

Northwards Housing – Performance and Quality Services Sub-Committee

**Hexagon Tower
Friday 21st July at 3.00pm**

Chair: Michelle Blakeley

Present: Michelle Blakeley (MB) Board Member
Joan Fitzgerald (JF) Board Member
June Hitchen (JH) Board Member
Anna Trotman (AT) Board Member

Robin Lawler (RL) Chief Executive
Seema Kohli (SK) Quality/Customer Services Mgr
Anne Duffield (AD) Principal Local Services Mgr

| ITEM | SUBJECT | ACTION |
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| 1 | Welcome and Introductions – Confirm Quorum MB welcomed everyone to the meeting, which was agreed was quorate. | |
| 2 | Apologies for absence Mike Stevens Susan Ratchford | |
| 3 | Declaration of Interests/Confidential Matters/Equality and Diversity Matters Arising There were no declarations of interest or confidential matters. Equality & Diversity issues will be covered by agenda items. | |
| 4 | Minutes of last meeting – 30th June 2006 Minutes of 30th June were agreed as a correct record. Matters Arising: Item 5-change made to Continuous Improvement Model Item 6i)- MS forwarded note after last meeting JH raised her concern about the relationship between Area Panels & Task/Focus Groups. RL advised that the Task/Focus Groups will link with the Area Panels & are not to take on their role. Rather they are intended to broaden involvement. | |

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| | <p>Item 6ii)- 6iv)- actioned by MS Item 7- SHOUT TMO- on agenda Item 8- Performance Management Framework is on the agenda Item 9- performance monitoring of Neighbourhood Wardens will be reported to Riverways Area Panel, subject to their agreement to receive reports Item 10- Work Programme is on agenda Item 11- Inspection Update is on agenda Item12- Rehousing Training session follows the Subcommittee meeting.</p> | |
| <p>5</p> | <p>Complaints & Praise</p> <p>RL explained the report which outlined the number & type of complaints received in 1st Quarter of 2006/7 & that 14 letters of praise were also received in the period. In addition, 88 questions had been received for "Ask Northwards" & replies were being prepared to publish on the website. MB reminded of the need to involve Sub-Committee Chairs in framing replies, where appropriate.</p> <p>SK circulated supplementary information on total number of repairs ordered in 1st Quarter in order to set the number of repairs complaints in context & a breakdown by team where praise had been received.</p> <p>In response to the report, JF asked how many complaints were "genuine". RL replied that all complaints are investigated with an open mind, but some may have more substance than others.</p> <p>JH asked for a breakdown of the "Other" complaint category in the report. It was agreed that this breakdown would be provided in future reports, but because of the numbers would not be part of the statistical analysis.</p> <p>RL advised that agenda item 9 recommends 92% target for response to complaints on 10 day period agreed by the Board. RL confirmed that "the clock starts ticking" as soon as complaints are received, even if this is in the Council rather than by Northwards. Prompt referral by the Council is therefore important.</p> <p>RL explained the proposal to establish a Complaints Board of officers & JVCo to analyse numbers & trends in complaints & praise. This Board would report to this Sub-Committee.</p> <p>The report was Noted.</p> | <p>MS</p> <p>MS</p> |

