Services Committee

Summary of a meeting held on 31 May 2022

Committee members:	Tanya Martin (Chair)	Chris Haines	Erica Day	Tracey Walsh
	Rob Hannabuss (VC)			

Welcome

The meeting was observed by Lillian Lanek and Shaheen Mahtabuddin.

Community Safeguarding

The Committee reviewed the community safeguarding data resulting from the resident satisfaction survey.

ASB, Domestic Abuse and Hate-motivated behaviour policies

The Committee approved the policies, pending the correction of a typo, and the change of age from 14 to 16 on page 2 of the ASB and Nuisance policy, in reference to the age limit of children playing not being investigated.

Performance

The Committee reviewed service performance, and discussed national resourcing issues, fire evacuation plans, minimising the cost of disrepair cases, and helping residents in rent arrears.

Safeguarding Children policy

The Committee approved the updated policies pending the correction of a typo.

Carbon reduction for our housing stock

The Committee considered the way forward for bringing our housing stock up to EPC C standards and made recommendations for the Board.

Housing Ombudsman's finding

The Committee received lessons learnt from a Housing Ombudsman case.

Other reports

The following reports were noted:

- Resident Involvement Annual Review
- PH Self-Assessment Complaints Handling Code
- Planned Maintenance 2022-23
- Housing Ombudsman Service: Annual Complaints Review
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance
- JEP meeting summary

Tanya Martin
Chair, Services Committee