Services Committee

Summary of a meeting held on 7 November 2023

Committee members:	Shabana Yousaf (Chair)	Momtaz Ajid (Vice Chair)	Chris Haines
	Shaheen Mahtabuddin	Lillian Lanek	Nazir Hafez

Congratulations

Moosa Miah sent apologies as he was attending the London Youth Awards and won Young Leader of the Year.

Performance

The Committee reviewed service performance, and discussed compliance, CaN targets, and ASB handling.

CaN Annual Review

The Committee received a presentation on the review.

Employment & Training Services

The Committee received a presentation on the services provided and outcomes.

Planned Maintenance

The Committee received a presentation on the planned maintenance team and programmes.

Estate Services Deep Dive

The Committee received a presentation on the scope of Estate Services.

Annual Complaints Review

The Committee received a presentation and discussed the review.

Annual Contractor Performance

The Committee reviewed the report.

Housing Ombudsman Performance 2022-23

The Committee reviewed and discussed the report.

Other reports

The following reports were noted:

- JEP Summary
- Agenda Planner
- Attendance Record
- Key Operational Risks
- Terms of Reference Assurance

Shabana Yousaf
Chair, Services Committee