

Northwards Housing – Performance and Quality Services Sub-Committee

**Hexagon Tower
Friday 22nd September at 3.00pm**

Chair: Michelle Blakeley

Present:	Michelle Blakeley (MB) Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT)	Board Member Board Member Board Member Board Member
	Mike Stevens (MS) Anthony Brady (AB) – Item 6 Seema Kholi (SK) – Items 7-10 Lou Mitchell (LM) – Item 5	Director of Neighbourhood Services Performance Management Officer Quality/Customer Service Manager Communications Officer

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>Fatima Adamjee</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 – 21st July 2006</p> <p>Minutes of 21st July were agreed as a correct record.</p> <p>Matters Arising: Item 5 – Actions completed; Complaints Group due to meet to review July – September activity.</p> <p>ASB diaries - MS and JF to discuss outside the meeting.</p> <p>Item 9 – recommendation went to and was approved by the Board.</p>	MS/JF
5	<p>Communication Strategy</p> <p>(i) Page 3 – substitute “Northwards-focused” for “Northwards-ised”.</p>	

<p>(ii)</p> <p>(iii)</p> <p>(iv)</p> <p>(v)</p> <p>(vi)</p> <p>(vii)</p> <p>(iix)</p>	<p>Additional text needed re:</p> <ul style="list-style-type: none"> • paying particular attention to making technical information easy to understand. • involving tenants in developing communications material from the outset. • Looking at and using examples of good practice from elsewhere. <p>Remove “stakeholders” and replace with “audiences” throughout.</p> <p>Section 2 - Key communications aims and objectives. Second bullet point: to include something along the lines of “and use to continually improve services”.</p> <p>Section 3 – add Task Groups, focus groups and forums.</p> <p>Sections 4 - Key Messages. Strengthen by changing the wording slightly to emphasise that we are always striving to use feedback and comments etc to improve services.</p> <p>References to “tenants” – check and, unless specifically referring to tenants, replace with “tenants and other customers”.</p> <p>Section 9, bullet point 3: add area panel members.</p> <p>Font size – increase to 12 pt.</p> <p>Re-number sections (2 section 4’s).</p> <p>Subject to the above changes being made, the Communications Strategy was approved.</p> <p>Recommendation to the Board: That the Board approve the amended Communications Strategy.</p>	
<p>6</p>	<p>Performance Management Quarterly Report and Trend Information</p> <p>MS introduced the report, which has already been before the Board. MS invited Sub-Committee members to comment on the report. He noted that Sub-Committee might wish to discuss in detail aspects of the report which fall within the Sub-Committee’s specific remit. In relation to other areas the Sub-Committee might wish to make comments or raise issues for the attention of the relevant Sub-Committee (eg: Procurement and Property in relation to repairs performance).</p>	
	<p>MS noted that the overall picture was mixed, and that EMT was already overseeing remedial action in those areas where this was appropriate. He also noted that the framework was being</p>	

	<p>reviewed to ensure that it remained appropriate for our business: we need to make sure we are continuing to monitor the right things and measure them in the most appropriate way. A further report on this will be brought back to a future meeting of this Sub-Committee.</p> <p>There was a discussion about the use of arrows in the report and it was agreed that this would be reviewed at a future meeting. MS to discuss with Steve Finegan. It was noted that all the options had pros and cons, and whichever was chosen would to some extent represent a compromise. It was also observed that individual Board Members would probably have different preferences.</p> <p>It was also suggested in relation to the trend information, that the use of line graphs might be better than bar charts once we have three periods' data. It was also suggested that lines be made thicker. AB to action this for next quarter's report.</p> <p>There was also a discussion about the narrative sections accompanying the statistics, which was thought to be useful. MS noted that the narrative was intended to provide a brief summary by way of placing the statistics in some kind of wider context. It shouldn't be seen as a complete or comprehensive record of all the work taking place; much of which is part of the day to day routine and wouldn't be included there.</p> <p>The report and Members' comments were noted.</p>	<p>MS</p> <p>AB</p>
7	<p>Customer Satisfaction Survey – Action Plan</p> <p>MS provided a verbal update about the work being done to develop a detailed Action Plan: this will be brought to the next Sub-Committee, as per the Work Programme.</p> <p>The update was noted.</p>	
8	<p>Tenant Inspection – Update</p> <p>MS introduced the update report, which has already been before the Area Panels. He noted that all actions in the programme are up to date. The Surveyors' Work Shadowing has been put back to 25th October 2006.</p>	
	<p>AT asked how the areas were selected from Estate Walkabouts. SK said that the inspectors would choose which estates they wanted to visit, and noted that they had chosen which properties to inspect when they had looked at empty homes.</p> <p>There was a discussion about the suggestion about putting on the website a film clip aimed at children and young people. MB suggested that children could be involved in making the film. SK</p>	

	<p>said that this would be looked into.</p> <p>SK also noted that she had attended an event hosted by Kirklees about involving young people, and had brought back some interesting ideas. This is an area we are looking at as part of the Resident Involvement Action Plan.</p> <p>SR noted that she had been involved in recruitment of new Tenant Inspectors.</p> <p>The report and Members' comments were noted.</p>	
9	<p>Right to Manage Update</p> <p>MS presented the report and explained the RTM process and the rationale behind it, and the respective responsibilities of NH and MCC. He noted that a new TMO taking over management responsibility for their area might involve a change to NH's Management Agreement with MCC; but wouldn't necessarily, as the relevant part of the Management Agreement (61.5) already provides for NH to assume those responsibilities of the Council which are set out in any management agreement made between the Council and any Tenant Management Organisation. In any event there was no reason to think that this would be anything other than fairly straightforward.</p> <p>MS noted that TMO development was very much a three-way process involving the TMO, MCC and NH. Under the Management Agreement (61.1), MCC is legally responsible for dealing with TMO proposals; but in practice MCC and NH staff work closely together, with regular liaison meetings taking place. He also explained the process for working out the financial arrangements when establishing a TMO.</p> <p>MS updated on relations with SHOUT since the last report to this Sub-Committee; and noted that the position in relation to the Two Hundred Estate had now been clarified as per the report currently before the Sub-Committee. He also noted that the Sub-Committee Work Programme now included quarterly RTM update reports.</p> <p>The update report was noted.</p>	
10	<p>Chartermark</p> <p>MS presented the report, noting that the proposed timetable was considered challenging but achievable. He explained the basis of the costs identified in the report.</p> <p>The Sub-Committee noted the contents of the report; and approved that a Chartermark application be made on the basis of the timetable set out in the report.</p>	

	Recommendation to the Board: approve that a Chartermark application be made on the basis of the timetable set out in the report.	
11	<p>Work Programme</p> <p>The Sub-Committee considered the updated Work Programme. It was suggested that the item “Inspection Plan” be moved to Future Items (dates still to be agreed).</p> <p>It was also agreed that the report on Voids Performance would best be presented to Procurement and Property Sub-Committee as a joint report by both relevant Directors. P&P could then refer specific items back to this Sub-Committee for further consideration or monitoring. MS to ask LP to raise this at P&P Sub-Committee.</p> <p>Asylum Seeker properties – amend to reflect that this was originated by the Wilton Area Panel.</p> <p>Subject to these changes, the Work Programme was noted.</p>	<p>MS</p> <p>MS</p>
12	<p>Inspection Update</p> <p>Sub-Committee noted the latest position in respect of inspection.</p>	
13	<p>Training</p> <p>No issues raised.</p>	
14	<p>Any other business</p> <p>None.</p>	
15	<p>Next Meeting</p> <p>Friday 20th October – 3.00pm – Board Room</p>	