

MINUTES OF THE SHAREHOLDER SUB COMMITTEE HELD ON

18 November 2021

7.30 - 8.25 pm

PRESENT

Sub Committee Members

Councillor Joel Charles (Chair)
Councillor Simon Carter
Councillor Chris Vince

Officers

Andrew Murray, Director of Housing
Adam Rees, Senior Governance Support Officer

Also Present

John Phillips, Managing Director - HTS (Property and Environment) Ltd
Councillor Nicky Purse
Councillor Dan Swords

22. **APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Andrew Johnson and Nancy Watson.

23. **DECLARATIONS OF INTEREST**

None.

24. **MINUTES**

RESOLVED that the minutes of the meeting held on 28 September 2021 are agreed as a correct record and signed by the Chair.

25. **MATTERS ARISING**

None.

26. **SUB COMMITTEE WORK PLAN**

The Chair said that a number of items on the work plan would be considered and included as part of the new Business Plan at the February 2022 Committee meeting.

Strategic workshops would be taking place over the coming weeks on the development of the new HTS Group Business Plan. Briefings will be held for Councillors during this period.

RESOLVED that the work plan was noted.

27. **OPERATION AND PERFORMANCE REPORTS**

a) Performance Report

The Sub Committee considered the performance report. John Phillips, Managing Director HTS (Property and Environment) Ltd, said that HTS are facing challenges and performance issues which are affecting their recovery plans.

RESOLVED that:

A The Sub Committee noted HTS (Property & Environment) Ltd (HTS) performance and finance summary. It covers operational activity across all work streams for the period July to September 2021 as follows:

- i) Operational – The report illustrates HTS performance against KPI targets set including a summary of customer service update.
- ii) Financial – Financial analysis provides a review of HTS position against forecast. Shareholder Statement in attached in Appendix B.
- iii) Status Update – HTS has been reviewing Government advice at each stage and have reviewed the services we can safely deliver to limit the risk of spreading the virus to our staff and the residents we deliver services to.

b) Risk Register

The Sub Committee received a report on the updated strategic risk register.

RESOLVED that the Sub Committee noted the strategic risks as relating to HTS (Property & Environment) Ltd together with their analysis and mitigation.

c) Social Impact Report

The Sub Committee received the social impact report. John Phillips said that although the pandemic had impacted on HTS' ability to deliver social value, there were some highlights including the provision a testing centre.

RESOLVED that the Sub Committee noted the report.

d) Responsive Repairs and Customer Access Review

The Sub Committee received a report on the responsive repairs and customer access review. Andrew Murray, Director of Housing said that the review was focussed on improving the customer experience. A plan had been put in place to improve communications, processes and access.

RESOLVED that the Sub Committee noted the report and its alignment to the Corporate Strategy ambition raising customer standards and access.

e) Best Value Review Progress Report

The Sub Committee received a report on the best value progress review.

RESOLVED that the Sub Committee noted:

A The progress on the Best Value Review Action Plan.

B The BAU Action Plan progress to date.

C The mainstreaming of the Best Value actions to be included in the revised and updated HTS Group Business Plan/Improvement Plan.

28. **REFERRALS FROM CABINET**

None.

29. **REFERENCES FROM THE HTS BOARD**

None.

30. **MATTERS OF URGENT BUSINESS**

None.

31. **DATE OF NEXT MEETING**

17 February 2022.

CHAIR OF THE SUB COMMITTEE