

SCRUTINY COMMITTEE

20 SEPTEMBER 2023

PRESENT

Councillor D. Acton (in the Chair).

Councillors J. Holden (Vice-Chair), J.M. Axford, G. Carter, G. Coggins, W. Frass, D. Jarman, W. Jones, M.J. Taylor, L. Walsh, B.G. Winstanley and D. Western (ex-Officio)

In attendance

Councillor James Wright	Executive Member for Housing and Advice
Adrian Fisher	Director of Growth and Regulatory Services
Suzanne Whittaker	Regulatory Services Manager
Nicola Lees	Team Leader for Housing Standards
Vicky Holland	Head of Special Projects and Sustainability at L&Q
Alyson Heald	Partnerships Director NW at L&Q
Conan McKinley	Director of Asset Management at Your Housing Group (YHG)
Scott Murray	Executive Director for Homes at Irwell Valley
Ed Hogarth	Head of Asset Management at Irwell Valley
Jon Worsley	Disrepair and Complex Repairs Manager at Mosscaire St. Vincents (MSV)
Matthew George	Group Director of Asset Management at Jigsaw Homes
John Addison	Governance Manager
Alexander Murray	Governance Officer

Also Present

Councillors Ennis and Newgrosh.

APOLOGIES

Apologies for absence were received from Councillors D. Butt

13. MINUTES

Councillor Carter raised concern over the minutes from the previous meetings not being available for this meeting. The Chair informed Councillor Carter that this was due to the close proximity of the two previous meetings and that these would be provided at the next meeting.

RESOLVED: That the minutes of the meeting's held 10th July and 12th July be received at the next meeting of the Committee.

14. DECLARATIONS OF INTEREST

The Executive Member of Housing and Advice informed the Committee that he was currently employed by one of the housing associations present.

RESOLVED: That the declaration be noted.

15. QUESTIONS FROM THE PUBLIC

No questions were received.

16. DAMP AND MOULD WITHIN THE TRAFFORD HOUSING STOCK

The Executive Member for Housing and Advice gave an introduction to why the issue of damp and mould had been brought to the Committee, and how recent cases had highlighted to the public and the government some of the poor housing standards that remained a part of people's everyday lives. This included a recent coroner report which attributed mould as a reason for death to an individual outside of the borough. He continued by saying that even though the Council does not manage any housing stock within the borough directly, this does not impede the Council's ability to take action against hazards within housing associations stock and reiterated the Council's commitment to do this. The Committee were provided with some of the statistics behind complaints the Council has received in the past 12 months in relation to housing standard. Most notable was of the 234 complaints made to the Council, 77 had been down to the issue of mould.

The Executive Member concluded by stating that he was committed to working with housing providers to tackle the issue despite the low levels of resource available to the Council.

The Director of Growth and Regulatory Services then spoke to the report that had been circulated with the agenda and informed the Committee of the level of social housing in the area. While the level of social housing in Trafford was lower than other areas it still represented a significant amount of the housing stock in the area. The Director of Growth and Regulatory Services provided details of the work the Council had done in collaboration with housing providers and asked the Committee to note the responses by providers to the Governments legislation and the motion that had been passed by the Council to deal with mould. The Director of Growth and Regulatory Services then moved on to discuss the Council's role as a housing regulator and the powers the Council had in this regard. The Committee were informed of the complaints received by the Council and how they often signified poor management of a property. The report outlined the process of how the powers were utilised and, like the Executive Member for Housing and Advice, highlighted that the Council had a number of tools that can be employed if it is deemed necessary to take formal action.

Councillor Western noted that section 3.7 mentioned an online form that residents had to fill in and asked if there was a paper version available. The Director of Growth and Regulatory Services responded that the majority of forms received were submitted online although those who may have difficulty can go to a contact centre or a Council reception to report their issues.

Councillor Axford noted that the issue with damp and mould was linked to the cost-of-living crisis and the cost of energy and asked if the number of complaints of damp and mould has increased over the past year. The Team Leader for

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Housing Standards responded that only since last year was there a code in place for damp and mould, which means that the numbers could only now be recorded in the system. However, they did say that there had been a definite increase in complaints around damp and mould, and that this had been exacerbated by the cost-of-living crisis.

