

Northwards Housing –Neighbourhood and Quality Services Sub-Committee

Hexagon Tower
Friday 26th January at 3.00pm

Chair: Michelle Blakeley

Present: Michelle Blakeley (MB) Board Member
Anna Trotman (AT) Board Member
Joan Fitzgerald (JF) Board Member

Mike Stevens (MS) Director of Neighbourhood Services
Seema Kohli (SK) Quality / Customer Services 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>Sue Ratchford and 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 – 24th November 2006</p> <p>Minutes of 24th November were agreed as a correct record. Matters Arising:</p> <p>Item 4 (3) – Over 10 day complaints responses (July-September) - MS gave verbal feedback: 15 cases, of which 2 were miscoded and were actually within the 10 day target 6 were completed within 11 - 15 days 3 were completed within 16 - 20 days 4 went over 20 days - the longest was 28 days. These cases were investigated and a number of issues came up:</p> <ul style="list-style-type: none"> • Some issues in relation to recording of completion dates - advice had been given to the relevant managers about this. • Some cases had involved complex enquiries which could not have been completed within 10 days. <p>The issue about recording accurately is to be raised with managers (see item 9 on the agenda); along with other actions being taken to improve performance. The Sub-Committee noted that in all the cases looked at, the complainants had been kept informed - complaints hadn't simply been allowed to overrun.</p>	

	<p>Item 5 - Voting Procedure amended</p> <p>Item 5 - New KLOE - covered under item 5 of this agenda</p> <p>Item 6 - Racial incident - MS to provide further update to AT re the specific case. Revised guidance has been issued to staff.</p> <p>Item 6 - LPSA's will be specified in the latest report.</p> <p>Item 9 – Work programme - On agenda. JF mentioned that she had raised the issue of parlour properties generally and not just Dam Head.</p> <p>Item 12 - Calendar of meetings now circulated.</p>	MS
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5	<p>2007 Workplan</p> <p>Work programme agreed - subject to the following changes:</p> <ul style="list-style-type: none"> • Inspection Plan Updates - monthly • NS Team Improvement Plans - put back a month to fit in with other quarterly updates. • February - ASB Activity Update and Respect Standard for Housing Management. • March - add Vulnerable Tenants - Support Services. • April - no need for Chartermark report. 	
6	<p>Resident Involvement Agreement and Customer Care Action Plan Progress Update</p> <p>Sub-Committee members made the following comments: Items to be numbered in future. On Call monitoring should include performance of out of hours service. Website SLA - MS clarified that this is with the Council's Publications and Design Team. MRA liaison meetings - MS clarified that he and SK attend on behalf of NH. Local performance management arrangements - TRG's need to be involved. AT asked if the Northwards local agreements could be tied into Manchester agreement. MS said this would be looked into. Subject to the above comments, the update report was noted.</p>	<p>MS</p> <p>MS</p>
7	<p>Right to Manage Update</p> <p>MS clarified the position in relation to the possibility of the 200 Estate joining with SHOUT. This would be explored as part of the Development phase. The Sub-Committee noted that a SHOUT Board Member has now been co-opted on to the Riverways Panel.</p> <p>The Sub-Committee noted the report.</p>	
8	<p>Mystery Shoppers and Tenant Inspection Update</p> <p>SK described how Mystery Shoppers are recruited - being drawn</p>	

	<p>from a random sample, the latest recruits should be more representative.</p> <p>More days to pay rent - SK confirmed that this was based on one comment. MS confirmed that this would be picked up as part of the access review.</p> <p>Sub-Committee members noted some minor inaccuracies in the tables - SK to correct.</p> <p>SK confirmed that the new Tenant Inspectors are additional.</p> <p>MS confirmed that the “welcome pack” suggestion would be looked at as part of the voids review.</p> <p>Subject to the above comments, the report was noted.</p>	SK
9	<p>Complaints and Praise</p> <p>MS confirmed that the telephone survey results would be circulated in advance of the next meeting and Sub-Committee members would thus have the opportunity to discuss and comment under matters arising.</p> <p>MS drew attention to the various actions being taken to improve performance: including in relation to complaints about capital programme works.</p>	SK
10	<p>Draft Inspection Action Plan</p> <p>The Sub-Committee agreed to add the following of items to those within its remit: 14, 15, 19, 20.</p> <p>MS clarified the action being taken in relation to item 27.</p> <p>The Sub-Committee noted the plan and the actions falling within its remit. As per item 5, monthly updates to be provided rather than quarterly.</p>	
11	<p>Chartermark</p> <p>SK provided an update. Pre-assessment went well - full assessment provisionally booked for last week of April.</p> <p>Noted.</p>	
12	<p>Training</p> <p>No training issues were identified,</p>	

13	<p>Any Other Business</p> <p>There was no other business to discuss.</p>	
14	<p>The meeting ended at 4.10pm.</p>	
	<p>Next Meeting</p> <p>Friday 23rd February 2007 - 3.00pm - Hexagon Tower Board Room</p>	