

Northwards Housing – Resource & Audit Sub-Committee Meeting

Hexagon Tower
Tuesday 27th November 2007 at 5.30pm

Chair: Harvey Norton

Present: Harvey Norton (HN) Board Member
Rachel Christie (RC) Board Member
Martin McKeivitt (MM) Board Member
Mark Hackett (MH) Board Member

In Attendance: Steve Wood (SW) Director of Business Services
Alison Foster (AF) Head of Finance
Susan Crawshaw (SC) Rent Recovery Manager

ITEM	SUBJECT	ACTION
1	Welcome and Introductions It was confirmed that the meeting was quorate.	
2	Apologies for Absence No apologies for absence had been received.	
3	Declaration of Interests / Confidential Matters / Equality & Diversity Matters Arising There were no matters for noting under this item. Equality and Diversity implications were noted on particular reports.	
4	Minutes of Last Meeting The minutes of the last meeting held on 30 th October were approved and signed by the Chair.	
5	Matters Arising a) IT Provision for Area Panels SW presented the report which had been considered at all the Area Panels the previous week and which had been accepted by each Panel. This had concluded that there was no justification based on cost and efficiency to provide all Panel Members with IT. Sub-Committee agreed with the outcome of the consultation and agreed to recommend to the Board that this concluded the discussion on this matter.	

	<p>HN asked SW to copy Councillor June Hitchen in on the result prior to the Board meeting as she had originally raised it at the Board.</p> <p>b) Tenant Contents Insurance</p> <p>AF updated Sub-Committee on progress in taking over the administration of the Tenant Contents Insurance scheme from MCC. The Council DMT had now approved the transfer and work was ongoing to bring the scheme in house and sort out the administration. This should be completed in January 2008.</p> <p>In answer to a question SW explained the process of reviewing the scheme in due course as previously discussed by Sub-Committee although the closure of the AON office in Manchester might bring forward some of that thinking.</p> <p>Sub-Committee noted the update.</p>	SW
6	<p>Rent Recovery Presentation</p> <p>AF and SC presented Sub-Committee with a comprehensive update on performance, initiatives and issues within the area of Rent Recovery for Northwards, a service carried out on behalf of the Council.</p> <p>Current performance was recovery of 95.2% of rent recoverable in the year (previous year comparative 98.4%). SC set out a number of reasons behind this drop in performance and updated Sub-Committee on issues with Civica, including programming errors, difficulties with court action and some staffing problems.</p> <p>Despite the problems, most of which were now being resolved. SC outlined a number of the improvements which were being made and initiatives that were being worked on with the Team to improve performance. In particular the extension of Rent Surgeries away from Cheetham Hill had proved very successful.</p> <p>AF explained the wider holistic approach to debt issues and updated Sub-Committee on the work of the Money Advisor (Debt Advice) and the new position for Welfare Rights.</p> <p>HN asked about the work with On-Call and whether there was any merit in looking at their part in the process and the officers agreed to discuss this further.</p> <p>It was noted that a lot of the actions in the Team Plan revolved around Civica and whilst progress was now being made, further targets needed to be set for resolving issues. AF explained the work ongoing in relation to performance measures and the key objective of getting data to provide profiles of debts.</p> <p>It was agreed that Sub-Committee would re-look at this area in</p>	AF

	<p>the New Year.</p> <p>HN thanked SC and the Team for the report commenting that Sub-Committee were now better up to date with what was happening.</p> <p>Sub-Committee noted the report.</p>	
7	<p>Monthly Budget Report</p> <p>AF presented the seven month accounts to 31st October 2007 and drew Sub-Committee's attention to a number of key issues.</p> <p>AF updated Sub-Committee on a review that was being carried out over expenditure on voids which seemed abnormally high. Other costs were generally under control.</p> <p>Sub-Committee noted the accounts.</p>	
8	<p>Items for Noting</p> <p>a) Inspection Action Plan</p> <p>SW presented the update report on progress with items under the Sub-Committee's remit against the Inspection Action Plan.</p> <p>After some discussion, Sub-Committee asked for a revised completion timescale to be produced for the overdue items together with a copy of the full report at the next Sub-Committee meeting.</p> <p>Sub-Committee noted the report.</p> <p>b) Internal Audit Action Plan</p> <p>SW presented the update on the Internal Audit Action Plan which showed completion of 95% of recommendations.</p> <p>Sub-Committee noted that follow up work would be carried out by KPMG during the year to review these figures.</p> <p>Sub-Committee noted the report.</p>	SW
9	<p>Fraud Register</p> <p>There were no items which had been added to the register since the last meeting.</p> <p>Sub-Committee noted the report.</p>	
10	<p>Any Other Business</p>	

	There was no further business.	
11	Date of the next meeting The next meeting will be on Tuesday 5 th February at 5.30pm at Hexagon Tower.	
	With thanks to everyone, the Chair closed the meeting at 6.45pm.	