

## November Housing Improvement Board Meeting Minutes

**November 12th, 18:00- 20:00pm**

**Room 1.01/MS TEAMS**

### Attendees

Martin Wheatley– **(MW)** (Independent Chair)

Dave Mundy– **(DM)** (Leasehold representative)

Yaw Boateng– **(YB)** (tenant representative, TLP chair)

Eamon McGoldrick**(EM)** (independent representative)

Jitinder Thakar **(JT)** (independent representative)

Cllr Lynne Hale– **(LH)** (Deputy Mayor and Cabinet Member for Homes)

Mayor Jason Perry– **(JP)** (Executive Mayor)

Pamela Leonce **(PL)** (Improvement and Assurance Panel representative)

Les Parry– **(LP)** (tenant representative)

Ishia Beckford– **(IB)** (tenant representative)

Lisa McFadden– **(LM)** (Executive Officer) (Minutes)

Mary Larbie– **(ML)** (Director of Tenancy)

Susmita Sen– **(SS)** (Corporate Director for Housing)

Susan Hanlon– **(SH)** (Interim Director of Housing Assets and Repairs)

Lara Ashley– **(LA)** (Executive Culture & Change Advisor)

Kelly Harris-**(KH)** (Regina Rd Project Lead)

Cllr Chrishni Reshekaron– **(CR)** Shadow Cabinet Member for Homes

Karen Agbiaka **(KA)** – Director for SCRER

### Apologies

Susmita Sen (Corporate Director Housing)

Welcome and Apologies	
1. MW welcomed all to the meeting. 1.1 The chair noted apologies from Susmita Sen	
Minutes from Previous Meeting and Matters Arising	
2. The minutes were agreed as an accurate account of the meeting.	
Presentation on Housing Service Level Agreements – Grounds Maintenance	
3. KA and ML took the board through their presentation on the service level agreement for HRA ground maintenance.	

<p>3.1 the chair thanked both parties for the presentation noting that it was clear the services were working together with a resident focus and raised a question that assurances there were that the HRA is only paying for appropriate services and what assurances there are that these services are being delivered. ML responded that the service requests the location to ensure it is on council land, sue diligence is carried out through a mapping exercise across green spaces to ensure that the service is being delivered on HRA land. As additional assurance direct reports talk to each other in regard to deliverables prior to associated invoices being issued.</p> <p>3.2 the board raised numerous issues that residents are experiencing around grounds maintenance extensively including fly tipping, bulk collections, lack of comms, absence of leaf clearing, equipment issues, staffing issues, street litter picking and lighting. KA responded that a review of the service is being undertaken following the service coming back in house and a mapping exercise is being undertaken. In regard to comms and education around fly tipping the service has an education officer who could help with this piece to help raised awareness, there is also a new enforcement policy.</p> <p>3.3 the board also raised concerns about contractor behaviour and how this will be monitored under the new contract. KA assured the board that this is a new contract and there is a new attitude and way of working with roust contract management.</p> <p>3.4 ML noted that the new Head of Estate Services will also add some additional assurances as this role will manage and monitor the SLA and ensure that residents are getting what they are paying for. JT added that this is a crucial element within the TSM's and is important it is delivering significant impact which needs corporate input as the presentation demonstrates what can be achieved when there is a council wide approach.</p> <p>3.5 the Mayor added that its clear the frustration that residents are experiencing with this area, there is a new contract and increased contract management and there also needs to be a change of culture and move away from siloed working.</p> <p><b>Action: it was agreed that there would be a review of the service in 6 months time.</b></p>	
<b>Transformation Update</b>	
<p>4.0 LA took the board through the update focussing on key areas, the service is looking at its structure to ensure that we best service our residents and tying this in with the new Target Operating Model. A review is under way on the content of the website.</p> <p>4.1 LA updated that monthly updates continue with the regulator to continue to provide assurance that we are delivering on what we said we would. This is a 3-5 year transformation journey so the work does not stop when we/if we come out of the voluntary undertaking.</p> <p>4.2 there has been an external audit on the VU which finishes in December and the board will be invited to a feedback session on the findings.</p> <p>4.3 LP raised concerns in relation to the resident engagement structure and did not feel confident to say there was a structure that was working as it is a work in progress. MW added that the implementation of this type of structure does take some time and that it would be reasonable for the service to move forward rather than wait months for the structure to stabilise.</p>	

<p>4.4 ML added that there is a programme in place to formalise the structure and the new panel to determine what do we need to do so that we are not enforcing but co-producing. There is a welcome on board programme and the board has been recruited.</p> <p>4.5 MW asked for some clarity on what is being done the culture piece, LA noted that a training programme is being rolled out and a competency model has been implemented and forms part of the recruitment process and an appraisal process is also being rolled out. The service is also monitoring how managers use the tools available to them and we can support and monitor the use of the embedding of the programme.</p>	
<b>Performance Report</b>	
<p>5.0 issues around voids performance were noted which was being impacted by issues with debts on energy metres which are proving a problem. Pre-void visits have commenced, and literature is being produced for residents about the clearing of properties before it is returned. The target for voids turnaround times for next year is 28 days.</p> <p>5.1 the number of historical voids has been reduced.</p> <p>5.2 there has been an increase in the number of complaints that are being escalated to stage 2. There is a deep dive on complaints with corporate colleagues in attendance at the next Housing Improvement Board Meeting in February.</p> <p>5.3 DM suggested that a breakdown of communal repairs is included in the annual service charge statement to speed up payment of bills.</p>	
<b>AOB</b>	
There was no other business, and the Chair thanked the board for the contributions	