Councillor Walsh asked what had been done within the Council since the coroner's report that would reassure the Committee that this was not likely to be repeated in Trafford. The Executive Member for Housing and Advice assured the Committee that the Executive was focused on tackling this issue and ensuring that high quality housing levels were maintained in the area so that all residents had a good quality, safe, and secure home. The officers who were employed in the area produced good work, but the Executive Member admitted that the Council would benefit from having a greater number of staff and resource to tackle the problem and that the Executive were going to lobby the Government requesting greater resources for this.

Councillor Carter noted that a large element of the problem was within the private sector and asked if there were any indication of their response to this issue and how they were treating it. The Team Leader of Housing Standards responded that generally in the first instance the Council would write to the landlord directly, giving them 28 days to conduct an inspection of the property. She ensured that the Council generally got a good response to these letters with the landlord enacting the changes themselves. If they do not engage with the housing standards, then organise a formal inspection of the property under the Housing Act.

Councillor Frass stated that he found it hard to believe that there were no category 1 or 2 issues and asked whether the Council planned to ask for a share of information on a more granular level from the housing associations. The Executive Member for Housing and Advice responded that a request had not been made but it was something that the Council could look at doing, but a discussion would need to be had first between the Executive Member and the Director for Growth and Regulatory Services' team, to see the sort of resource that would be required to take on such a big project. He also raised concern around time and availability of officers. The Director of Growth and Regulatory Services added that elements of this would be picked up as part of the letter to housing associations from the Secretary of State.

Councillor Winstanley asked about the long-promised changes to the housing regulations and whether this will see an end to some in the privately rented sector being reluctant to come forward and complain about conditions. He asked whether they had any cases of people coming to the Council out of fear of being evicted by their landlords. The Team Leader for Housing Standards responded that there were cases of people coming to the Council, saying they had an issue and do not want to contact their landlord, yet without their permission the Council cannot contact the landlord. However, she did say that the Council does get many people contact them, when they were moving out or had been evicted, to report an issue in the hope of stopping the issue of damp and mould for the next tenants.

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The Chair thanked the Executive Member for Housing and Advice and the Director of Growth and Regulatory Services for their information and engagement with the questions asked by the Councillors. The Chair moved forward to questions from Councillors for the representatives in attendance from the housing associations.

Councillor Walsh asked the housing associations what, since the coroners report, response had the housing associations given, what issues had been found, and what improvements had been made. He wanted to see an urgency from the housing associations of an understanding of the seriousness of the issue.

The Head of Special Projects and Sustainability at L&Q responded first, stating that a lot had been done. This included a separate damp and mould policy, which involved the completion of an assurance review which looked at what the policy said it will do compared to what was being done. This found that normally the work was being done, however, it did find some gaps, which were being rectified through work with residents living in those homes where gaps had occurred. Furthermore, more extensive training on damp and mould and how to prevent it had taken place in February and March 2023. There was also a review ongoing looking at the Standard Operating Procedure, ensuring that there was adequate follow through at 6- and 12-months, to ensure that an issue had been dealt with and that it was not reoccurring. Finally, she informed the Committee that the issue of damp and mould was now presented monthly to L&Q's Executive Board.

The Chair asked how many cases had been reported and dealt with in the past 12 months. The Head of Special Projects and Sustainability at L&Q responded that there were currently 150 open cases in Trafford, that stayed open until the work had been completed. She will supply the information for the number of completed cases after the meeting.

Councillor Walsh asked how many resident engagement groups there were in Trafford. The Head of Special Projects and Sustainability at L&Q did not have that information but would be able to share the information after the meeting. She informed the Committee that she had attended one, where 20 residents had been invited with only six attending.

Councillor Walsh asked about Board involvement and whether they felt they were taking it more seriously. The Head of Special Projects and Sustainability at L&Q responded that the Board was taking it much more seriously, actively seeking out solving the issues, with it being a regular item at Board meetings.

The Director of Asset Management at Your Housing Group (YHG) responded regarding their associations work that had been done through communication and engagement with residents, as well as the formation of a damp and mould task force, to specifically look at the issue, which was dedicated solely to the issue and was made up of staff with the required skill sets to deal with the problems. He also spoke about the Housing Associations IT system which had helped to manage problems that had been reported.

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The Chair asked how many families the group had worked with. The Director of Asset Management at YHG responded that they had worked with 199 families in the last 12 months.

