

**Northwards Housing  
Neighbourhood and Quality Services Sub-Committee Meeting**

**Board Room  
Friday 18 May 2007 at 3.00 pm**

**Chair: Michelle Blakeley**

<b>Present</b>	Michelle Blakeley (MB)	Board Member (Chair)
	Joan FitzGerald (JF)	Board Member
	Anna Trotman (AT)	Board Member
	Sue Ratchford (SR)	Board Member
	Fatima Adamjee (FA)	Board Member
 <b>In Attendance</b>	Mike Stevens (MS)	Director of Neighbourhood Services
	Pat Scappaticci (PS)	Principal Manager- Retirement Housing and Caretaking Services

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>MB welcomed everyone to the meeting, which was agreed to be quorate.</p>	
2	<p><b>Apologies for Absence</b></p> <p>Seema Kholi.</p>	
3	<p><b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b></p> <p>There were no declarations of interest or confidential matters.</p> <p>Equality and Diversity issues will be covered under agenda items.</p>	
4	<p><b>Minutes of Last Meeting – 27 April 2007</b></p> <p>These were agreed as a true record, subject to two amendments:</p> <p><b>Item 10:</b> recommendation 1 should read “use” not “sue” in line 5.</p> <p><b>Item 5:</b> should include an additional recommendation “Explore opportunities with charities for providing low cost furniture to less well off people”.</p> <p><b>Matters Arising</b></p> <p><b>Item 4 (8)</b> – task groups on website – done.</p> <p><b>Item 6</b> – target setting report – on agenda.</p>	

ITEM	SUBJECT	ACTION
	<p><b>Item 7</b> – customer satisfaction – issues raised by Sub-Committee members were all incorporated into Board report.</p> <p><b>Item 7</b> – local office survey – details circulated and noted.</p> <p><b>Item 7</b> – mystery shopping – report amended.</p> <p><b>Item 7</b> – TLOs – LP has contacted JF about this and the issue is being addressed.</p> <p><b>Item 7</b> – sheltered housing – on agenda.</p> <p><b>Item 8</b> – complaints and praise – longest outstanding complaint to be included in future update reports.</p> <p><b>Item 11</b> – tenant inspection – SK has discussed the issues raised with the tenant inspectors. MS confirmed that inspectors do undertake inspections within their own panel area, but wouldn't be expected to do so within their own immediate area. So for example a tenant from Blackley might carry out an inspection in Cheetham. In any event inspectors would only be expected to carry out inspections where they felt comfortable doing so.</p> <p>SR said a tenant inspector had raised an issue at the Wilton Panel. She said that issues raised on an inspection some time ago had not been dealt with. MS said he wasn't aware of this and would look into it.</p> <p>SR also said that the same inspector had said that she had carried out an inspection on her own estate. AT noted that she could have said that she was uncomfortable with this. MS said that he would look into this too.</p> <p>MS noted that the latest tenant inspection information was now on the NH website.</p> <p><b>Item 12</b> – changes to team improvement plans will be included in future updates.</p> <p><b>Item 14</b> – right to manage – MS will include information about SHOUT TMO performance in next update due July.</p> <p><b>Any Other Business</b></p> <p>Jargon Buster – MS to check with DR.</p> <p>Internet Search – MS had responded directly to JF and MB about the issues raised. Sheltered Schemes – outstanding information due to be incorporated in next 2 weeks or so.</p>	<p><b>MS</b></p> <p><b>MS</b></p> <p><b>MS</b></p> <p><b>MS</b></p> <p><b>MS</b></p>
5	<p><b>Sheltered Housing Update</b></p> <p>PS gave a presentation about the sheltered/retirement housing service. This included the history of the service; the improvements made over the</p>	

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	<p>past 3 years and specifically since Northwards took over management; funding arrangements and occupancy; management arrangements; and the role of the Scheme Manager. PS also referred to planned improvements and the work being carried out to develop a long-term strategy for the service.</p> <p>The discussion which ensued included the following points:</p> <ul style="list-style-type: none"> <li>• Furniture packages – these are available to all prospective tenants and can be customised to individual requirements.</li> <li>• Community alarm service – not just available to sheltered/retirement housing tenants. PS to circulate further details to Sub-Committee members, and also look at ways of publicising the service better.</li> <li>• Tenants under 60 – currently 41 out of 686. PS explained the qualifying criteria and how applications are assessed.</li> <li>• CCTV – currently being reviewed at the only two schemes which don't have it.</li> <li>• Management issues at a particular scheme were also mentioned – PS said these were being dealt with.</li> <li>• Publicity for the service – PS said that this was currently being reviewed to make sure that there are appropriate levels of awareness and access to information.</li> <li>• Sheltered or retirement housing – PS explained the reasons behind the change of name and the consultation with tenants which had taken place about it.</li> </ul> <p><b>Members of the Sub-Committee noted the presentation and accompanying information, and thanked PS for her input.</b></p>	PS
6	<p><b>Task and Focus Group Update</b></p> <p>8.1 – sheltered forum – possible improvements being considered. PS to circulate details.</p> <p>ASB task group – MS to update at next meeting.</p> <p><b>Subject to the above, the Sub-Committee noted the report.</b></p>	PS  MS
7	<p><b>Customer Care Action Plan</b></p> <p>MS summarised the plans and drew particular attention to:</p> <ul style="list-style-type: none"> <li>• Access Review – report to next Sub-Committee</li> <li>• Charter Mark – recommendation report to next Sub-Committee and further report to March 2008 meeting in advance of compliance check</li> </ul>	SK

