

Northwards Housing – Performance and Quality Services Sub-Committee Meeting

**Hexagon Tower
Wednesday 28th April at 2.30pm**

Chair: Michelle Blakeley

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

ITEM	SUBJECT	ACTION
1	Welcome and Introductions	
1.1	MB welcomed everyone to the meeting, which it was agreed was quorate.	
2	Apologies for Absence	
2.1	JF and SR.	
3	Declaration of Interests/Confidential Matters/Equality and Diversity Matters Arising	
3.1	None.	
4	Minutes of Last Meeting	
4.1	Minutes : noted and agreed.	
4.2	Matters Arising :	
4.2.1	Re item 1(iii) – Done	
4.2.2	Re item 1(v) – Still checking this	SF
4.2.3	Re item 1(vii) – Done	
4.2.4	Re item 8.1 – Done	
4.2.5	Board recommendations – All accepted	

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5	Performance Management Targets	
5.1	<p>The Sub-Committee agreed that the following targets be recommended to the Board.</p> <p>BV212 Average relet time 50 days MHL045 Void rent loss 2.5% BV74 Tenant satisfaction – overall service 80% BV75 Tenant satisfaction – opportunities for participation 65% BV156 Public buildings – accessibility – adopt MCC target when agreed BV157 Electronic delivery of services 100% MHL017 Phone calls answered in 15 seconds 90% MHL018 Letters answered in 10 days 95% MHL020 Compliance with dress and appearance standard 100% MHL021 Staff wearing name badges 100% MHL022 Complaints answered in 10 days 92% MHL103 Enquiries resolved by On Call 82% MHL001 Rehousing registrations 98% NHL067-069 Nuisance and ASB – response to complaints 100% (for all 3 indicators)</p> <p>Recommendation to Board: that the Board agree these targets.</p>	
5.2	<p>Sub-Committee noted that the figures under Rehousing Performance showing the % of lets to BME applicants are currently being subjected to further analysis. It was agreed that more detailed information should be brought back to the next Sub-Committee meeting for further discussion; and that targets should not be set for this area of activity in the meantime.</p>	MS
5.3	<p>The Sub-Committee also noted that the proposed measure for tenancy turnover (NHL086-088) is not sufficiently clear in its current form. It was agreed that a more meaningful indicator should be sought: MS to report back to the next meeting.</p>	MS
5.4	<p>The Sub-Committee noted that a change in the way BV212 (average relet time) is calculated has had a negative effect on reported performance.</p> <p>An Action Plan is being put in place to improve performance, and this will be reported to the next meeting along with more detailed performance information.</p>	MS

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5.5	MS agreed to report back on how the customer service indicators/targets tie in with monitoring of the repairs contractor.	MS
5.6	Hate crime – tenant satisfaction; and ASB/nuisance – complainant satisfaction; are not included within this framework but it is intended that these will be reported separately. MS to provide further details to the next Sub-Committee meeting.	MS
5.7	The Sub-Committee also noted that some graphs are shown twice in the Performance Management Report, and asked that they be shown only once. It was also noted that in some cases the figures didn't always tally, and this was being looked into and will be resolved in the final version for consideration by the Board.	MS
6	Inspection Update	
6.1	The Sub-Committee noted the further actions taken in preparation for the Audit Commission inspection due in June 2006.	
6.2	Key among these actions was a Self-Assessment which was required to be submitted to the Audit Commission by 21 April 2006; along with a range of documents set out in a Document Request List provided by the Commission. These key actions have been completed on time; as have other actions set out in the report previously considered by Sub-Committee on 31 March 2006.	
6.3	The Sub-Committee noted the contents of Self-Assessment document.	
7	Tenant Compact	
7.1	Subject to a number of fairly minor amendments, the Sub-Committee approved the Resident Involvement Agreement.	
	Recommendation to Board: approve the Resident Involvement Agreement, subject to any further amendments by the Compact Task Group Meeting on 2 May 2006.	
8	Neighbourhood Services Update	
8.1	The Sub-Committee noted that those parts of the Self-Assessment Document most relevant to the work of the Neighbourhood Services Directorate – in particular KLOE's 5, 6, 7, 8, 11 and 30.	

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8.1 cont	It was agreed that a further overview report based on these sections would be presented to the next meeting; following which the Sub-Committee would agree a timetable for looking at specific service areas in more detail.	MS
9	Work Programme	
9.1	The following changes were agreed:	
	i) Report on SHOUT TMO – move to June.	
	ii) Neighbourhood Services Report/Supported Tenancies Report – combine into one (as at 8.1 above – based on Self-Assessment).	
9.2	Future meeting dates – agreed at June meeting.	
10	Training Requirements	
10.1	None identified.	
11	Any Other Business	
11.1	None.	
12	Date of next meeting	
	Friday 26 th May - 2.30 pm at Hexagon Tower.	