The Group Director of Asset Management at Jigsaw Homes provided a similar response to the representative from YHG, informing the Committee that it had improved follow up on contacting residents after a case had been dealt with to ensure that no recurrence happened, and that there were no underlying issues with their building. They spoke about additional engagement between engineers and residents, which involved doing a walk around properties and assessing their quality regarding damp and mould. Furthermore, the Committee were made aware that they had had their records on damp and mould externally scrutinised. They finished by saying that they felt the group was in a much better position and on the front foot compared to 12 months ago.

The Executive Director for Homes at Irwell Valley told the Committee that the Irwell Valley Chief Executive did a call to action 12 months ago and had a spotlight review which had scrutinised the approach of the housing group. He also spoke about the desire to do more on the issue of damp and mould. He spoke to the complaints procedure which was in place and the lessons learned from it. He mentioned that Irwell Valley had recognised the need for stock condition checking, whilst also looking at utilising the other checks that they had to do, which involved gas and electricity. The Committee were informed of some additional funding that had been place in the housing quality fund which they had applied for and had helped to deal with a number of properties with damp and mould.

The Chair asked if they could provide information on the number of properties dealt with in the last year in comparison to previous years. This will be provided after the meeting.

Councillor Winstanley asked about the extra funding that could be applied for and what housing associations had to do to receive it. The Head of Asset Management at Irwell Valley explained that there was a £50M pot of funding at Greater Manchester (GM) level that could be applied for, Irwell Valley had applied for funding for around 991 properties with roughly half of those being in Trafford.

The Disrepair and Complex Repairs Manager at Mosscafe St. Vincent's (MSV) informed the Committee of their associations approach and the action taken within the last year. This had included taking a more data driven approach to dealing with damp and mould within the housing stock. The group had looked at expanding surveyors but also hiring a tenant liaison officer, which would work with tenants in order to identify any problems they may have had, such as in fuel poverty, which may impact the property.

Councillor Walsh thanked all of the representatives for their answers. He stated that he would like to hear more use of external auditors, as this was only mentioned by the representative from Jigsaw Homes. MSV responded that they had been through an external audit recently as well.

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Councillor Jones enquired about the figure of ongoing cases in MSV properties. The Disrepair and Complex Repairs Manager at MSV responded that there were ten new active cases, with 84 in the planned programme of works across the associations stock.

The Chair and Councillor Jones both asked if the data of active cases could be provided by all housing associations after the meeting, with Councillor Jones also hoping that the data will come back to Scrutiny in the future.

Councillor Frass noted that L&Q planned to deal with 20% of cases each year and whether this was going to be done nationwide or would it be on an area-by-area basis. Councillor Frass asked more widely to the housing associations, whether when looking at their plans to inspect homes, some of which the housing associations were setting themselves a target of 2029, if this was urgent enough.

The Disrepair and Complex Repairs Manager at MSV responded that they had a large amount of housing stock work to do but that there were a limited number of people who could do the work to a good standard. He felt that there had been a flooding of the market with lots of surveyors of questionable quality.

The Head of Special Projects and Sustainability at L&Q could not respond on where the 20% would cover each year at the meeting but can get back to the Committee. They stated that the commitment meant that every property had conditions survey every five years, with other members of staff going into properties much more often than just the 5 year reviews would suggest. The Partnerships Director NW at L&Q added further that any inspection was only a snapshot in time and so highlighted that it was important that there were open lines of communications for the customers, and looking at different triggers which can cause damp and mould to form.

Councillor Coggins asked how long it would take to train up the workforce to address the issue and asked what could be done to help the providers to meet the challenges.

The Executive Director for Homes at Irwell Valley responded that it was about having people come in who provided the quality as well as quantity. He raised the funding limitations and how would it help if not all associations were having to compete for the same pot of money, instead favouring adopting a long-term over a short-term review.

The Disrepair and Complex Repairs Manager at MSV said that it was about increasing training, which would lead to improved triage, which in turn would lead to an improved programme of works. He spoke about the changes at MSV, which had involved moving away from the call centre dealing with the majority of the triage. This was being replaced by a second point of triage, involving a higher trained team which looked at the information taken by the call.

Councillor Western asked how many homes were inspected for mould on an annual basis, and raised concerns similar to Councillor Frass around the time it will take to get round to every property in their housing stock.

The Director of Asset Management at YHG responded that their association had surveyed 90% of properties but also do annual visits asking occupants about whether they had damp and mould. The YHG also had an external audit on damp and mould which performed very well.

The Head of Special Projects and Sustainability at L&Q stated that they had also had an annual review and did gas and electrical inspections on a yearly basis. The Ombudsman report did recommend for L&Q to get out to the properties and had given additional training and guidance to frontline staff.