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	<p>due May 2008.</p> <p>The above reports are included in the revised Work Programme.</p> <p>Customer Profiling – Sub-Committee asked for an update on this as part of the next quarterly update (due August 2007).</p> <p><b>Subject to the above, the Sub-Committee noted the report.</b></p>																																																																							
8	<p><b>Charter Mark</b></p> <p><b>Sub-Committee noted the report.</b></p>																																																																							
9	<p><b>Performance Management Framework</b></p> <p><b>Sub-Committee approved the following targets:</b></p> <table border="1" data-bbox="240 797 1318 2067"> <thead> <tr> <th data-bbox="240 797 331 920"></th> <th data-bbox="331 797 743 920">Description</th> <th data-bbox="743 797 911 920">Target</th> <th data-bbox="911 797 1150 920">2006/07 Performance</th> <th data-bbox="1150 797 1318 920">Frequency Reported</th> </tr> </thead> <tbody> <tr> <td data-bbox="240 920 331 1016">1</td> <td data-bbox="331 920 743 1016">ASB - Customer Satisfaction with the way Northwards' handled the case</td> <td data-bbox="743 920 911 1016">60%</td> <td data-bbox="911 920 1150 1016">New PI</td> <td data-bbox="1150 920 1318 1016">A</td> </tr> <tr> <td data-bbox="240 1016 331 1113">2</td> <td data-bbox="331 1016 743 1113">ASB - BME customer satisfaction with the way Northwards' handled the case</td> <td data-bbox="743 1016 911 1113">60%</td> <td data-bbox="911 1016 1150 1113">New PI</td> <td data-bbox="1150 1016 1318 1113">A</td> </tr> <tr> <td data-bbox="240 1113 331 1173">3</td> <td data-bbox="331 1113 743 1173">ASB – Customer satisfaction with the outcome of the case</td> <td data-bbox="743 1113 911 1173">60%</td> <td data-bbox="911 1113 1150 1173">New PI</td> <td data-bbox="1150 1113 1318 1173">A</td> </tr> <tr> <td data-bbox="240 1173 331 1270">4</td> <td data-bbox="331 1173 743 1270">ASB - 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14	% Satisfaction of Non-Black and Minority Ethnic tenants with the overall service provided by their landlord (BV74c)	82%	82.00%	A	
15	% of tenants satisfied overall with their Neighbourhood as a place to live	72%	70%	A	
16	% of all tenants satisfied with opportunities for participation in management and decision making in relation to housing services provided by their landlord (BV75a)	73%	71.60%	A	
17	% of all Black and Minority Ethnic tenants satisfied with opportunities for participation in management and decision making in relation to housing services provided by their landlord (BV75b)	73%	65.40%	A	
18	% of all Non Black and Minority Ethnic tenants satisfied with opportunities for participation in management and decision making in relation to housing services provided by their landlord (BV75c)	73%	73.00%	A	
19	% Tenant satisfaction with on-call service	87%	84%	A	
20	% BME tenant satisfaction with on-call service	87%	87%	A	
21	% of complaints answered within 10 working days	87% (agreed)	77%	Q	
22	Total number of rehousing registrations	n/a		Q	
23	Total number of rehousing offers	n/a		Q	
24	Total number of lets	n/a		Q	
25	Number of offers accepted first time	40% (agreed)	36.5%	Q	
26	% number of lets to BME applicants for North Manchester as a whole	14% (agreed)	29.5%	Q	
27	% number of lets to BME applicants by Area Panel	n/a		Q	

(Items 5, 21, 25, 26 had been agreed at the Sub-Committee's March 2007 meeting).

Sub-Committee discussed PIs 16-18 (BV75 a, b, c). Sub-Committee noted that current performance on BV75b is lower than on BV75a and BV75c; although this represents a significant improvement on previous performance and by no means constitutes a poor result (performance on this indicator has historically been lower than on the other two). Sub-Committee nevertheless felt that the target for all 3 indicators should be the same; whilst acknowledging that this meant setting a very challenging target for BV75b.

The Sub-Committee felt that it was important to reflect our aspirations by

ITEM	SUBJECT	ACTION
	setting the same target across the board.	
10	<p><b>Inspection Plan Update</b></p> <p>MS provided a verbal update on significant changes since the last meeting including;</p> <p>13 (access review) – detailed report to June NQS Sub-Committee.</p> <p>17 (customer satisfaction) – as per May Board report and further report due to June NQS Sub-Committee.</p> <p>35 – void process review close to completion.</p> <p>50 – ASB follow up survey – carried out, results currently being analysed.</p> <p>55 – leaseholders – as per item 6 on today’s agenda. More detailed report as part of next quarterly update.</p> <p><b>Sub-Committee noted the update.</b></p>	
11	<p><b>Training</b></p> <p><b>No items not covered by Board Training Plan.</b></p>	
12	<p><b>Any Other Business</b></p> <p><b>Work Programme</b></p> <p>MS circulated an updated programme which the Sub-Committee noted.</p>	<b>Noted</b>
13	<p><b>Date of Next Meeting</b></p> <p>Friday 22<sup>nd</sup> June 2007 – 3.00pm – Board Room</p>	
12	<p><b>End of Meeting</b></p> <p>The meeting closed at 4.50pm.</p>	