

Northwards Housing – Performance and Quality Services Sub-Committee

**Hexagon Tower
Friday 20th October at 3.00pm**

Chair: Michelle Blakeley

Present:	Michelle Blakeley (MB)	Board Member
	Fatima Adamjee (FA)	Board Member
	June Hitchen (JH)	Board Member
	Sue Ratchford (SR)	Board Member
	Anna Trotman (AT)	Board Member
	Mike Stevens (MS)	Director of Neighbourhood Services
	Seema Kholi (SK) – Items 1 - 7	Quality/Customer Service Manager

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>Joan Fitzgerald</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 – 22nd September 2006</p> <p>Minutes of 22nd September were agreed as a correct record.</p> <p>Matters Arising: Item 5 – Approved by Board.</p> <p>Item 6 – For November meeting (see item 9 below).</p> <p>Item 11 – Actioned – Voids report to go to November P&P Sub-Committee.</p>	
5	<p>Complaints and Praise – Quarterly Report</p> <p>MS presented the report and highlighted the salient points.</p> <p>AT asked about the point concerning programmed works (para</p>	

	<p>3.3). MS noted that steps were being taken to minimise disruption and thereby reduce complaints: in particular, packaging rewiring works with other improvements).</p> <p>AT also asked how much beyond 10 days were the over timescale responses (para 3.4). SK to circulate a breakdown of the 17 cases which went over timescale.</p> <p>It was noted that the complaint about the newsletter related to the under-representation of BME residents.</p> <p>Para 3.10 – include Housing Management Services Task Group. Also make sure Task Groups are added to “Consultation” section of report template.</p> <p>JH asked about complaints regarding the On Call out of hours service – MS said that if any were received these would be shown separately.</p> <p>Sub-Committee also noted the Terms of Reference of the newly-established Complaints Panel. Amongst other issues, the Panel will look at the issue of complaints about staff attitude (previously raised by Wilton Panel members).</p> <p>MS made the point that complaints and praise were only one source of feedback, and had to be looked at in conjunction with all the others (eg customer surveys – as discussed elsewhere on the agenda).</p> <p>The report and Members’ comments were noted.</p>	<p>SK</p> <p>MS</p> <p>SK</p>
<p>6</p>	<p>Task Group Update</p> <p>MS updated verbally on progress in relation to establishing Task Groups:</p> <p>Resident Involvement</p> <ul style="list-style-type: none"> • Develops ways for residents to get involved and monitor the impact of resident involvement on services delivered. <p>Group well-established and has met three times (Lead Officers: Siaran Coleman and Nicola Holmes).</p> <p>Housing Management Services</p> <ul style="list-style-type: none"> • Looks at tenancy and estate management, environmental issues, lettings, managing empty properties, neighbour nuisance and anti-social behaviour, caretaking and customer service. <p>First meeting will be in November (Lead Officers: Mike Stevens and Adam Burke).</p>	

	<p>Repairs and Improvements</p> <ul style="list-style-type: none"> Looks at the day to day repairs service and the improvement programme. <p>First meeting scheduled for 27.11.06 (Lead Officer: Sue Sanderson).</p> <p>Communication</p> <ul style="list-style-type: none"> Monitors how Northwards communicates with its residents, including the website and newsletter. <p>Group already established and has met twice (Lead Officer: Lou Mitchell).</p> <p>Equality and Diversity</p> <ul style="list-style-type: none"> Considers how housing services can improve to meet the diverse needs of residents <p>Group will be established when new E&D Officer takes up their position.</p> <p>Also well established: BME Focus Group; Disability Focus Group; Sheltered Residents Forum; Caretaking Forum; Leaseholders Forum.</p> <p>MS asked how the Sub-Committee would like to be kept updated about the activities of the three Task Groups within the Sub-Committee's remit (Housing Management, Resident Involvement and Communication). The Sub-Committee agreed that it would receive copies of the minutes, with any recommendations to the Sub-Committee highlighted in bold. The Sub-Committee also noted that the Area Panels are to be consulted about how they would like to be kept informed about the Task Groups' activities.</p> <p>The update was noted.</p>	
7	<p>Customer Satisfaction Survey – Report and Action Plan</p> <p>MS presented the report and Action Plan, which were discussed in some detail.</p> <p>Para 3.5.1(iv) – There was a discussion about whether it would be useful to analyse any other parts of the report by area. MS said that it was already planned to include a geographical element in the further analysis of nuisance/ASB responses as it was clearly important to know whether there were significant variations between different areas. The Sub-Committee also agreed that it would be useful to see if there were any significant variations in repairs satisfaction by postcode: SK to produce a breakdown for consideration by P&P Sub-Committee.</p>	SK

	<p>It was also agreed that it would be helpful to look at the responses on “Consultation and Participation” to see if there were any significant variations between different age groups: in particular to identify if younger people are saying anything different in relation to preferred methods of consultation/contact. Subject to the above being added to the Action Plan, the report and Action Plan were approved.</p> <p>Recommendation to the Board: That the Board approve the report and Action Plan.</p>	
8	<p>Neighbourhood Services Team Improvement Plans – Quarterly Update</p> <p>MS introduced the report and described the context within which work on the plans had been taking place. He noted that the overall picture was positive, with progress in most areas. Where progress had been less than hoped for, the reasons were well understood and appropriate action was being taken.</p> <p>The update was noted.</p>	
9	<p>Work Programme</p> <p>The updated Work Programme was noted – it was agreed that the November meeting would focus on Performance Management. It was also agreed that there would be no December meeting, with December’s business put back to January.</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 issues raised.</p>	
12	<p>Any Other Business</p> <p>None.</p>	
15	<p>Next Meeting</p> <p>Friday 24th November – 3.00pm – Board Room</p>	