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| 6 | <p>Customer Satisfaction Survey SK introduced the report which outlined the initial results of the Customer Satisfaction Survey recently undertaken of Northwards tenants. A more detailed analysis will be presented to the September meeting.</p> <p>The response rate from tenants is 1861 completed surveys representing 14.3% of all tenants which is a good return & statistically valid.</p> <p>The report breaks down respondees by age, sex & ethnicity. It then reports satisfaction with various means of contacting Northwards:</p> <p>On Call- good levels of satisfaction. JH asked that the report distinguishes between satisfaction of On Call during normal hours & out of hours. SK to investigate whether this is possible for this survey or whether it is introduced into ongoing satisfaction surveys by On Call.</p> <p>Local Offices- good levels of satisfaction. JH asked what was the minimum & maximum time for an appointment. Again, this may have to be part of ongoing monitoring of satisfaction with Local Office services.</p> <p>Repairs- generally good levels of satisfaction, but more work required with JVCo. JH asked for clarification of "no comment" on response to question on length of time before work started.</p> <p>Neighbour Nuisance & Anti-Social Behaviour- need to get behind levels of dissatisfaction. Is this with process or outcome? MB suggested that ongoing satisfaction surveys distinguish process & outcome of ASB complaints to clearly identify Northwards' role & performance. This will be included in specific quarterly reports to this Sub-Committee. JH asked for information on cases which are "live" for more than 2 years & JF asked about effectiveness of ASB diaries.</p> <p>AD advised that a worker from Neighbour Nuisance Team is working from Cheetham Hill Office to develop closer relationships with 3 Local Services teams.</p> <p>Consultation- this is an area for further analysis including BME breakdown. AT commented on levels of dissatisfaction with opportunities for involvement. RL suggested that the results indicate the need to broaden methods of engagement because of low levels of involvement with traditional arrangements.</p> <p>Neighbourhood Issues- there is a need to break down these</p> | |

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| | <p>results as far as possible to area/estate level. RL advised that the intention is to undertake annual surveys to determine trends & progress with neighbourhood issues.</p> <p>Additional Comments- comment was raised on dissatisfaction with adaptations service & asked for breakdown of suggestions for service improvement.</p> <p>The Sub-Committee noted the report & thanked those involved in producing the report.</p> | |
| 7 | <p>Neighbourhood Services- Team Improvement Plans The Team Improvement Plans were presented for information. RL & AD explained the purpose & status of these Plans.</p> <p>There were a number of questions of detail which are best presented to the relevant Team Leader. AT raised questions on role of Ward Councillors in suggesting environmental improvements & the role of sheltered housing wardens. JH raised the role of area Panel in setting Neighbourhood Wardens' priorities & implications of dispersing asylum seekers in the city.</p> <p>RL advised that a progress report will be presented in October.</p> <p>The Plans & Members' comments were noted.</p> | |
| 8 | <p>SHOUT TMO RL gave a brief verbal update. He advised that the report was deferred to allow discussion with the Council on the relationships between the three parties, including legal agreements.</p> <p>RL advised that a report will be presented to Sub-Committee & then to Board in due course.</p> | |
| 9 | <p>Outstanding Performance Indicator Targets RL spoke to the report which was circulated after the main agenda. Two items for discussion.</p> <p>MS has now received performance data on BME lettings which he will use to suggest local BME lettings targets. A further report to be presented.</p> <p>Further to the discussion under agenda item 6, RL recommended that a target of 92% response be set for response complaints within the revised 10 day target period. This was agreed.</p> <p>Recommendation to the Board: That the Board agree a 92% target for responses to complaints within the agreed 10 day target period.</p> | |

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| 10 | <p>Work Programme</p> <p>The programme was noted with the additions of SHOUT TMO & CharterMark; likely to be September.</p> <p>AT asked whether there would be sufficient business to justify meeting in December. RL said that this would be reviewed & a recommendation made in November.</p> <p>The Work Programme as amended was noted.</p> | |
| 11 | <p>Inspection Update</p> <p>RL gave a brief verbal update on Inspection. The draft report is due week commencing 24th July. JH asked about recognition for staff & Area Panel contribution to Inspection.</p> <p>Noted.</p> | |
| 12 | <p>Training</p> <p>Rehousing training to follow the meeting.</p> | |
| 13 | <p>Any Other Business</p> <p>a) MB selected winners of prize draw for tenants completing the customer satisfaction surveys.</p> | |
| 14 | <p>Next Meeting:</p> <p>Friday 25th August at 3.00pm, Boardroom, Hexagon Tower.</p> <p>(MB gave her apologies for the meeting)</p> | |
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