

NON CONFIDENTIAL MINUTES

Northwards Housing

Operations Sub-Committee Meeting

Board Room – Hexagon Tower

Wednesday 4th March 2020 at 5.30pm

Chair: Fiona Sharkey

Present

Fiona Sharkey (FS)	Board Member
Donna Bowler (DB)	Board Member
John Farrell (JF)	Board Member
Marina Teat (MT)	Board Member
Wayne Melia (WM)	Board Co-optee
Dave Potts (DP)	Operations Sub-Committee Co-optee

In Attendance

Mike Stevens (MS)	Director of Neighbourhood Services
Andy Plant (AP)	Director of Property Services
Andy Wood (AW)	Head of Responsive Repairs and Servicing
Belinda Rourke (BR)	Head of Customer Experience
Anne Duffield (AD)	Head of Housing Access
Garry Barnes (GB)	Health & Safety Manager
Matt Reynolds (MR)	Fire Safety Manager
Kevin Lowry (KL)	Interim Director of Housing & Residential Growth, MCC
Yvette Newton (YN)	Governance Support Manager (Minutes)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Confirm Quorum FS welcomed everyone and confirmed that the meeting was quorate. FS explained that she was acting chair due to GL sending his apologies. Introductions were made.	
2	Apologies for Absence Sharon Thomas (ST) Gary Lamb (GL)	
3	Declaration of Interests / Confidential Matters / Equality and Diversity There were no declarations of interest.	
4	Minutes of Last Meeting and Matters Arising Sub-Committee approved the minutes of the meeting held 20 th November	

Signature of Chair:

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	<p>2020.</p> <p>There were no matters arising.</p>	
	CONFIDENTIAL ITEMS	
5	<p>Responsive Repairs Performance Report & Target Setting 20/21 (Confidential)</p> <p>Please see confidential minutes.</p>	
6	<p>Voids Performance Report & Target Setting 20/21 (Confidential)</p> <p>Please see confidential minutes.</p>	
	NON CONFIDENTIAL ITEMS	
7	<p>Health & Safety Annual Policy Review & Update Report</p> <p>GB introduced himself to the Sub-Committee. He informed them he was the new Health & Safety Manager and had been in post for two weeks.</p> <p>GB presented the report and informed the Committee that there is currently no formal Health & Safety Committee at staff level, and this is something he is looking at setting up.</p> <p>GB explained to the Sub-Committee that the annual Health & Safety Policy Review and a Health & Safety Update Report would be brought to the next meeting in June</p> <p>GB asked Sub-Committee members to let him know if they had anything specific which they would like to see included in the Health & Safety Update.</p> <p>Operations Sub-Committee noted the update</p>	
8	<p>Capital Programme monitoring report & Target Setting 20/21</p> <p>AP presented the report. He explained that slippage throughout the year means the target spend for the end of the year is £17.4m.</p> <p>AP informed the Sub-Committee that Tenant Satisfaction Performance is lower than hoped for, but is optimistic this will improve when works move to other schemes where access should be improved, and where it is envisaged there will be lower refusal rates.</p> <p>DP commented that there are a lot of KPIs and asked how many are used to manage the contracts. AP confirmed that they are all used albeit some to a greater degree than others.</p> <p>DB asked if there were other schemes ready to start in case of delays. AP explained that the aim is to start to “over-programme” and to get approval for</p>	

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	<p>more schemes than we can deliver.</p> <p>It was agreed that future reports will include figures as well as percentages so the Sub-Committee can better understand the information.</p> <p>FS asked what was being done around poor contractor performance on the Monsall Blocks. AP confirmed that there was some leverage in terms of any future works.</p> <p>Discussion was had around what assurance the Board can get that the difficulties we have experienced won't happen in future. AP informed the Sub-Committee that contingency plans were being put in place for all contracts as well as the financial scrutiny being raised and different processes put in place to support this. AP explained that an added level of scrutiny was being added through the Northwards Finance Team. At present it only goes through the Asset Management Team. So spend will be much more closely monitored in future and we will be much quicker to identify signs of concern and respond to these.</p> <p>Discussion was had on proposed targets for 20/21. KPI14, Construction Waste – It was noted that the new proposed target was higher than last year but below this year's performance. After discussion it was agreed that the target for 20/21 would be 98%</p> <p>KPI16-KPI19 – There are no targets set and performance looks poor for some of the contractors. Sub-Committee felt that if there is no target in place then there is nothing to aim for.</p> <p>It was agreed that further down the line targets may be re-introduced but in any event more narrative on this will be included in future reports.</p> <p>FS commented on the no access to properties for electrical checks. AP explained that we are taking a similar approach as we do with no access for Annual Gas Servicing checks but as the checks are not statutory for electric checks we are taking a risk and could be challenged. We will closely monitor this as we go along.</p> <p>Subject to the amendments mentioned above the Sub-Committee approved the Capital Programme KPIs for 2020/21</p>	
9	<p>Home Safety Assurance Report</p> <p>AP presented the report. He explained the figures in the report are as at the end of January 2020.</p> <p>AP informed the Sub-Committee that an investigation had been carried out on the testing of Smoke Detectors as part of the Annual Gas Servicing, following on from an issue raised by Michelle Carmichael, Tenant Board Member. He explained that an audit of recently completed Gas Servicing Visits had been carried out and the results were contained in the report.</p> <p>AP informed the Sub-Committee that a sample of Annual Gas Servicing visits</p>	

