



RESOURCES COMMITTEE

9 May 2019

PRESENT:

Directors

George Clark (in the Chair)
 Elizabeth Bird
 Sheila Bouitieh
 Robert Buckley
 George Clark
 Michael Hood

Advisers

Neil Bouch	Interim Managing Director
Ian Price	Director of Property and Assets
Marie John	Head of Business and Development
Debbie Worrall	HR and Governance Manager
Martin Poulter	Business, Performance and Customer Services Manager
John Turvey	Finance Business Partner
Stuart Gibson	Governance and Risk Lead

Apologies

Mick Davison

1 MINUTES

The minutes of the meeting of the committee held on 14 March 2019 were approved as a correct record.

2 EQUALITY AND DIVERSITY ANNUAL REPORT 2018/19

A draft Equality and Diversity Annual Report 2018/19 for the financial year 1 April 2018 to 31 March 2019 was submitted. The report covered several areas including:

- A summary of customer profile data
- The role of customers in monitoring how the company delivered its commitment to equality and diversity
- How the company supports the diverse needs of its customers through community investment
- The support the company provides to employees through training and regular updates to help it fulfil its legal and moral obligations
- How the company reshapes services to support the most vulnerable customers
- Highlights of the wide range of activities undertaken during 2018/19.

The committee felt that it was important that all equality and diversity data had been received and was up to date for Board Members. It was agreed to reiterate this at the next Board Meeting and request the updated data after the meeting.

RESOLVED – (i) That the draft Equality and Diversity Annual Report 2018/19 be approved.

(ii) That the report be designed and made available on the company's website and issued on request.

3 MANAGEMENT ACCOUNTS – FOURTH QUARTER 2018/19

The committee received the management accounts for the fourth quarter 2018/19.

The overall revenue position for the company was an overspend against the annual budget of £49,000.

The management and supervision accounts showed an overall overspend for the fourth quarter of £154,000. The overspend related mainly to Council Tax on void properties which the Council had agreed to fund through additional management fee income.

The fourth quarter position for repairs and maintenance was an underspend of £105,000, which was a decrease of £505,000 since the third quarter. This would be appropriated to the company's reserves. The committee welcomed this and noted that the Board would receive a reserves position statement and updated Reserves Policy in July 2019.

The committee welcomed the fact that sub-contractor costs had reduced.

The capital delivery accounts showed an efficiency of £887,000 for the fourth quarter in comparison to the budget for the year of £860,000. This compared to £604,000 at the third quarter and £858,000 as at the fourth quarter in 2017/18.

The company has identified and delivered significant efficiency savings throughout the year to achieve this position. The projected overspend at the second and third quarter was £455,000 and £226,000 respectively.

RESOLVED – (i) That the committee is satisfied with the management accounts for the fourth quarter 2018/19.

(ii) That Officers be congratulated on the year end position and for increasing the reserves by £105,000.

4 PERFORMANCE AND SERVICE STANDARDS – FINAL QUARTER 2018/19

The committee received the Performance Indicator results for the final quarter 2018/19.

There were currently 12 Key Performance Indicators that were reported to this committee on a quarterly basis. At the final quarter 2018/19: -

- Four indicators were traffic lighted green. This showed that the annual targets for these indicators had been achieved.

- One indicator was traffic lighted amber. This showed that the target set had not been met but performance had increased on the previous year.
- Two indicators were traffic lighted red. This showed that the target set had not been met and performance had decreased compared to the previous year.
- The remaining five indicators were all set with baseline targets for 2018/19.

In respect of rent lost through Council houses being empty, which was traffic lighted red at year end, it was noted that this highlighted that next year's activity needed to focus on the number of vacant properties that were undergoing work where there was potential for improvement. The number of empty properties in Crowhall Towers and Sir Godfrey Thomson Court in Felling was highlighted.

RESOLVED – That the committee is satisfied with the Performance Indicator results for the final quarter 2018/19.

5 HEALTH, SAFETY AND ENVIRONMENTAL UPDATE – FINAL QUARTER 2018/19

The committee received an update on the following corporate health and safety activities for the final quarter 2018/19: -

- Performance monitoring
- Delivery activity
- Accidents/incidents and near misses
- Other health and safety issues

An increase in the number of near misses being reported was encouraging. In addition, a Health and Safety Campaign, including a short video, was being launched this month which would further encourage employees to report incidents.

The committee received the Corporate Health and Safety Management Action Plan 2017-19. Of the proposed 38 actions, 19 were remaining. It was noted that the all the higher risk actions had been completed. The action plan was currently being reviewed and any outstanding actions would be picked up in the new action plan.

RESOLVED – That the committee is satisfied with the health, safety and environmental update for the final quarter 2018/19.

6 HUMAN RESOURCES UPDATE – FINAL QUARTER 2018/19

The committee received an update on general human resources initiative and developments for the final quarter 2018/19.

The total sickness absence for the final quarter was 2973.5 days which equated to 4.03 days per FTE (full time equivalent). The total sickness for 2018/19 was just under 17 days per FTE.

184 (1.09 days per FTE) and 54 (2.94 days per FTE) employees were absent with short and long term absence respectively during the final quarter.

The three main causes of absence continued to be impaired mental health and wellbeing, musculoskeletal and post-operative.

It was acknowledged that impaired mental health and wellbeing remained one of the main causes of absence and as such a focus group had been set up to consider the company's current approach ensuring policies, procedures, initiatives and support mechanisms remained fit for purpose and identified areas for improvement moving forward.

The company continued to manage absence in line with the absence management policy and procedure. An overview of absence management activity within the quarter was submitted.

The committee received an update on work life balance applications and recruitment during the period, learning and development activity and the Apprenticeship Levy and recruitment of apprenticeships.

It was noted that the company continued to encourage non-White British and disabled applicants to apply for vacancies. It was agreed to compare TGHC data with the Council's data, and customer and borough profiles. Details would be provided at the next meeting.

The committee also received details of the company's gender pay gap at 31 March 2018. The company's mean gender pay gap was 8.85%, which was much lower than the national average of 18.1%. However, the company was committed to reducing this even further.

RESOLVED – That the committee is satisfied with the human resources update at the final quarter 2018/19.

7 DATE AND TIME OF NEXT MEETING

The next meeting of the committee would be held on Thursday, 4 July 2019 at 10am in Room S21, Gateshead Civic Centre, Regent Street, Gateshead.

8 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED – That the press and public be excluded from the meeting during consideration of the remaining business in accordance with the indicated categories of the company's Access to Information Rules.