

Northwards Housing – Performance and Quality Services Sub-Committee

**Hexagon Tower
Friday 30th June at 2.30pm**

Chair: Michelle Blakeley

Present:	Michelle Blakeley (MB)	Board Member
	Joan Fitzgerald (JF)	Board Member
	Sue Ratchford (SR)	Board Member
	Anna Trotman (AT)	Board Member
	Mike Stevens (MS)	Director of Neighbourhood Services

ITEM	SUBJECT	ACTION
1	Welcome and Introductions – Confirm Quorum MB welcomed everyone to the meeting, which was agreed was quorate.	
2	Apologies for absence June Hitchen.	
3	Declaration of Interests/Confidential Matters/Equality and Diversity Matters Arising None.	
4	Minutes of last meeting – 26th May Minutes of 26 May 2006 were noted and agreed. Matters Arising: Item 7 – will be picked up in a future newsletter. Item 11 – substantive item. Item 12 – substantive item.	
5	Continuous Improvement Methodology (SF) (Dealt with as final item). Noted – but replace “Methodology” with “Model”.	MS

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6	<p>Resident Involvement and Customer Care Action Plan (MS)</p> <p>The two plans were approved for recommendation to the Board once they have been to the relevant Task Group, and subject to the following comments/amendments:</p> <p>i) Task Groups and Focus Groups are to complement the Area Panels not supplant them – Task Group minutes to go to Area Panels and relevant Sub-Committee. MS to provide a separate note showing which Sub-Committee each Task/Focus Group links to.</p> <p>ii) Resident Involvement Action Plan – add an item about reviewing IT support for tenant and resident groups and Area Panels – making appropriate links to Area Panel Development Plan.</p> <p>iii) Local Agreement item (Resident Involvement): replace “bent” with “tailored”.</p> <p>iv) Menu of Involvement (Resident Involvement): replace “Menu of Involvement” with “Choices for Involvement”.</p> <p>v) TMOs (Resident Involvement): change wording of second item to “Provide appropriate support in exploring options for development of SHOUT TMO”.</p> <p>vi) Access and Customer Care – Under On Call, make specific reference to reviewing the Out of Hours service.</p> <p>MS to circulate amended versions of the two plans, which will be brought back to the Sub-Committee for final approval and recommendation to the Board once they have been considered by relevant Task Group.</p>	<p>MS</p> <p>MS</p> <p>MS</p> <p>MS</p> <p>MS</p> <p>MS</p> <p>MS</p>
7	<p>SHOUT TMO</p> <p>The Sub-Committee noted the contents of the report. A further update will be brought to the Sub-Committee’s July meeting.</p>	<p>MS</p>
8	<p>Performance Management Framework (MS)</p> <p>NHL104-111 (lets to BME applicants): further work is being undertaken to validate and understand the available information. We are also talking to colleagues at Bolton at Home about a piece of work they undertook with help from Salford University. An update will be brought to the next meeting.</p>	<p>MS</p>

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9	<p>Performance Monitoring of Neighbour Nuisance and Neighbourhood Wardens</p> <p>MS outlined the various ways in which we monitor ASB/Nuisance work and the work of the Neighbourhood Wardens. Subject to the agreement of the Panel, quarterly reports on the performance of the Wardens will be provided to the Riverways Area Panel.</p>	MS
10	<p>Work Programme (MS)</p> <p>To be circulated separately for comment and discussion at the next meeting.</p>	MS
11	<p>Inspection Update (MS)</p> <p>Verbal update provided – further update to next meeting</p>	MS
12	<p>Training</p> <p>Rehousing – MS to arrange for July meeting.</p>	MS
13	<p>Any Other Business</p> <p>None.</p>	
14	<p>Next meeting:</p> <p>Friday 21st July 2006 – 2.30pm – Board Room</p>	
15	<p>End of meeting</p> <p>The meeting closed at 4.00pm</p>	