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	<p>are audited but this did not explicitly include smoke detector checks. The checking of these has now been built into the sample audits.</p> <p>AP informed the Sub-Committee that Asbestos Management Surveys for all blocks that require one have been completed.</p> <p>AP explained to the Sub-Committee that the two issues around Water Hygiene mentioned in the report are still being investigated.</p> <p>DB asked who holds the data from the routine temperature checks undertaken by Mears. AP confirmed that Northwards holds the data.</p> <p>FS asked about the timescale for completing the overdue management actions in relation to Fire Safety referred to in paragraph 2.2 of the report.</p> <p>MR informed the Sub-Committee that the outstanding actions mainly relate to tenants who store items on communal landings. MR confirmed that he is due to meet with a contractor on site soon and he would then have a definitive timescale.</p> <p>Sub-Committee asked about the drop in completed PAT tests from 96% to 76%. AP informed the Sub-Committee that this had been due to absence and he was confident this would be caught up by the end of March 2020.</p> <p>It was agreed to give the Sub-Committee assurance a paragraph on Smoke Detectors would be included in the report going forward.</p> <p>Operations Sub-Committee noted the report.</p>	
10	<p>Fire Safety Update - Government's response to the Grenfell Phase One Report</p> <p>MR presented the report and asked for any questions.</p> <p>DB asked about fire doors and the inspection of door closers. MR confirmed that Northwards will need to take a view about what is proportionate and achievable.</p> <p>FS commented that a summary of the implications for Northwards would be useful for future reports.</p> <p>DP commented that it would be useful for Northwards to look at what some of the London Boroughs are doing.</p> <p>It was agreed that further reports with more specific recommendations would be brought back to future meetings.</p> <p>Operations Sub-Committee noted the update.</p>	
11	Customer Service Centre Performance Report	

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	<p>BR presented the report and asked for any questions.</p> <p>FS asked about how we are monitoring wait times and making sure that these don't become unacceptable. BR explained that monitoring of calls answered and wait times needs to continue and these will be included in performance reporting.</p> <p>FS commented that things seems to be moving in the right direction but that there is still a way to go and would welcome regular reporting to the Sub-Committee.</p> <p>Operations Sub-Committee noted the update.</p>	
12	<p>Customer Service Excellence (CSE) Report</p> <p>BR presented the CSE report to the Sub-Committee. She informed the Sub-Committee that all areas of partial compliance were covered within existing action plans.</p> <p>Operations Sub-Committee noted the update.</p>	
13	<p>Tackling Homelessness Update</p> <p>AD presented the report to the Sub-Committee. AD gave an update on all the strands of work that Northwards contributes to in addressing homelessness in the city. It was noted that this remains a key challenge for the city and that we are contributing in a variety of ways.</p> <p>Operations Sub-Committee noted the update</p>	
14	<p>Tenancy Management</p> <p>MS presented the report to the Sub-Committee. He explained that the report gives a summary of the main issues and challenges and the work Northwards is doing to address them.</p> <p>MS informed the Sub-Committee that there is currently a piece of work being carried out within Neighbourhood Services reviewing our operating and delivery model and looking at processes within the tenancy and estate management functions.</p> <p>Operations Sub-Committee noted the update.</p>	
15	<p>Estates Review Update</p> <p>MS gave an update to the Committee. He explained that areas and property types have been identified which more detailed work will be carried out on.</p> <p>MS confirmed that the biggest issues for the five areas was turnover and</p>	

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	<p>terminations.</p> <p>MS informed the Sub-Committee that a more detailed report would be brought back to the next meeting of the Operations Sub-Committee.</p> <p>Operations Sub-Committee noted the update.</p>	
16	<p>Exceptions Report</p> <p>None</p>	
17	<p>Operations Sub-Committee Work Programme 2020</p> <p>MS presented the Operations Work Programme for the rest of 2020.</p> <p>The Sub-Committee approved the Operations Sub-Committee Work Programme for 2020.</p>	
18	<p>Any Other Business</p> <p>DB asked what work Northwards doing around Coronavirus. It was agreed that a full plan of action would be brought to the next Board Meeting due to take place on 25th March 2020.</p>	
	<p>FS thanked everyone attending and closed the meeting at 7:15pm.</p>	
<p>Date of Next Meeting: Wednesday 17th June 2020 at 5.30pm Hexagon Tower Board Room</p>		

Signature of Chair: