

**Northwards Housing
Operations Sub-Committee Meeting**

Board Room – Hexagon Tower

Wednesday 17 September 2014 at 5.00pm

Chair : Anna Trotman

Present	Anna Trotman (AT)	Board Member
	Noel Sharpe (NS)	Board Member
	Sharon Thomas (ST)	Board Member
	Valerie Edwards (VE)	Board Member
	Hilary Vaughan (HV)	Board Member
	Fiona Sharkey (FS)	Board Member
	Joan Fitzgerald (JF)	Co-optee

In Attendance	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services
	Steve Finegan (SF)	Head of Business Effectiveness and Communications (Items 1-7)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions AT welcomed everyone to the meeting which was agreed to be quorate.	
2	Apologies for Absence None.	
3	Declaration of Interests / Confidential Matters / Equality and Diversity Matters Arising No declarations of interest. E&D items to be dealt with under agenda items.	
4	Minutes of Last Meeting The minutes of the last meet held 23 July 2014 were agreed as a true record.	Approved
5	Matters Arising Item 9 - 6.6 is on target. Item 6.2 is on the agenda.	
6	Customer Service Centre: Annual Review SF introduced the report.	

ITEM	SUBJECT	ACTION
	<p>It was noted that satisfaction remains high and performance meets or exceeds targets. SF noted that over time we would want to reduce call volumes, and this links to the digital inclusion strategy. Repairs calls – how many are new reports and how many follow up calls? SF to check and provide more detail. Out of hours traffic – we'll need to understand this properly as we review and look at possibly bringing the service in house.</p> <p>Sub-Committee noted the report.</p>	<p style="text-align: center;">SF</p> <p style="text-align: center;">Noted</p>
7	<p>Customer Satisfaction Survey</p> <p>MS reminded the sub-committee that it had been suggested at the most recent board meeting that this sub-committee should consider whether a more detailed action plan was needed to deal with issues arising out of the most recent survey. MS noted that the survey had been overwhelmingly positive. The areas which were less positive tended for the most part to be concerned with issues which were not Northwards' direct responsibility (such as grounds maintenance and rubbish and litter). MS suggested that these didn't require a separate action plan, as we are working on these issues with the Council and other partners via the various partnership structures, including the Place Group. MS noted that it was intended to bring a report to sub-committee about the work of the Place Group in due course. Sub-committee members were content with this. MS noted that there had been a small decrease in satisfaction in relation to communications: specifically in relation to the % of people satisfied that Northwards are very good at keeping them informed (which fell from 82% to 80%). MS said we should be careful not to read too much into this: it is a small decrease and actually only just outside the margin of error associated with the sample size (plus or minus 1.68%). Also it still means 4 out of 5 tenants are satisfied on this measure, which is consistent with a number of other measures. However, the communications team is currently doing a piece of work on this and will come up with an action plan which will be brought back to this sub-committee for further discussion.</p> <p>Sub-Committee noted the update and agreed that to receive a further report on communications in due course.</p>	<p style="text-align: center;">Noted; Agreed</p>
8	<p>Annual Estate Evaluation</p> <p>LP said that we had encountered some data transfer issues which meant that it wouldn't have been appropriate to bring the report this time. A report will be brought to the next meeting.</p> <p>Sub-Committee noted the update.</p>	<p style="text-align: center;">Noted</p>
9	<p>Climate Change Action Plan Update</p>	

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	<p>LP introduced the report. FS asked if we were confident about progress on the items with a longer lead time. LP confirmed that we are. LP clarified the situation in relation to passageways needing a survey. This needs to be explained better in the narrative.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
<p>10</p>	<p>Capital Programme PI 15a Retention of Trainees</p> <p>LP introduced the report. LP explained the background and how we had ended up with a discrepancy between the target and the reality on the ground. VE asked about the possibility of offering a trial volunteer period. It was noted that there might be some practical difficulties with this, including for instance in relation to availability for work. FS asked about comparisons with other organisations. These are difficult to make with any reliability as the figures don't reflect the different practices in place and in particular the extent to which "more difficult" people are taken on.</p> <p>Sub-committee noted the report and agreed that we should ask MWL to move to taking on more of a mix of "traditional" and "modern" trainees, with the target being adjusted accordingly.</p>	<p>Noted; Agreed</p>
<p>11</p>	<p>Responsive Repairs Update</p> <p>LP introduced the report. First visit completion/warranties issue: LP confirmed that if warranty jobs are completed then the target is exceeded. NHL 903 Q1 figure is 1.2% Void costs – in budget and subject to regular checks. LP pointed out that if more larger homes are being terminated then the average relet cost will increase. Larger homes also tend to be older. LP also pointed out that each year on from decent homes work will add something to void costs.</p> <p>Sub-committee noted the report.</p>	<p>Noted</p>
<p>12</p>	<p>Gas Servicing</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
<p>13</p>	<p>Gas Near Miss Incident – Capital Programme</p> <p>LP introduced the report and drew attention to the main points.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>

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14	<p>Managing Risk Associated with Northwards Servicing Programme</p> <p>LP introduced the report and drew attention to the main points. VE asked about take-up of evening and weekend appointments (3.8). LP confirmed people are made aware of this in the letter we send out. There is no extra cost to Northwards in offering this.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
15	<p>Exceptions Report</p> <p>None.</p>	
16	<p>Operations Rolling Agenda</p> <p>Annual estate evaluation to be moved to next month.</p> <p>Items for approval to be highlighted.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
17	<p>Any Other Business</p> <p>None.</p>	
	<p>Date of Next Meeting</p> <p>Wednesday 19 November 2014 at 5.30pm in the Hexagon Tower Boardroom.</p>	