

Michael Barron

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Reports on actives after 5th may

**Courses Attended 17th may
Tenant Powered Performance**

Monitoring Performance & Improving Service Delivery.

Raj Kumar, House mark.

Very useful day with a mix of staff and tenants a lot was learned and a new way of approaching problems was presented.

**Core group meeting 20th May
Heating contract.**

At this meeting only local matters within the Spirita Group.

Items dealt with

Complaints, Health & safety, Progress reports from EMPS and PH Jones, Client's report/feedback/KPIs, Diversity Training of staff, Quality checks (Morgan Lambert) 3rd party audits.

Joint Scrutiny Committee Meeting 26th May.

When we hold a joint meeting because of the numbers it is to give the members of all the committees a briefing or training. At this meeting we had Sheila Hyde MD of Spirita presented the Spirita Business Plan 2010-11 with questions and answers afterwards.

The 2nd part was a discussion on the outcomes of the course, which we had on the 17th May. All the lead directors and residents gave there thoughts on what was achieved and agreed to set up a small focus group to set about a new way in resident involment.