

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

**White Moss Road Local Services Office
Friday 2 March 2007 at 3.00 pm**

Chair: Michelle Blakeley

Present Michelle Blakeley (MB) Board Member (Chair)
 Joan FitzGerald (JF) Board Member
 Anna Trotman (AT) Board Member
 Fatima Adamjee (FA) Board Member

In Attendance Mike Stevens (MS) Director of Neighbourhood Services

Observers None

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>MB welcomed everyone to the meeting, which was agreed to be quorate.</p>	
2	<p>Apologies for Absence</p> <p>Sue Ratchford</p>	
3	<p>Declaration of Interests/Confidential Matters/ Equality & 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 – 26 January 2007</p> <p>These were agreed as a correct record.</p> <p>Matters Arising</p> <p>Item 4 (6) Racial Incident - report to AT still outstanding. Item 6 On Call monitoring - out of hours service being picked up as part of performance management review Item 6 Local Agreements - we are adopting a staged approach - Board will determine overall performance management framework first, and we will then look at developing local indicators with local agreements linked to these. Manchester Agreement should read Mancunian Agreement. Item 8 Mystery Shoppers - minor inaccuracies in the report have been corrected.</p>	MS

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	<p>Item 9 Complaints telephone survey - the results of this and the further work being undertaken were noted and discussed. Sub Committee also noted the organisational changes being implemented to support the work being done on complaints and customer care and satisfaction. Sub Committee Members observed that communication is evidently a key issue - especially keeping people updated as to progress and ringing them back within the agreed timescale. MS said that this would be picked up in staff training and monitoring. MS confirmed that all tenant reply forms received following completion of repairs were followed up.</p>	
5	<p>Business Plan</p> <p>Correction to title of report - should read Business Plan 2007-12.</p> <p>Sub Committee noted section 4 of the draft Plan and commented as follows:</p> <p>4.2 - Include Mancunian Agreement 4.7 - Add "and politely" 4.14 - Add Tenant Inspectors 4.19 - Add Repairs and Improvements Task Group 4.28 and 4.30 - Change Comino to Civica 4.21 - Be more specific about the implementation date</p> <p>Sub-Committee noted the report.</p>	
6	<p>Draft Inspection Action Plan</p> <p>Sub Committee noted the updated Plan and made the following comments:</p> <p>10 – Sub-Committee preferred to use the term Sheltered Housing rather than Retirement Homes.</p> <p>12 – It was discussed whether P&P would be more appropriate - agreed to leave with N&QS.</p> <p>14 - letting video – amend to video and DVD.</p> <p>57-60 – Agreed should be Resource and Audit’s remit.</p> <p>Sub Committee noted that the Plan is a work in progress - so for example some of the timescales may be amended as Team Improvement Plans are drawn up and priorities are decided.</p>	
7	<p>Performance Management – Quarterly Report</p> <p>Sub-Committee noted the quarterly performance management report and the following comments were made:</p>	

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	<p>Page 2 - page numbers seem to have disappeared</p> <p>BV63 Energy Efficiency - not clear how this is measured or how to interpret the information</p> <p>BV174 Racial Incidents - not clear how to interpret this</p> <p>MS to investigate and report back on these issues.</p> <p>ASB - MS updated about the work being undertaken to develop meaningful measures of ASB performance - linked to the review being taken in relation to the Respect Agenda being discussed elsewhere on the agenda.</p>	<p>MS</p>
<p>8</p>	<p>Tackling Anti-Social Behaviour & Creating a Culture of Respect</p> <p>MS introduced and summarised the report, which was discussed.</p> <p>AT asked about malicious complaints, and MS explained what had been done to improve the quality of investigations and make sure that "knee jerk" decisions were avoided and properly considered decisions were made on the basis of all the relevant evidence.</p> <p>MB asked about the Housemark ASB Benchmarking service - MS confirmed that this was being looked at.</p> <p>MS explained the legal action statistics.</p> <p>The Sub Committee also noted and discussed the main feedback points from the recent Respect Event - MS circulated a summary of these. MB said that the role of PCSOs had been raised as an issue - MS agreed to add this to the list. MS confirmed that these points would be fed into the review which would be carried out in response to the Respect Standard.</p> <p>The Sub Committee noted in particular the importance of education and the role of schools in reducing ASB and increasing respect; and noted that this is something which is being addressed in a number of ways in conjunction with MCC colleagues.</p> <p>Sub Committee:</p> <ul style="list-style-type: none"> i) Noted the contents of the report, including current and planned activity to tackle ASB and create a culture of respect. ii) Endorsed Northwards Housing becoming a signatory to the Respect Standard for Housing Manchester Charter. iii) Recommended to the Board that Northwards Housing signs up to the Respect Standard for Housing Management. iv) Recommended to the Board that the Board nominates a Board Respect Champion. 	<p>MS</p>

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	<p>Recommendations to the Board:</p> <p>i) That Northwards Housing signs up to the Respect Standard for Housing Management.</p> <p>ii) That the Board nominates a Board Respect Champion.</p>	
9	<p>Task Group Update</p> <p>Sub Committee noted that the Task and Focus Groups were helping to get new people involved. Sub Committee also noted that Meeting Minutes are available on request and that a separate ASB and Respect Task Group will shortly be established.</p> <p>MS confirmed that the intention was to share the update with the Area Panels.</p> <p>Sub-Committee noted the Task Group Update.</p>	
10	<p>Work Programme</p> <p>The updated programme was noted. The Sub Committee agreed to ask Anne Duffield to provide a presentation on rehousing and allocations to the next meeting.</p>	
11	<p>Training</p> <p>No issues identified.</p>	
12	<p>Any Other Business</p> <p>There was no other business to discuss.</p>	
13	<p>Date and Time of Next Meeting</p> <p>It was agreed to put the meeting back a week to:</p> <p>Friday 30th March - 3.00pm. Venue to be confirmed.</p>	
14	<p>End of Meeting</p> <p>The meeting closed at 4.25 pm.</p>	