</b>	
<b>Date:</b>	