

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

**Board Room  
Tuesday 31 July 2007 at 2.30 pm**

**Chair: Michelle Blakeley**

<b>Present</b>	Michelle Blakeley (MB)	Board Member (Chair)
	Anna Trotman (AT)	Board Member
	Sue Ratchford (SR)	Board Member
	Fatima Adamjee (FA)	Board Member
	Joan Fitzgerald (JF)	Board Member
 <b>In Attendance</b>	Mike Stevens (MS)	Director of Neighbourhood Services
	Seema Kohli (SK)	Quality/Customer Service Manager (Items 7 - 9)

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>June Hitchen Julie Wilson</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 – 22 June 2007</b></p> <p>These were agreed as a true record.</p> <p><b>Matters Arising</b></p> <p><b>Item 4</b> - (sheltered schemes) – MS confirmed all now included in on line search facility. One scheme included by address only – this is being looked into.</p> <p><b>Item 6</b> – Satisfaction Survey – MS confirmed that all the suggested changes had been made. Question 2a has now been omitted altogether.</p> <p>MS circulated a revised version of the report incorporating the changes agreed.</p>	

ITEM	SUBJECT	ACTION
	<p><b>Item 11</b> - Risk Management (question (a)) – Sub-Committee members confirmed that they are happy with the list as it stands. MS confirmed that twice-yearly housing demand updates have now been built into the Sub-Committee work programme (updated version to be provided to the next meeting).</p> <p><b>Item 12</b> – Inspection Plan (Neighbourhood Wardens Review) – MS confirmed that the meeting with MCC colleagues had taken place on 26 June 2007. A further meeting has been scheduled for 12 September 2007. MS updated on the discussions; and will provide a further update to the next meeting.</p> <p><b>Item 13</b> - Supporting People – MS confirmed that it is still intended to provide a briefing to the September meeting, subject to an appropriate MCC officer being available.</p>	<p><b>MS</b></p> <p><b>MS</b></p> <p><b>MS</b></p>
5	<p><b>Respect Standard Action Plan</b></p> <p>MS introduced the report and outlined the salient points. Sub-Committee discussed the report. MS confirmed that the process of consultation had already begun: for example there had been a presentation to and discussion with the tenant inspectors this morning.</p> <p>MS confirmed that the review would include looking at communication with partner agencies eg GMP. It was important to make sure that these continued to be effective and efficient. MS noted that a wide range of partners were now involved in multi-agency working on ASB and respect.</p> <p>MS also confirmed that the review would look at parenting.</p> <p><b>Sub-Committee noted the report and approved the project plan for reviewing services against the Standard. Sub-Committee members indicated that they were happy with the scope of the review as outlined in the report; and did not want the review to pay particular attention to any specific area or areas. Sub-Committee members also agreed that they were happy to receive regular updates about the review at Sub-Committee meetings; and it was not therefore necessary to put any other arrangements in place to enable them to contribute.</b></p>	
6	<p><b>Performance Management – Update</b></p> <p>MS referred to the report to July Board in relation to the working being undertaken to improve data production and performance monitoring.</p> <p>MS also circulated copies of the 2006/07 fourth quarter report previously considered by the Board. The Sub-Committee considered those items falling within its remit; paying particular attention to the indicators on Customer Satisfaction. MS confirmed that the figures in the report headed “Annual Result 05/06” were in fact the 06/07 Annual Result figures, and were derived from the MCC Status Survey carried out in Autumn 2006. Sub-Committee have previously looked at these figures in setting targets for</p>	

ITEM	SUBJECT	ACTION
	<p>2007/8. The figures headed “Annual Result 04/05” were based on the equivalent survey carried out in Autumn 2003 (these pre-Northwards figures are for the whole city).</p> <p>Sub-Committee noted that on all indicators except BV75b the target had been exceeded. For BV75b, although below target, performance is much improved on the previous survey. Sub-Committee also noted that on every indicator, Northwards are significantly higher than those for the rest of the city; and in each case show a significant improvement on the previous survey. Sub-Committee also noted that the Northwards figures compare favourably with the Upper Quartile ALMO figures where these are available.</p> <p>MB asked for clarification about how the BV156 figure is calculated. MS said that he would provide further information about this.</p> <p><b>Sub-Committee noted the update.</b></p>	<b>MS</b>
<b>7</b>	<p><b>Complaints and Praise – Quarterly Update and Annual Review</b></p> <p>SK introduced the report and outlined the measures being put in place to improve response times and quality.</p> <p>Repairs - AT asked if SK could prepare a “snapshot” report based on one month’s activity – SK to do this.</p> <p><b>Sub-Committee noted the report.</b></p>	<b>SK</b>
<b>8</b>	<p><b>Right to Manage – Update</b></p> <p>MS introduced the report, which was noted.</p> <p><b>Noted.</b></p>	
<b>9</b>	<p><b>Tenant Inspection and Mystery Shoppers Update</b></p> <p>SK introduced the report. She confirmed that follow up enquiries were undertaken where appropriate. She also confirmed that the Mystery Shopper forms were being reviewed; and the design would reflect the need to capture why some people were dissatisfied.</p> <p><b>Sub-Committee noted the report.</b></p>	
<b>10</b>	<p><b>Inspection Plan Update</b></p> <p><b>Sub-Committee noted the update report.</b></p>	
<b>11</b>	<p><b>Training</b></p> <p>No new items.</p>	

ITEM	SUBJECT	ACTION
12	<p><b>Any Other Business</b></p> <p>MB confirmed that she intended to stand down at the AGM. She thanked her fellow Sub-Committee for all their support. Other Sub-Committee members thanked MB for all her hard work as Chair.</p>	
13	<p><b>Date of Next Meeting</b></p> <p>Next meeting : Friday 21 September at 2.30pm in the Board Room.</p>	