

Northwards Housing – Performance and Quality Services Sub-Committee Meeting

Hexagon Tower

Friday 26th May 2006 at 6:00pm

Chair: Michelle Blakeley

Present Michelle Blakeley (MB) Board Member
 Sue Ratchford (SR) Board Member
 Joan FitzGerald (JF) Board Member
 Anna Trotman (AT) Board Member

In Attendance Mike Stevens Director of Neighbourhood Services
 Diane Roberts (DR) Governance Support Officer (Minutes)

Observers None

ITEM	SUBJECT	ACTION
1	Welcome and Introductions MB welcomed everyone to the meeting, which it was agreed was quorate. JF explained that she had been unable to attend past meetings due to attending the Contract meetings.	
2	Apologies for Absence Apologies - none	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising None	
4	Minutes of Previous Meeting Minutes of 28 th April 2006 were noted and agreed. Matters Arising Item 4.2.2 Duty to promote race equality – covered by Board 16 May 2006	Approved

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	<p>Item 5.2 NHL104-111 is agenda item 6 Item 5.3 NHL086-088 is agenda item 6 Item 5.4 Average relet time Action Plan is agenda item 7 Item 5.5 Excess graphs have been removed from the Performance Management Report. Item 8.1 Neighbourhood Services Update is agenda item 5</p>	
5	<p>Neighbourhood Services Report The Sub-Committee noted the contents of the report and the Self-Assessment Form. The Sub-Committee also agreed at timetable for reviewing progress against Team Improvement Plans. The first review will be July and quarterly thereafter. MS clarified the Neighbourhood Warden arrangements.</p> <p style="text-align: right;">Noted</p>	
6	<p>Performance Management Framework</p>	
	<p>a) NHL086-88 & NHL112 Tenancy Turnover</p> <p style="text-align: right;">Agreed 10% overall 8% Wilton 10% Fourways 11% Riverways</p> <p>The Sub-Committee discussed re-housing issues. MS tabled a note which included statistics and influencing factors relating to Tenancy Turnover. MS reported that a full review of Re-housing policies would be reported to Board in October.</p> <p>NHL104-111 Lets to BME Applicants A report is to be submitted to Junet Sub-Committee. Further calculations are required before setting a target</p> <p>b) Additional Indicators The Board meeting of 16th May set additional indicators including four relating to the performance of the On Call service. Sub-Committee considered and approved the following targets</p> <p>NHL114 Percentage of calls answered 95% agreed</p> <p>NHL115 Percentage of calls abandoned 5% agreed</p> <p>NHL116 Average speed of answer 9 seconds agreed</p> <p>NHL113 Average call duration 4 minutes 30 seconds agreed</p> <p>The targets will be recommended to the Board</p>	

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7	<p>Voids Action Plan</p> <p>Sub-Committee noted the Action Plan and agreed a timetable for reviewing progress against the Action Plan. The first report will be July and then on a quarterly basis.</p> <p>MS explained that the Plan may change depending on any Inspection recommendations. MS highlighted the areas where improvements are being made. It was agreed that a future newsletter would include a section regarding take up and monitoring of references of all applicants.</p> <p style="text-align: right;">Noted</p>	MS								
8	<p>Complaints and Compliments</p> <p>The Sub-Committee approved the Compliments and Complaints Policy and Procedure subject to the following amendments:</p> <p>Policy; bullet point 2, add compliments bullet point 4, add “Housing Management Services Task Group”</p> <p>Procedure: paragraph 1, add timescale of 2 working days.</p> <p>Sub-Committee will receive quarterly reports summarising complaints and compliments. This will include learning points.</p> <p>Sub-Committee recommend the Board adopt the new Complaints and Compliments Policy and Procedure.</p>									
9	<p>Inspection Update</p> <p>MS reported that the progress is as planned. Timetabling is in progress this will include interviews/focus groups with staff and tenants. The timetable will be circulated to all Board Members. A pre-briefing meeting has been arranged.</p>									
10	<p>Agree Schedule of Meetings to end of 2006 (MS)</p> <p>The following dates were agreed:</p> <table border="0" style="width: 100%;"> <tr> <td>30 June</td> <td>20 October</td> </tr> <tr> <td>21 July</td> <td>24 November</td> </tr> <tr> <td>25 August</td> <td>15 December</td> </tr> <tr> <td>22 September</td> <td></td> </tr> </table>	30 June	20 October	21 July	24 November	25 August	15 December	22 September		
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11	<p>Work Programme</p> <p>Quarterly Reports: Neighbourhood Services Team Improvement Plans Monitoring – July Complaints and Compliments – July then, from September Voids Action Plan –July SHOUT TMO – June Meeting</p>									

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	MS to provide a revised list of issues (with the committee remit in mind) to the June Sub-Committee meeting.	MS
12	<p>Training</p> <p>The Sub-Committee agreed that training on the Re-housing Process would assist with preparation for receiving future reports on Re-housing. MS to ask AD to facilitate this.</p>	MS
13	Any Other Business	
	<p>MB enquired when certain policies would be reviewed. MS reported that preliminary work has begun on the Local Lettings Policy. Area Panel consultation will be carried out in late Summer and reported back to Sub-Committee.</p> <p>October meeting will review Re-housing Policy for submission to Board in December.</p>	
14	<p>Date and Time of Next Board Meeting</p> <p>The next meeting will be held on Friday 30th June at 2.30 pm. The venue for the meeting is Hexagon Tower.</p>	
15	<p>End of Meeting</p> <p>The meeting closed at 3.55</p>	