Services Committee

Summary of a meeting held on 8 June, 2021

Committee members present:

Tanya Martin	Tracey Walsh	Safia Jama	Momtaz Ajid	Chris Haines (Observer)
Rob Hannabuss	Erica Day	Fran Jefcoate	Melanie Vickers	

Congrats, hello and goodbye

Congrats to Women Inclusive Team whose CEO, Safia Jama, is a Member of the Committee. WIT were awarded the Queen's Award for Voluntary Service recognising the charity's amazing work engaging over 300 volunteers to support the most vulnerable and isolated during Covid.

Hello was to Chris Haines, a potential new Member who lives locally and works for the Police.

Goodbye was to Fran Jefcoate, who many of you will know. Fran has worked tirelessly for many years for her Coventry Cross neighbours – human and otherwise! Fran has been on the Committee for nine years so steps down because she has served her maximum three terms. We will miss her on the Committee, but I have no doubt that she'll carry on supporting PH in the years to come.

Summary of last Poplar Board Meeting

The meeting always starts with a summary of what happened at the previous Poplar Board meeting. It's an important thread that makes sure that our governance is properly in-touch and connected.

Performance

Thanks to **Anand Kahar** we have detailed performance data to consider at every meeting. Members questioned us about disrepair (the seasonality in casework); non-social tenure arrears (Covid-related financial difficulties for tenants, and no legal proceedings possible); advertising non-social tenures (we're testing demand); and compliance works (understanding the process to certification).

Covid-19 update

We did a round robin Covid update, feeding back how residents, services and staff are all fairing. The Committee asked Corporate Management Team to pass on their gratitude for all that the staff have done with and for residents over the past 15 months.

Tenancy Agreement Review

Jamie Lock talked us through a tenancy agreement proposal. Amongst the changes that were agreed by the Committee was a new clause that means no one moving into one of our homes will get a parking permit for a diesel or petrol vehicle. This is a small contribution to our carbon-neutral, air quality, and environmental campaigning.

Resident Survey

Naz Ahmed talked Members through a proposal for this year's all-resident survey. We want to find out not only what residents think of our day-to-day services, but also what impact Poplar HARCA has had on the area.

Repairs Policy Review

Repairs is such an important part of our offer to residents, the policy underpinning what we do is vital. **Elizabeth Williams** discussed the new policy with Members who were interested in how the policy will operate in practice, and how we will ensure that all residents can access advice and support. A big change is how we will categorise repairs as either a 4-hour or a 14-day response.

Fire Safety
Kevin Wright updated Members on our fire safety programme, and all of the work that is going on:

• 7 of 34 blocks >18m tall need remedial works estimated to cost £5.3m. 5 alarms have been fitted, and the works should be complete by March 2022.

• Of 90 blocks <18m tall, 22 have EWS1s; 1 has a fire alarm; and remedial works will cost about £3.6m.

Performance Review of Communities and Neighbourhoods (CaN)
Daniel Rose wowed Members with a report of what our CaN colleagues have been up to. The Committee praised how much support has been offered to residents throughout Covid.

Safeguarding Policy and Procedure Review
Babu Bhattacherjee asked Members to review our Safeguarding policy for under 18s, which Members were happy to approve.

OTHER REPORTS
The following reports were noted:

- Skills Audit
- Annual Diversity Monitoring Review 2019-20
- Planned Maintenance 2021-22
- Resident Involvement Report
- Our Customer Style
- Agenda Planner
- Attendance Record
- Terms of Reference & Policies Assurance
- Key Operational Risks
- JEP Summary

Tanya Martin
Chair, Services Committee