The Executive Director for Homes at Irwell Valley informed the Board that they planned to get to 100% by 2025.

MSV had a common approach to the other associations. They did operate a process of looking back through their data to find the silence, taking a proactive plan to those who they do not hear from and adding them to the list to be contacted.

Councillor Ennis stated that he felt there was a stigma around reporting mould and asked whether any steps were being taken to deal with the issues.

The Executive Director for Homes at Irwell Valley had worked with residents around the language used within policy as well as that language used by staff to not increase stigma. They wanted to make tenants feel supported rather than judged when they raised a complaint.

The Disrepair and Complex Repairs Manager at MSV referred to the establishment of the Tenancy Liaison Officer and that the approach aligned with not blaming residents for the issues. They also spoke about the need for education for residents to help them to know what they were to do to avoid issues such as black mould.

Councillor Carter asked whether there were cases of damp and mould repeating and how that was captured and dealt with.

The Head of Special Projects and Sustainability at L&Q stated that L&Q had just brought this issue into their procedures, where if complaints had been received within 3 to 6 months of initial resolution, this will be escalated accordingly.

The Executive Director for Homes at Irwell Valley added that it linked into government guidance for Housing Associations to follow regarding follow up and timescales.

Councillor Jarman asked how many referrals from residents had been received and what action was taken.

The Director of Asset Management at YHG responded that there had been 199 and the cases vary from leaks and pipes to extraction fans or condensation. Guidance was then provided to residents to deal with this.

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The Executive Director for Homes at Irwell Valley said they would provide the data on this after the meeting.

Councillor Jarman asked whether housing associations did systematic inspections of their properties, and if so, was there any interventions that could be taken from this to deal with issues in a more efficient manner.

The Disrepair and Complex Repairs Manager at MSV responded that this was the ultimate goal of any housing association, but this would cost a lot of money to get to a point where you can have a pro-active rather than re-active response to the issues.

The Chair asked what resources each association had to put in to tackling this problem, and how many staff did they have to help deal with these issues.

The Director of Asset Management at YHG said that they were in the process of recruiting 16 operatives for the full organisation but that this was not straightforward as many housing associations were trying to hire the same people, particularly plasterers and roofers. He also said that they had a disrepair team made up of four people, three of which were para legals, as well as two surveyors. He did highlight that most of these resources were already within the team, and not necessarily new resources.

The Chair asked the final question on damp and asked whether the housing associations worked together on these issues of damp and mould or competed.

The Partnerships Director NW at L&Q responded that the GM call to action which had taken place and was responded to by all providers and how they worked well across the region especially around the issue of the supply chain and dealing with stigma.

The Executive Director for Homes at Irwell Valley informed the Committee of a project group meeting that was taking place the next day, as well as the Good Landlord Charter for Greater Manchester being established.

The Chair concluded by asking all housing associations to provide the data from the last year, in comparison to previous years, when this is available.

RESOLVED:

- 1) That the information be noted.
- 2) That all the Housing Associations present provide data around how many completed cases of damp and mould were done in the past twelve months and how this is compared with previous years, when this is available.
- 3) That the Head of Special Projects and Sustainability at L&Q provide the information on the number of residents engagement groups they had in Trafford.
- 4) That all the housing association present provide the data of active cases of damp and mould when this data is available.

- 5) That the Head of Special Projects and Sustainability at L&Q provide information on how the distribution of the 20% of cases a year will be managed.

17. RETROFITTING OF TRAFFORD HOUSING STOCK

The Chair started by highlighting that all the housing providers had provided the information prior to the meeting and asked each representative from the housing associations to provide an overview as to what they were doing with regard to retrofitting.

The Director of Asset Management at Your Housing Group (YHG) opened by saying that their associations approach had been to look at the funding available and operating a fabric first approach, which is effectively looking at insulation. YHG had been involved in the social housing de-carbonisation funding which has been done in two waves so far. They had also looked at possible cavity wall insulation. At the time, YHG had over 1000 properties that needed to have their Energy Performance Certificate (EPC) rating upgraded to a C by 2030 and aimed to do so by 2029 with plans to put in a large amount of funding to achieve that.

