

# Steering Groups

Value for Money: 😊 😊

Level of Impact: ✅ ✅

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
<p>Three Steering Groups have been set up in this period. These are the:</p> <p><b>Leaseholder Steering Group</b></p> <ul style="list-style-type: none"> <li>This group reviews and makes recommendation on the services provided for Leaseholders.</li> </ul> <p><b>Asset Management Steering Group</b></p> <ul style="list-style-type: none"> <li>This group reviews the repairs, maintenance, communal cleaning, grounds maintenance and related services.</li> </ul> <p><b>Neighbourhoods and Services Steering Group</b></p> <ul style="list-style-type: none"> <li>This group reviews the Anti-social behaviour service (ASB), Money Advice service, Community Engagement and Housing Options services.</li> </ul> <p>Each Steering Group has developed and adopted a Terms of Reference, Code of Conduct and Action Plan.</p>	<p><b>Leaseholders Steering Group</b></p> <ul style="list-style-type: none"> <li>This Steering Group was formed in direct response to feedback from a Leaseholder Survey.</li> <li>The initial meeting of this group was attended by 14 leaseholders.</li> <li>Membership of the group has continued to decline over this period.</li> </ul> <p><b>Asset Management Steering Group</b></p> <ul style="list-style-type: none"> <li>The group met four times during this period.</li> <li>The group nominated a Chair and Vice Chair, adopted a Terms of Reference, Code of Conduct and developed an Action Plan.</li> <li>Membership of the group averaged eight members.</li> </ul> <p><b>Neighbourhoods and Services Steering Group</b></p> <ul style="list-style-type: none"> <li>The group met twice during this period.</li> <li>The group adopted a Terms of Reference, Code of Conduct and developed an Action Plan.</li> <li>Membership of the group averaged seven members.</li> </ul>	<p><b>Improved Services</b></p> <p><b>Leaseholders Steering Group</b></p> <p><b>The group:</b></p> <ul style="list-style-type: none"> <li>Requested that the Service Standards for communal cleaning were clearly displayed at each scheme/ estate. Trident responded by ensuring that this information was clearly displayed at each scheme.</li> <li>Requested and reviewed a proposal to develop additional services for Leaseholders. Trident responded by presenting a proposal to introduce a Gas Servicing service for Leaseholders. The group agreed for a wider consultation to be undertaken with all Leaseholders during 2009/2010.</li> <li>Reviewed and approved the Leaseholder Handbook ensuring that it was user friendly and the information relevant to Leaseholders.</li> <li>Input their views in the development of the Short Notice Inspection Action Plan.</li> </ul> <p><b>Asset Management Steering Group</b></p> <p><b>The group:</b></p> <ul style="list-style-type: none"> <li>Input their views in the development of the Short Notice Inspection Action Plan.</li> </ul>	<p><b>Budget:</b> £2,000</p> <p><b>Input:</b></p> <p><b>Staff Commitment:</b> (includes organising meetings, preparation communication, writing reports and meetings)</p> <p>Staff involved included Senior Management, staff from Asset Management, Neighbourhoods and Services and Finance.</p> <p><b>Residents' Time:</b> 3 hours each meeting, per resident (including research and report writing).</p> 

# Steering Groups cont...

What are they?	What has happened? (Outputs)	So what? (Outcomes and impact)	Value for money (Resources and costs)
		<ul style="list-style-type: none"> <li>• Monitored and recommended improvements to communal cleaning, window cleaning and grounds maintenance services.</li> <li>• Reviewed and approved the introduction of a heating control device. The device will effectively reduce legal costs relating to gas services and improve health and safety for all residents.</li> <li>• Reviewed and approved the Void Standard.</li> <li>• Approved the format and content of asbestos literature.</li> <li>• Three members were trained as Resident Inspectors.</li> </ul> <p><b>Neighbourhoods and Services Steering Group</b></p> <p><b>The group:</b></p> <ul style="list-style-type: none"> <li>• Reviewed and approved the ASB Policy and Domestic Abuse Policy.</li> <li>• Input their views in the development of the Short Notice Inspection Action Plan.</li> <li>• Approved a review of garages across Trident schemes and estates.</li> <li>• Approved the Service Standard booklet for circulation to all Trident residents.</li> </ul> <p><b>Improved Accountability</b></p> <p>The steering groups have represented residents and leaseholders' views to Trident on a variety of services and issues.</p>	