

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

**Board Room – Hexagon Tower
Friday 23rd November 2007 at 2.30 pm**

**Chair:
Joan Fitzgerald
Sue Ratchford (part)**

Present	Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT)	Chair Board Member Board Member
In Attendance	Mike Stevens (MS) Emma Foster (EF) Claire Tyrrell (CT)	Director of Neighbourhood Services Head of Neighbourhood Services – Riverways (Items 1-6) Head of Neighbourhood Services – Wilton (Item 11)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions SR welcomed everyone to the meeting, which was agreed to be quorate.	
2	Apologies for Absence Fatima Adamjee June Hitchen Julie Wilson	
3	Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising There were no declarations of interest or confidential matters. Equality and Diversity issues will be covered under agenda items.	
4	Minutes of Last Meeting – 21st September These were agreed as a true record. Matters Arising Item 5 – Surgery at Sure Start MS confirmed that an update had been provided to AT. There having been very little demand, the surgery has now been discontinued. Item 5 – HFDA Properties MS confirmed that this has been reviewed with MCC colleagues. Most	

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	<p>HFDA properties have now been in the scheme for more than two years; this is primarily because people are taking longer to be rehoused. It has been agreed that all properties which came into the scheme pre-2005 will be returned the next time they become empty. NH will identify suitable alternatives; making sure that there is no more than one HFDA property on any particular street. This process has already begun. AT asked if the families in the HFDA properties could be allowed to stay on as permanent tenants. MS said that this could be done, but depended on the family's circumstances and the suitability of the property as a permanent housing solution. Each case needed to be looked at on its merits.</p> <p>MS said that the issue had also been raised by the Wilton Area Panel.</p> <p>The Sub-Committee noted the update and the action being taken.</p> <p>Item 9 – Performance on calling people back</p> <p>This is one of the new local team PIs but has not yet been implemented. It will be looked at again in the new year when the current issues in relation to corporate and directorate PIs have been resolved (and we have the results from the customer satisfaction survey). In the meantime any complaints or reports of problems will be investigated.</p> <p>Item 9 – Light bulbs and door chains</p> <p>MS confirmed that these were now provided as standard. Following on from the discussion at the last meeting, light bulbs are being provided free of charge and at no cost to NH provided the tenant signs to acknowledge receipt of them.</p> <p>The Sub-Committee noted that the Empty Homes Standard is currently out for consultation with the Area Panels.</p> <p>Item 10 – Right to Manage</p> <p>Sub-Committee noted the latest update.</p> <p>Noted.</p> <p>Item 11 – Inspection Plan Update</p> <p>MS confirmed that revised dates had been added to the update on today's agenda (Item 12).</p>	
5	<p>Respect Standard</p> <p>It was agreed that this item should be held over until January as Julie Wilson was unable to attend today's meeting. Julie will attend the January meeting and provide a full update.</p>	JW

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10	<p>Access Review Update</p> <p>MS referred back to the report which was presented to the Sub-Committee in June 2007, which included a timetable for reviewing access to services. MS reported on progress to date, including:</p> <ul style="list-style-type: none"> • Project Steering Group established • Consultation with BME and Disability Focus Groups commenced • Cash collection analysis commenced • Satisfaction Survey issued (report due back in January 2008) • Customer Profiling undertaken • On Call review commenced • Advert in next Northwards Natter and fliers in local offices • Focus Group to be established in January • Report to Sub-Committee due May 2008 as per original timetable <p>MS noted that in the meantime we are getting on and doing things which improve access: eg the E-Way service and promoting estate walkabouts via the website and posters in the offices.</p> <p>Sub-Committee members asked about cash collection at post offices. MS confirmed that this is free to customers, though the Council pays a transaction fee to the post office (MS to confirm what this is).</p> <p>Sub-Committee noted the update.</p>	MS
11	<p>Estate-Based Services</p> <p>CT provided the Sub-Committee with an update on estate-based services, including:</p> <ul style="list-style-type: none"> • Grounds Maintenance and Street Cleaning • Concessionary and Void Gardening • Garden Enforcement • Fencing • Mobile Cleaning <p>CT circulated a short note updating on the main areas of work under each of these headings. This was discussed in detail.</p> <p>AT asked about the role of Valuation and Property Services: she understood that this was changing and that VPS would become responsible for all MCC owned land, including assuming control of maintenance budgets. MS said that he was aware that this was being reviewed, but did not know the up to date position. He would speak to MCC colleagues about this.</p> <p>JF asked about street cleaning and walkways. CT confirmed that this had been identified as an issue and was currently being looked at with MCC colleagues.</p> <p>MS updated on the proposed social enterprise pilot in Charlestown. Sub-</p>	MS

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	<p>Committee members noted this with approval.</p> <p>JF asked about cleaning of walk-up flats: could local people be employed to do this? MS said that this could be looked at, but needed to be considered as part of the broader discussions currently taking place with MCC.</p> <p>Sub-Committee noted the update.</p>	
12	<p>Inspection Plan Update</p> <p>MS summarised the update and drew attention to changes since the last meeting.</p> <p>MS drew attention to item 48 – specifically the reference to a customer panel. MS noted that we now have a range of task and focus groups, with more “in the pipeline”, and that therefore the establishment of a separate “customer panel” seems somewhat excessive. Sub-Committee members agreed with this.</p> <p>Sub-Committee noted the update.</p>	
13	<p>Work Programme/Meeting Start Times</p> <p>MS presented an updated work programme for the Sub-Committee. The Sub-Committee approved this.</p> <p>Approved.</p> <p>The Sub-Committee discussed meeting start times; and agreed that future meetings should start at 1.30pm.</p> <p>Agreed.</p>	
14	<p>Training</p> <p>No new items.</p>	
15	<p>Any Other Business</p> <p>No other business.</p>	
	<p>Meeting ends</p> <p>The meeting ended at 4.20pm.</p>	
14	<p>Date of Next Meeting</p> <p>Friday 25th January 2007 – 1.30pm – Board Room.</p>	