The Head of Special Projects and Sustainability at L&Q stated that they had a similar approach and spoke about the application process which took a lot of work but resulted in the association being able to secure about £2.2M. She said that L&Q were starting assessments on their properties. L&Q currently had 2457 properties within Trafford that needed to be brought up to grade C, but with most at a grade D currently, the cost was not expected to be too much. The Head of Special Projects and Sustainability at L&Q assured the Committee that L&Q were generally in a good place for retrofitting at that time, and had a Sustainability manager in place in the Northwest that was helping L&Q to achieve this success. The Committee were reminded that it is the Government target to have all properties should at least an EPC grade C by 2030.

The Executive Director for Homes at Irwell Valley also informed the committee of their focus upon addressing getting houses to a EPC rating C, with their current average sitting at a high grade D. They were currently in the process of trialling a new approach to improvements and spoke about the improved ratings of their new builds.

The Disrepair and Complex Repairs Manager at Mosscafe St. Vincent's (MSV) informed the Committee that in Trafford, most of their properties were already at a grade C EPC rating, with 2030 the target date to have all up to standard. He explained the delay as being down to the remaining houses being properties with specific issues, which were going to take more thought to sort. He emphasised that these properties were retrofitted correctly, as if they were not, you risk mould forming.

The Group Director of Asset Management provided a similar response to the other housing authorities, with Jigsaw Homes operating a similar approach.

Councillor Winstanley asked the housing associations how much time and effort was being spent on applying for funding. The Head of Special Projects and Sustainability at L&Q stated that it was very arduous task, which took up a considerable amount of time to bid for such funding and has its own project team. MSV responded that housing associations were a group fighting over pots of money. YHG would like the process of applying for funding to become much simpler and feels that this conversation was coming.

Councillor Coggins expressed her disappointment by the lack of urgency around retrofitting and felt more should be being done. Councillor Coggins asked whether the housing associations were looking at switching energy provisions within the housing stock away from gas and electricity and towards heat pumps.

The Executive Director for Homes at Irwell Valley stated that each provider had their own carbon neutral plans and spoke about the reductions in funding which was being seen in this area. He spoke about the importance of having consistency in funding so that can build and scale up their approach and issues in a lack of longevity in some of the projects, such as the Green New Deal, which had a lot of funding put into it before it was stopped by the Government.

The Disrepair and Complex Repairs Manager at MSV spoke about ground pumps and how they only work in certain areas and types of building and would require knowledge being given to residents who live in those properties where it would work best, as to its advantages and how it would work.

Councillor Axford asked about what the housing associations were doing to engage with the public with the view of increasing uptake of more eco-friendly solutions and how much the associations saw it as a priority. She finally asked about the Irwell valley eco trial, what the purpose of it was, and what it will be getting used for moving forward.

The Disrepair and Complex Repairs Manager at MSV responded in terms of popularity of schemes from residents, that this was dependent on what scheme was being implemented. Often, these were unpopular due to the disturbance they can cause.

The Executive Director for Homes at Irwell Valley said that the eco trial involved looking at installing a system that will let residents monitor what is happening within the property so that they can be more involved in the process and allow them to become more involved with it.

The Head of Special Projects and Sustainability at L&Q stated that L&Q had received the funding and were building up the programme of work to encourage residents to be involved with retrofitting and increase resident engagement and the impact of the retrofitting to deliver savings for them moving forward.

The Director of Asset Management at YHG added that housing associations did see retrofitting as a priority, however, with them having until 2030 to get stock up to EPC grade C, finances must be managed correctly so that all everything the housing associations want to achieve, can be achieved.

Councillor Newgrosh asked what the housing associations were currently allowed and not allowed to do when working on a property's EPC rating ahead of the 2030 requirement.

The Head of Special Projects and Sustainability at L&Q responded that there were currently no restrictions on whether someone can live in social housing if it has a low EPC rating, but that they still fall under the 2030 target on improvement.

The Chair thanked everyone for their attendance and recognised their efforts.

RESOLVED: That the information be noted, and providers and officers be thanked for providing the information.

18. PARTNERSHIP BETWEEN TRAFFORD COUNCIL AND L&Q FOLLOWING MERGER WITH TRAFFORD HOUSING TRUST

The Chair began by noting the importance of L&Q in Trafford due to the volume of stock they held. The Chair noted the previous relationship with Trafford Housing Trust (THT) and stated his hope that the Council would see a similar partnership going forward.

The Partnerships Director NW at L&Q introduced herself and stated that her role was focused upon Trafford and the Northwest and that this role had been made as a conscious decision when the THT merged with L&Q. She stated that she currently did a lot of work with key Greater Manchester (GM) housing association stakeholders, as well as other providers.

