Services Committee

Summary of a meeting held on 2 March, 2021

Committee members present:

Tanya Martin	Tracey Walsh	Shabana Yousaf	Momtaz Ajid	Safia Jama
Rob Hannabuss	Erica Day	Fran Jefcoate	Melanie Vickers	

Performance
Service performance is a core responsibility for the Committee and is always the first item on the agenda. The Committee is interested in learning more about trends in disrepair casework, and the financial implications for Poplar HARCA. Members also asked about an improving but still below-target ASB satisfaction figure and made suggestions for how we can ensure the best response for our surveys.

Covid-19 update
Covid-19 updates have been a standing item for every agenda since last March. We were provided with information about how staff and services are working, and the issues we've been facing when supporting residents. It was comforting to hear that there is no repairs backlog to get through as lockdown starts to ease.

The Committee Members complimented our CaN Team as being 'exceptional' for residents and showing community leadership over this period.

We also discussed the increase in reported domestic abuse, and how to reach more of our community to ensure that everyone knew what support is available.

Government White Paper: Charter for Social Housing Residents: Corporate Strategic Plan 2021/26
The Committee went through a presentation about the Government's White Paper '**Charter for Social Housing Residents**; and the **2021-26 Corporate Strategic Plan** 'Creating Opportunities. Together'. The Committee was particularly interested in how we will test resident satisfaction.

Health Spot: meeting unmet adolescent health needs
Daniel Rose, Spotlight Director, talked Members through Spotlight's Health Spot which launched a year ago for young people to access confidential health advice. We were impressed by support for young people reporting anxiety, well-being and mental health concerns.

Carbon Management Strategy
Carbon Management Strategy was presented by Elizabeth Williams, AD Asset Management. This is a long-term strategy that we are beginning to gather information about, and plan how we will get to, carbon neutral. We asked about gas boilers, and newbuild planning regulations, and how all of Poplar HARCA's residents, staff and assets will be included.

Internet of Things: Smart Homes
We were presented with ideas for **smart homes** and the potential of the **internet of things** (IoT). There were some concerns about how we are protecting and managing data, and what we would be using it for. It was comforting to be reassured security had been carefully considered, and that resident participation was voluntary.

OTHER REPORTS
The following reports were noted:

- Void Trend
- Governance Healthcheck 2020
- Agenda Planner
- Attendance Record
- Terms of Reference & Policies Assurance
- Key Operational Risks

Tanya Martin
Chair, Services Committee