

Northwards Housing – Performance and Quality Services Sub-Committee

**Hexagon Tower
Friday 24th November at 2.30pm**

Chair: Michelle Blakeley

| | | |
|-----------------|--|---|
| Present: | Michelle Blakeley (MB) Fatima Adamjee (FA) Anna Trotman (AT) Joan Fitzgerald (JF) | Board Member Board Member Board Member Board Member |
| | Mike Stevens (MS) Steve Wood (SW) | Director of Neighbourhood Services Director of Business Services |

| ITEM | SUBJECT | ACTION | | | | | | | | | | | | |
|---------------------------------|--|--------|---|----------------------|---------|-----------------|---------|---------------------------------|---------|-------------------------------|---------|-------------------|-----------------|--|
| 1 | <p>Welcome and Introductions – Confirm Quorum</p> <p>MB welcomed everyone to the meeting, which it was agreed was quorate.</p> | | | | | | | | | | | | | |
| 2 | <p>Apologies for absence</p> <p>Sue Ratchford</p> | | | | | | | | | | | | | |
| 3 | <p>Declaration of Interests/Confidential Matters/Equality and Diversity Matters Arising</p> <p>There were no declarations of interest or confidential matters. Equality and Diversity issues will be covered by agenda items.</p> | | | | | | | | | | | | | |
| 4 | <p>Minutes of last meeting – 20th October 2006</p> <p>Minutes of 20th October were agreed as a correct record. Matters Arising: Item 3 – Over 10 day cases – to be circulated. Item 3 – Report template – done. Item 7 – Repairs breakdown – done. Item 7 – Recommendation – approved by Board. Item 7 – Cost of Satisfaction Survey noted by the Sub-Committee:</p> <table border="1" style="margin-left: 20px; border-collapse: collapse; width: 80%;"> <thead> <tr> <th></th> <th style="text-align: center;">£</th> </tr> </thead> <tbody> <tr> <td>Design of the survey</td> <td style="text-align: right;">1208.00</td> </tr> <tr> <td>Printing survey</td> <td style="text-align: right;">3362.00</td> </tr> <tr> <td>Postage (1st Class)</td> <td style="text-align: right;">4561.00</td> </tr> <tr> <td>Collecting/inputting/analysis</td> <td style="text-align: right;">6550.00</td> </tr> <tr> <td>Total Cost</td> <td style="text-align: right;">15681.00</td> </tr> </tbody> </table> <p>This does not include staff time.</p> | | £ | Design of the survey | 1208.00 | Printing survey | 3362.00 | Postage (1 st Class) | 4561.00 | Collecting/inputting/analysis | 6550.00 | Total Cost | 15681.00 | |
| | £ | | | | | | | | | | | | | |
| Design of the survey | 1208.00 | | | | | | | | | | | | | |
| Printing survey | 3362.00 | | | | | | | | | | | | | |
| Postage (1 st Class) | 4561.00 | | | | | | | | | | | | | |
| Collecting/inputting/analysis | 6550.00 | | | | | | | | | | | | | |
| Total Cost | 15681.00 | | | | | | | | | | | | | |

| | | |
|-----------------|---|--|
| <p>5</p> | <p>Governance Review</p> <p>The report was presented by SW. Sub-Committee comments were as follows:</p> <p>Page 11 – Voting Procedure – to be amended as per discussion at Board.</p> <p>Media relations – Board responsibility.</p> <p>Value For Money – overall responsibility is with Resources and Governance, but needs to be embedded throughout.</p> <p>New KLOE (Tenancy and Estate Management): report to January Sub-Committee. See item 9 below.</p> <p>Recommendation to Board:</p> <p>i) Performance & Quality Services Sub-Committee be renamed Neighbourhood & Quality Services Sub-Committee.</p> <p>ii) Sub-Committee approves revised terms of reference for the Sub-Committees as set out in revisions to paragraphs 14.1 to 14.4 inclusive.</p> <p>iii) The Board delegates to the Sub-Committees authority to deal with items reserved to them as set out in new Appendix 3 to the Standing Orders.</p> | <p>SW</p> <p>MS</p> |
| <p>6</p> | <p>Performance Management – Quarterly Review</p> <p>MS introduced the report. Sub-Committee Members made the following comments:</p> <p>BV66a – arrow is in the wrong direction and needs changing.</p> <p>BV174 (racial incidents) – recent report made by AT is being investigated. MS will report back directly to AT.</p> <p>Page 15 – Debt Advice Officer – role discussed and noted.</p> <p>BV212 – Target is very challenging – report to next P&P Sub-Committee setting out actions being taken.</p> <p>Page 14 – LPSAs – say what these are in future reports.</p> <p>JF raised the issue of parlour-type properties in Dam Head – MS confirmed that this is currently being reviewed.</p> <p>The report was noted.</p> | <p>SW</p> <p>MS</p> <p>MS</p> |

| | | |
|-----------|--|-----------------------------------|
| 7 | <p>Performance Management Framework</p> <p>SW presented the report updating on the work currently being undertaken to review the performance management framework and ensure that timely and relevant performance information is provided to all stakeholders.</p> <p>The report was noted.</p> | |
| 8 | <p>ALMO Benchmarking Report</p> <p>SW presented the report and highlighted areas of concern and also more positive areas. Sub-Committee noted that the report will become more useful over time as more data is included.</p> <p>The report was noted.</p> | |
| 9 | <p>Work Programme</p> <p>Updated programme noted – December items now move to January as no December meetings. Tenancy and Estate Management KLOE to be added to January agenda.</p> <p>MS to produce draft 2007 Work Programme for discussion at January meeting.</p> | <p>MS</p> <p>MS</p> |
| 10 | <p>Inspection Update</p> <p>MS updated on the latest position, which was noted by the Sub-Committee.</p> | |
| 11 | <p>Training</p> <p>No new items.</p> | |
| 12 | <p>Any Other Business</p> <p>Future meetings – MS to circulate schedule.</p> | MS |
| 15 | <p>Next Meeting</p> <p>To be confirmed.</p> | |