The Partnerships Director NW at L&Q informed the Committee about a new joint strategic forum established earlier in the year between the Council's corporate leadership team and similar senior leadership at L&Q. This forum had looked at a wide range of strategic and consistency areas which included increased member communication and engagement. The Chief Executive of L&Q had met with the Chief Executive of the Council and a memorandum of understanding (MoU) had been put in place which also asked how the Scrutiny Committee felt that they could fit into that. This was to be explored moving forward.

As part of this partnership, several changes and engagement had already begun. Firstly, a session for new elected members had been held earlier in the year, and this would continue to be an offer in the future, that provides training for new members so that they knew who they could contact regards to housing issues within their wards. There had also been a commitment to a joint fund of community hubs for the next two years. Plans were also being made to look at working in partnership to deal with the poverty within the borough, which also fed into the work around engaging with the unheard voices.

The Committee were made aware that the Trafford Housing Trust Board had the Leader of the Council on it until the merge. With regard to the L&Q Board, Partnerships Director NW told the Committee that appointments to this Board followed a standardised process, based upon the skills held and required on the

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Board, and encourage Councillors to apply for a position when these became available.

The Chair stated that there should still be Councillor representation on the Board. The Partnerships Director NW responded that due to L&Q covering over 100 Council areas they were unable to offer coverage to all, so instead operate through applications.

Councillor Coggins asked whether any of the membership of the Board was also a local councillor at another Council, asked if Trafford was one of the largest Council's that L&Q operate in, and if so, would Trafford have more of a case to be on the Board. The Partnerships Director NW at L&Q responded that as far as she was aware, there was no one on the L&Q Board who was on it due to them being an elected member. However, she did inform the Committee that Trafford did have one of the largest resident populations living in L&Q stock, within the areas L&Q operate.

Councillor Frass asked about the statement when the partnership was announced that which said that Trafford would retain its own Board and asked why that had not happened. The Partnerships Director NW at L&Q responded that she was not in her position when the statement was made in 2019, however, she would look back at the minutes from the Board meetings to see why this did not happen.

Councillor Axford asked about the community funding mentioned and how that would continue going forward. The Partnerships Director NW at L&Q replied that was being looked at across the whole of the organisation, with the hope of bringing in new teams that will engage directly with the Council.

Councillor Walsh asked whether the strategic forum established between Trafford and L&Q could have an elected member on. The Partnerships Director NW at L&Q said she would take this back to the forum.

The Executive Member for Housing and Advice stated that there had been a great improvement over the last year within the partnership, especially since the Partnerships Director NW assumed her role. He referenced the improvement in communications around housing management and spoke about the difficulties that had arisen over the past year and had been dealt with more efficiently than in the past. For example, with the results of the Ombudsman report with the Executive Member was set to meet with the Chief Executive to discuss this further. The Executive Member for Housing and Advice concluded that time would tell on how the relationship between L&Q and Trafford Council would work, but from his perspective, the relationship was currently operating at a good level.

Councillor Coggins asked whether there would be any leadership from L&Q in the area around decarbonisation due to them being the second biggest housing association in the country. The Head of Special Projects and Sustainability responded that L&Q had a strategy in place, and that they had received one of the highest levels of funding for decarbonisation, with plans to use this to be a leader in the area moving forward.

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Councillor Ennis asked about the future use of Sale Point and their customer facing responsibilities moving forward. The Partnerships Director NW at L&Q responded that she could provide the Committee with a report on the changes at Sale Point. She stated that there was no longer any customer facing staff in place at Sale Point, but they do have the ability to make appointments for residents to come in and make specific queries.

Councillor Ennis asked whether this would be rolled out to other areas in the community. The Partnerships Director NW stated that there had been some work done in community venues such as Limelight.

Councillor Jarman spoke about recent issues that had arisen and that L&Q had been excellent in their response and hoped that would continue going forward.

Chair summarised the points raised and highlighted the importance of the partnership.

RESOLVED:

- 1) That the presentation be noted
- 2) That the Partnerships Director NW at L&Q look back at minutes from L&Q Board meetings to see why Trafford did not retain its own Board following the merger with THT.
- 3) That the Partnerships Director NW at L&Q provide the Committee with information on the service changes at Sale Point.

The meeting commenced at 6.30 pm and finished at 9.03 pm

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