

MEETING MINUTES

Meeting: Leathermarket JMB Board.		Date: Monday 24 th January 2022 Start Time: 17:30pm	
Held:	Virtually, via Zoom.		
Attendees	Full Name and Initials	Role	
	Andy Bates Anne Timeyin Berni McEwan Wayne McAllister Christine Parsons John Lynch Martin Green Alex Heslop Halima Iqbal Liam McGrath Yuan Potts Clive Shaw Debbie Walsh	Executive Manager Deputy Manager Finance Manager Property Services Manager Chair; Crosby, Lockyer & Hamilton TRA Vice Chair; Crosby Lockyer & Hamilton TRA Co-opted Directors Tenant Management Initiatives Communities Division Southwark Council Bermondsey Street TRA Treasurer; Bermondsey Street TRA Kipling TRA Kipling TRA Lawson TRA	
Apologies	Lee Page Michael Adu Jacqui Roche	Co-opted Director Co-opted Director Lawson TRA	
Ref.	Minutes	Action	
1.	<p>Introductions</p> <p>The meeting was held on Zoom</p> <p>The chair welcomed Martin Green as a new co-opted Director</p> <p>Chair gives introduction and begins by explaining that no decision will be made by the board today on the Staffing Review Paper. AB is presenting a paper that reviews the 2020 Staffing Review and the impact of Covid-19 restrictions on the service provided by the JMB to its residents. The report is too long and complex for a decision to be made tonight. Directors will hear a verbal explanation and then give detailed consideration at their away-day.</p>		
2.	<p>Declarations of Interest</p> <p>Christine said that her daughter Charlotte is the JMB's Contracts Coordinator</p>		
3. 3.1	<p>Staffing Review</p> <p>AB represented a written report. The paper set out the 2020 Nawrat: Seymour and repairs reviews.</p> <p>The key issues are:</p>		

- AB said that functions within the JMB are so interlinked that the structure as a whole structure needs to be reconsidered
- It is good practice for Reorganisations to be reviews and adjusted. The disruptions caused by Covid and recruitment problems has been that certain strands of the reorganisation have been realised as planned
- The recruitment environment is very tough, especially for technical posts
- We have not been able to recruit to the Contracts Manager (Senior Surveyor) post
- The client/ contractor split within the responsive repairs function has not worked
- The repair process needs to be simplified
- Controlling the responsive repairs budget and ensuring the quality of repairs ordering is problems with 9 people ordering repairs
- The Major works manager needs to focus on major delivery and cannot in future be diverted by the firefighting inherent in responsive repairs.
- The JMB needs to accelerate major works delivery from £2m to £6.8m per year
- Strengthening the responsive repair function is required in itself, but is also needed for to free-up the Major Works manager
- The Technical Officer post is not graded highly enough to attract a good quality candidate. There is a need for a Project Manager (Major Works), to support the Major Works Manager
- An Estates Services Upkeep post integrating cleaning, gardening and estates upkeep is proposed
- RSO team need to replace the fixed term admin support it had for the first year of the reorganisation
- Providing a responsive repair service during Covid has been difficult and this has significantly increased the workload of the RSOs.

Discussion Points

- Could the Project Manager (Major works) post be time limited. As the acceleration of the major works programme is likely to be time-limited to 2-3 years
- Request for a breakdown of the changed cost by function was requested
- Can the adjustment be achieved within the existing budget?
- There was concern that the repair manager before the 2020 reorganisation was overwhelmed with work and there is a concern that this does not happen again. AB said that this job will have a narrower focus
- There was a discussion about the problems recruit a Surveyor. This is a requirement that we can outsource.
- WM confirmed that ad hoc repair inspections is not a service that our term consultant Playle can provide

ACTION: Produce table showing explicitly where the staffing budget needs to increase and where savings come from

Resident Services Team:

AT Deputy Manager explained the reason the RSO's are asking for a Resident Services Admin Assistant. (RSAA).

- There was a temporary assistant for the first year of the reorganisation
- There are many factors that the team are dealing with, it would help the team if they had an Admin person, instead of relying on the Receptionist for Admin support.
- We want the RSO's out on the Estates, doing their estate visits and with a RSAA this will allow the RSO's to focus on this. Currently when the RSO's do the estate visits they ask the Receptionist to complete the Admin part.
- The RSO's are helping with volunteer's programmes, so we need more help.
- It only takes one person to be off sick, on leave or there be a vacancy and then this then shows how much we need the RSAA.
- The RSAA will help in emergencies so the RSO's can attend to any major issues during this emergency. The original plan was for the RSO's to focus on their patches and ensure anything to do with their patch was covered. The practical side of what we have and what we have on paper is very different.
- We need to review what we are asking the RSO's to do.
- The disrepair problems are having a major impact on the team.

ACTION: Staffing review report to document examples of tasks required for the proposed Resident Services Admin Assistant post that were discussed at the meeting.

Discussion Points:

We need to do the relevant changes in a controlled way.

The JMB needs to think about the cost implications for homeowners.

Major works:

WM, Major Works Manager gave the following update:

- 14 schemes are on site or very close to coming on site.
- We need to be in a position where we are planning for the next year (2022/2023).
- We have some good quality processes in, we have 50 different steps for the major works scheme in order to deliver quality major works
- We need a project manager that can deliver some of that and be front facing with the major works schemes.
- We have looked at current market rate for the same job role and have come up with a salary for this role.
- The technical officer role was not quite giving us the value we needed. We need someone with greater knowledge and more experience.
- We need to separate the repairs function from the major works function. They cannot be combined.

	<ul style="list-style-type: none"> The urgency of responsive repairs, means that it will always trump planned work. The consequence is that major works delivery gets delayed. <p>Finance and HR</p> <p>BM, Finance Manager, provided the following update:</p> <ul style="list-style-type: none"> Finance and HR were not functions considered by the Nawrat: Seymour review. BM is now asking for a formal review. At the previous board it was explained that the finance team had an issue with burnout by one of the team members. There is an urgent need to update HR policies A within year underspend is being used to fund temporary support, however there is a long-term requirement. 	
4.	Any other business (AOB): None	
5. 5.1	Date of next Board meeting: Wednesday 30th March 2022.	