

**Northwards Housing  
Operations Sub-Committee Meeting**

**Board Room – Hexagon Tower**

**Wednesday 18 November 2015 at 5.30pm**

**Chair: Fiona Sharkey**

<b>Present</b>	Sandra Collins (SC)	Board Member
	Sharon Thomas (ST)	Board Member
	Noel Sharpe (NS)	Board Member
	Olusegun Ogunbambo (OO)	Board Member
	Fiona Sharkey (FS)	Board Member
	Joan Fitzgerald (JF)	Co-Optee
	Michelle Blakeley (MB)	Co-Optee
 <b>In Attendance</b>	Mike Stevens (MS)	Director of Neighbourhood Services
	Andy Wood (AW)	Head of Responsive Repairs and Servicing
	Claire Hopkins	Strategic Head of Asset Management
	Tara Kelly (items 1-3)	Governance Support Manager

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  MS took the chair and welcomed everyone to the meeting which was agreed to be quorate.	
2	<b>Apologies for Absence</b>  Paul Moran.	
3	<b>Appointment of Chair</b>  FS agreed to take the chair for this meeting.	
4	<b>Declaration of Interests / Confidential Matters / Equality and Diversity Matters Arising</b>  No declarations of interest. E&D items to be dealt with under agenda items.	
5	<b>Minutes of Last Meeting</b>  The minutes of the last meeting held 16 September 2015 were agreed as a true record and matters arising completed. NS joined the meeting.	<b>Approved</b>
6	<b>Annual Estates Review – Confidential</b>  CH introduced the report.	

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	<p>SC asked about the methodology – CH agreed to meet with her separately to go through this and look at some examples.</p> <p>CH confirmed that the Insight tool is commonly used for this purpose. MS noted that the tool didn't of itself provide any explanations and wasn't meant to – it was more about pointing out where there might be further questions to be asked.</p> <p><b>Sub Committee noted the report.</b></p>	<p><b>CH</b></p> <p><b>Noted</b></p>
7	<p><b>Resident Involvement Update</b></p> <p>MS introduced the report.</p> <p>SC asked which schools were involved in the Urban Crew – MS said he would make sure that information was provided.</p> <p>JF noted that residents were going to be very much involved in the planning of the next network event.</p> <p>MS confirmed that we would be using the website and social media to publicise the residents' network.</p> <p>FS asked about use of social media – could the sub-committee have more information about usage (numbers and what for and what value we think it is adding)? MS said he would speak to Pamela Welsh about this.</p> <p>JF asked about the use of Facebook – some people use this to criticize Northwards. MS confirmed that they do (in relatively small numbers) but this isn't inappropriate provided it doesn't entail using abusive or offensive language or singling out individuals. We deal with feedback in all forms – even if it is negative and even if we don't agree with it.</p> <p><b>Sub Committee noted the report.</b></p>	<p><b>MS</b></p> <p><b>MS</b></p> <p><b>Noted</b></p>
8	<p><b>Retirement Housing Survey</b></p> <p>MS introduced the report.</p> <p>MS confirmed as per his previous email with the papers that we had received returns from Anne Darby Court separately and these were consistent with the overall results.</p> <p>MS noted also that these positive results had been achieved against a background of reduced resources, which was down to the hard work of the staff involved.</p> <p>FS asked about the disability and ethnicity data – are these consistent with the %s in the older population as a whole. MS said that the answer was likely to be yes in the case of disability and no in the case of ethnicity – but it is something we will have a proper look at when we carry out the full customer satisfaction survey in the new year.</p> <p><b>Sub-committee noted the report.</b></p>	<p><b>Noted</b></p>

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9	<p><b>Capital programme 2016/17</b></p> <p>CH introduced the report. NS asked about the Council's approvals process – did this lead to things being held up. CH explained how it works and said no it generally didn't.</p> <p><b>Sub-committee approved the report.</b></p>	<p><b>Approved</b></p>
10	<p><b>Yes Performance Report</b></p> <p>MS noted that ethnicity data was now included as requested. There was some discussion about this. Sub-committee members asked how the ethnicity data compared to the general population in the area – noting specifically that the category "African" seemed to be over-represented. Sub-committee members asked for some further data and commentary on this. MS said he would ask for this.</p> <p><b>Sub-committee noted the report.</b></p>	<p><b>MS</b></p> <p><b>Noted</b></p>
11	<p><b>Gas Servicing Update</b></p> <p>The report was noted and the recommendation approved.</p>	<p><b>Noted / Approved</b></p>
12	<p><b>Exceptions Report</b></p> <p>None.</p>	
13	<p><b>Operations Rolling Agenda</b></p> <p>Sub-committee members discussed the programme Having done so they agreed not to have a meeting in September 2016 and asked that the items scheduled for that meeting be incorporated into the agenda of the previous or following meeting. This was on the basis that most items were for noting and there was nothing that could not be moved back or forward. MS said that the programme would be amended accordingly.</p>	<p><b>MS</b></p>
14	<p><b>Any Other Business</b></p> <p>Sub-committee members returned to the subject of chairing the meetings. NS said that she was willing to be the new sub-committee chair and this was agreed.</p>	<p><b>Approved</b></p>
	<p><b>Date of Next Meeting</b></p> <p>Wednesday 2 March 2016 at 5.30pm - Hexagon Tower Board Room.</p>	