Services Committee
Summary of a meeting held on 3 November, 2020

Committee members present:

Tanya Martin	Tracey Walsh	Shabana Yousaf	Momtaz Ajid
Rob Hannabuss	Erica Day	Fran Jefcoate	Matthew Taylor (observer)

Performance

Performance is always the first item on the agenda. Across CaN, Housing and Technical we receive a lot of information showing trends, benchmarking and analysis of how we are doing. We have more reds than usual as a result only of Covid-19. We passed on our thanks for everyone's hard work under the most difficult of circumstances. And a special shout-out from us for our Rents and Service Charge Teams who are working hard not only to get the money in, but also advise and support residents.

Covid-19

CMT provided verbal updates on the impact Covid-19 is having on services and our residents, and the changes we have all had to make since March:

Housing: Andrea confirmed that our service charge collection is strong but not as strong as last year, calls to the service hub are increasing.

ASB: Andrea explained that we do not currently have a dedicated team, although there is potential to use Parkguard. Spotlight's work with young people was making a difference compared with reports from other areas. Noise nuisance reports have increased due to people being at home more and tolerance levels low.

Safeguarding: Resilient service, but an increasing number of referrals.

Lettings: Virtual viewings and sign-ups are available.

Technical: Kevin reported that despite this being a challenging time, the service provided including repairs continues to run well. Our procurement model of using smaller and local contractors ensures cover. We will return to an essential repair service only throughout second lockdown; emergency repairs will continue on a one-day turnaround.

Surveyors and engineers: These teams have been split into two 'bubbles' to ensure continuity of service.

Compliance: Kevin assured Members that we have remained compliant as an Organisation throughout the Covid-19 pandemic.

Communities & Neighbourhoods: Babu reported that cafes were open and operating well in a socially distanced manner, some will move to take-away service during the impending lockdown.

Support line: Is available for those who are isolating, this service was launched on Monday, help will be offered and assistance to access grants.

Traffic: We heard that traffic remains a problem around Majid Lane. Staff have been working with the two schools to control the traffic and this has been well received. It may be possible to introduce automatic number plate recognition (ANPR) cameras and manage these remotely to issue fines. This would be particularly useful at busy times when the schools open and close.

We expressed our deepest gratitude on how well the teams have adapted considering the constraints that they are working under, and the innovative suggestions that are developing. We praised Corporate

Management Team on how well they have looked after the staff and residents under the most difficult of circumstances.

Estate Management Policy Review

The Estate Management Policy was up for review, and we agreed that it is working well for us.

Development Regeneration Consultation Policy Review

The Development Regeneration Consultation Policy was also up for review. Lessons learned during the Aberfeldy West consultation have been incorporated to make sure we use new and technological means to ensure that as many residents as possible are meaningfully involved in decisions about where they live.

Volunteering

We were very complimentary about how Volunteers are making a difference in their community. The breadth of what volunteers are involved with is hugely impressive.

Localised Community Contact Tracing service: Babu explained that this project launched on Monday and that we are working alongside the National Covid-19 Testing Action Plan, GP care groups and the local authority to do anything that we can do to support.

Health & Wellbeing update

CaN's work on health and well-being initiatives to support residents was also very well received by us. In particular, healthy food projects was highlighted as being vital during this Covid-19 period.

Well-One Partnership: Babu reported that there are lots of new initiatives starting including the Well-One project where we have provided information and access to a wide-range of health related activities to local people.

Approach to decarbonisation

We heard that we are still putting together our decarbonisation strategy, with expert advice as this is a very complex issue. We were interested in some of the starker numbers – such as every Poplar HARCA member of staff outputs 11.66 tonnes of CO2.

Contractor Performance

Our contractors' performance is regularly reported to us. Given the difficulties since March, performance remains strong, with our model of using smaller and local contractors playing a big part in why we are doing better than many other organisations.

Trends in disrepair case

Less positive was a report on the Homes (Fitness for Human Habitation) Act 2018. This piece of legislation does not change any of our landlord responsibilities, but it does mean that lawyers are making a lot more money than they did in the past.

OTHER REPORTS

The following reports were noted:

- RSH Consumer Regulation Review 2019/20
- CaN Annual Report
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference & Policies Assurance
- JEP Summary – 20 October

Tanya Martin
Chair, Services Committee