

Northwards Housing – HR and Equality Sub-Committee Meeting

Hexagon Tower
Tuesday 22 April 2008 at 7.00pm

Chair: Fatima Adamjee

Present: Joan Fitzgerald (JF) Board Member
Harvey Norton (HN) Board Member
Rachel Christie (RC) Board Member
Fatima Adamjee (FA) Board Member

In Attendance: Steve Wood (SW) Director of Business Services
Lisa McBurnie (LMcB) Head of Human Resources
Tara Kelly (TK) (to Item 7) Equality & Diversity Officer

ITEM	SUBJECT	ACTION
1	Welcome and Introductions The meeting was confirmed as quorate. In the absence of MM, it was agreed that FA would chair meeting.	
2	Apologies for Absence Apologies had been received from Martin McKevitt, June Hitchen and the Chief Executive.	
3	Declaration of Interests / Confidential Matters / Equality & Diversity Matters Arising There were no matters for noting under this item. Item 12 was a Confidential Report. E&D issues to be picked up under relevant agenda items.	
4	Minutes of the Last Meeting – 4th March 2008 The minutes of the last meeting held on 4 th March 2008 were approved and signed by the Chair.	
5	Matters Arising a) Business & Delivery Plan 2008-13 SW confirmed that the Business & Delivery Plan 2008-13 had been approved and finalised by the Board. b) Domestic Abuse Policy & Procedure TK reported on further discussions that had taken place in respect of support to the abusers. She confirmed that the policy and procedures primary role was to support the sufferer,	

	<p>to check they were safe and prevent homelessness. However, referrals were made to the domestic violence outreach team in most cases and therefore there was signposting to appropriate support.</p> <p>c) E&D Working Group TK circulated the latest E&D Working Group newsletter for Sub-Committee to note.</p> <p>d) Single Equality Scheme TK reported that a draft of the Single Equality Scheme would be coming before Sub Committee at their meeting in June.</p>	TK
6	<p>Equality & Diversity Action Plan</p> <p>TK presented work done on the Equality & Diversity Action Plan for 2008-09 and explained that she was seeking comments from Sub-Committee. Key areas covered within the action plan related to resident involvement, particularly around young people and those who were disabled, together with aspects of work in relation to human resources and recruitment.</p> <p>In response to a question from JF, TK explained how the organisation was tracking the number of LGB employees in order to ensure that the processes operated by the organisation were fair. She also explained how she was reviewing the hate line reporting and hate crime statistics in order to ensure that the organisation was raising awareness in appropriate ways.</p> <p>Sub-Committee concluded that the action plan was extremely challenging but were happy to note progress to date. TK asked for any further comments to be given to her and reported that at the next meeting she would bring a final version of the plan together with progress against the previous years.</p>	TK
7	<p>Customer Profile Update</p> <p>TK gave an update on the Customer Profiling Exercise which had now reached 63% of tenants. This was now well on the way towards achieving the target which had been set of 70% by August 2008. TK reported that a paper was being produced on all work that had been done. The key then was to ensure that appropriate strategies were adapted to take account of the results of the exercise.</p> <p>Sub-Committee noted the report.</p>	

<p>8</p>	<p>Annual Labour Turnover Performance</p> <p>LMcB provided a report to Sub-Committee on the statistics for labour turnover which demonstrated that the changes in the workforce were extremely small and that a great deal of stability had been achieved. The result for 2006-07 was 7% and this had risen to 10% in 2007-08 but this latter figure included the changes from fixed terms contracts for a number of technical staff and without these changes the turnover figure would have been 7%.</p> <p>In answer to a question, LMcB confirmed that the no quit policy had had an effect on the figures but that the HR team were still drawing together the data and learning from the exercise.</p> <p>RC commented that the performance was extremely pleasing and looked to be around half the normal public sector average. LMcB confirmed that the highest turnover was actually in relation to the Neighbourhood Wardens Service where the issue of job security was a key factor.</p> <p>After some further discussion, Sub Committee noted the report.</p>	
<p>9</p>	<p>Annual Absence Performance</p> <p>LMcB presented the absence report which gave the year-end position at 13.6 days. She reminded Sub-Committee that the organisation knew back in September that it would not meet its target and a number of the reasons for this had been discussed in previous meetings. A plan was in place to improve performance and already there had been a significant reduction in the last few months of the year with short term absence reducing and as at the meeting there was now only one long term absence case.</p> <p>LMcB explained how there was shortly to be a relaunch of the managing absence policy which was to be relabelled an attendance policy to highlight the positive aspects of being in work.</p> <p>The officers answered a few questions in relation to specific team performance and LMcB explained how she had pinpointed particular managers who had staff off with stress and was investigating the causes and effect of this and how it could be monitored and managed in the future.</p> <p>Sub-Committee then had a brief conversation about how attendance could be rewarded and the officers agreed to look at this further with a view to implementing something new.</p> <p>The Sub Committee noted the current absence performance for the period to date.</p>	<p>SW</p>

10	<p>Annual Organisational Health Indicators</p> <p>LMcB reported on performance against the eight Organisational Health Indicators where four had been achieved through the year. Of the others, three were geared around performance against particular targets for the PO6 and above group but with complete stability in this staff group there had been little chance to make any changes during the year.</p> <p>In the discussion that followed, HN suggested that the target be changed to a percentage of the turnover rate in particular groups and this was generally felt to be a good idea. The officers agreed to look at this in relation to setting new targets.</p> <p>LMcB explained that now there were individual team profiles all the targets could be looked at on a team basis which might highlight particular issues in specific places in the organisation.</p> <p>Sub Committee noted the report.</p>	
11	<p>HR Strategy</p> <p>LMcB provided an update on the HR, now relabelled People, Strategy which would be implemented over the next two years.</p> <p>The HR team was being reorganised in order to ensure that it both matched and delivered the strategy going forward and LMcB reported that she would provide a presentation on the whole plan for discussion at a later meeting.</p>	LMcB
12	<p>Job Evaluation</p> <p>SW provided an update of the progress with Job Evaluation, the results of which had been announced on 13th March 2008.</p> <p>The appeal process had now started and seven groups or individuals have lodged appeals, a date for which has yet to be set.</p> <p>After some brief discussion, LMcB outlined some of the reaction to the implementation and the conclusion was that as much work as could be reasonable expected had been carried out following some intense work with family groups which had certainly built up an element of trust with most people within the organisation.</p> <p>Sub Committee noted the update report.</p>	
13	<p>Inspection Action Plan</p> <p>Sub-Committee considered the progress against their element of the Inspection Action Plan with the only outstanding item being in relation to the achievement of Equality Standard Level</p>	

	3 which was now timetabled for August 2008. Sub Committee noted progress to date.	
14	Any Other Business There was no further business for Sub-Committee to consider.	
15	Dates of Next Meeting The next meeting of Sub-Committee will be held on Tuesday 27th May 2008 at 7.00pm. RC asked for her apologies for that meeting to be noted. With thanks to everyone for attending, the Chair brought the meeting to a close at 8.00pm.	