

**Northwards Housing  
Operations Sub-Committee Meeting**

**Board Room – Hexagon Tower**

**Wednesday 22 June 2016 at 5.30pm**

**Chair: Noel Sharpe**

<b>Present</b>	Sharon Thomas (ST)	Board Member
	Noel Sharpe (NS)	Board Member
	Olusegun Ogunbambo (OO)	Board Member
	Fiona Sharkey (FS)	Board Member
	Sandra Collins	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 (CH) (1-7)	Strategic Head of Asset Management
	Claire Tyrrell (CT) (1-5)	Head of Neighbourhood Services – Wilton
	Anne Duffield (AD) (8-9)	Head of Housing Access
	Steve Finegan (SF) (1-4)	Head of Business Effectiveness and Communications

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>NS welcomed everyone to the meeting and confirmed that the meeting was quorate.</p>	
2	<p><b>Apologies for Absence</b></p> <p>There were no apologies.</p>	
3	<p><b>Declaration of Interests / Confidential Matters / Equality and Diversity Matters Arising</b></p> <p>There were no declarations of interest or matters arising.</p>	
4	<p><b>Minutes of Last Meeting</b></p> <p>4a Agreed as a true record – no matters arising</p> <p>4b Agreed as a true record</p> <p>Matters arising:</p> <p>4 Annual estates review – confirmed completed</p> <p>4 Resident involvement – note was circulated</p> <p>4 September meeting – pick up under rolling agenda</p> <p>4 Urban Crew – done</p> <p>4 YES – to be picked up under substantive item</p> <p>5 These PI targets were agreed at the most recent board meeting</p>	

ITEM	SUBJECT	ACTION
	<p>7 MWL issues – being progressed 9 Skills matrix – to be picked up as part of separate piece of work.</p> <p><b>Sub-Committee approved the minutes of the meeting held on 2 March 2016.</b></p>	
5	<p><b>Customer Insight Strategy</b></p> <p>SF introduced the report.</p> <p>Customer first strategy will now not be implemented in the light of decision not to close offices, and will need to revisit the issues which would have been addressed in the CFS.</p> <p>FS asked how will people know if we have put on a flag or entered subjective information about them. SF said this will need to be picked up in the policy so that the “rules” are clear and transparent and written down.</p> <p><b>Subject to the above, Sub-Committee noted the report.</b></p>	Noted
6	<p><b>Tackling ASB – Annual Review</b></p> <p>CT introduced the report.</p> <p>3.1 further investigation taking place focusing on outcomes – what became of cases which didn’t progress to legal action? The reduction doesn’t relate to us losing cases – it refers to cases we decide not to progress, of which there were more in this last year.</p> <p>Satisfaction survey – precise form of follow-up exercise still to be determined – needs to be proportionate.</p> <p>ST asked if there was much variation between areas? MS responded not beyond that we usually see, with certain areas slightly more “negative”.</p> <p>SC asked how about the time taken to take action? CT said that we progress quickly but delays tend to be with court dates.</p> <p>ST asked how effective is mediation? CT replied that it’s mixed, often it isn’t what people want, and getting them to engage can be difficult.</p> <p>JF asked are environmental issues on Dam Head estate for MCC or NH? MS answered it was MCC.</p> <p><b>Sub-Committee noted the report.</b></p>	Noted
7	<p><b>Repairs Service - End of Year Report</b></p> <p>AW introduced the report.</p> <p>2.3 AW clarified about void costs – this is primarily down to less capital investment meaning more is being picked up on voids. Damp and timber infestation tend to be particular problems.</p> <p><b>Sub-Committee noted the report.</b></p>	Noted
8	<p><b>Capital Programme – Year End Performance</b></p>	

ITEM	SUBJECT	ACTION
	<p>CH introduced the report.</p> <p>SC asked if equality indicators would be included in the new R&amp;M contract – AW confirmed they would.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>
9	<p><b>Housing Options for Older People</b></p> <p>AD introduced the report.</p> <p>FS commented that it was a very good report, especially the case studies. Fits into city and GM framework.</p> <p>NS said it is very positive to see big savings being generated by a relatively small investment.</p> <p>AD noted that the work helps make best use of stock and maximise people's independence.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>
10	<p><b>Allocations and Voids – Annual Report</b></p> <p>AD introduced the report.</p> <p>Housing and Planning Act – will be the subject of a separate session in due course. We are working closely on working out the implications of the various measures with other housing providers via the Housing Access Board and Manchester Housing Providers' Partnership.</p> <p>Sub-committee members noted the increased demand pressures, and the impact they are having on casework. These are being experienced across the partnership.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>
11	<p><b>Customer Satisfaction Survey 2016</b></p> <p>MS introduced the report.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>
12	<p><b>Complaints – Annual Review</b></p> <p>MS introduced the report.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>
13	<p><b>YES Performance Report</b></p> <p>MS introduced the report.</p> <p>Members noted the additional information about ethnicity data, and discussed these.</p>	

<b>ITEM</b>	<b>SUBJECT</b>	<b>ACTION</b>
	<b>Sub-Committee noted the report.</b>	<b>Noted</b>
<b>14</b>	<b>Other Servicing Update</b> AW introduced the report. <b>Sub-Committee noted the report.</b>	<b>Noted</b>
<b>15</b>	<b>Gas Servicing Update</b> AW introduced the report. SC asked about the second recommendation in 3.3.4. AW agreed to send a further explanatory note before a decision is made on this. The report was noted.	<b>AW</b>  <b>Noted</b>
<b>16</b>	<b>Exceptions Report</b> None.	
<b>17</b>	<b>Operations Rolling Agenda</b> MS and NS to review September agenda in August and see whether meeting can be done by email or needs people to meet.	
<b>18</b>	<b>Any Other Business</b> There was no other business.	
	<b>Date of Next Meeting</b> Wednesday 7 September 2016 at 5.30pm - Hexagon Tower Board Room.	