

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

**Board Room – White Moss Road
Friday 23 May 2008 at 1.30 pm**

**Chair:
Sue Ratchford**

Present	Joan Fitzgerald (JF) Anna Trotman (AT) Paul Seymour (PS)	Board Member Board Member Board Member
In Attendance	Mike Stevens (MS) Diane Roberts (DR) Tony Dalton (TD) Emma Foster (EF) Sue King (Items 1-5) Seema Kohli (SK) Debra Dalton (DD) (Items 6-7) Anne Duffield (AD) (Items 10-11)	Director of Neighbourhood Services Governance Support Officer Neighbourhood Wardens Service Manager Head of Neighbourhood Services - Riverways Sue King Regeneration Ltd Quality/Customer Service Manager Performance Improvement Officer Head of Policy and Housing Options

ITEM	SUBJECT	ACTION
1	Welcome and Introductions JF welcomed everyone to the meeting, which was agreed to be quorate.	
2	Apologies for Absence Sue Ratchford June Hitchen Helen Blackley	
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 – 18th April 2008 These were agreed as a true record. Matters Arising Item 4(6) – Concessionary Gardening Information now circulated.	

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	<p>Item 4(12) – Inspection Action Plan Both issues being picked up on today’s agenda.</p> <p>Item 7 – Satisfaction Survey Riverways Panel considered the report – no changes proposed.</p> <p>Item 11 – Inspection Action Plan Picked up on today’s agenda.</p> <p>Item 12 – Right to Manage MS and HB still to meet.</p> <p>Item 13 – Performance Data On today’s agenda.</p>	
5	<p>Neighbourhood Wardens Review</p> <p>Sue King introduced herself and gave a presentation about the review: describing the approach being taken; sources of evidence; partners being consulted; key issues being considered; and suggestions as to how the service might be developed.</p> <p>There was then a discussion about the review. Points and issues raised by Sub-Committee Members included the following.</p> <p>Under proposals being currently considered, people who are not living on Northwards Housing estates would not benefit directly from the service. This would need to be managed and communicated effectively to make sure people understand the remit of the service and the reasons why the service was primarily focused on Northwards Housing estates.</p> <p>We would need to manage effectively the “withdrawal” of wardens from some of the areas and activities they currently cover. Again this would need to be properly communicated and implemented in conjunction with partners such as GMP.</p> <p>Wardens would not be able to do everything they do now, or be active in all areas all of the time. We would therefore need to make sure we have effective ways of identifying priorities and making sure these were well understood.</p> <p>We need to be prepared to explore a range of options for funding activities and possibly expanding the service (eg: by doing cross-tenure work). But in the meantime, in the absence of other sources of funding we need to consider creating a geographically-expanded service, focussed mainly on Northwards Housing estates, as a platform for further funding bids.</p> <p>The service would need to be linked into local tasking arrangements (and eg: Neighbourhood Partnership Meetings); but would also be closely connected to Northwards Housing’s own local services teams. We would need to come up with a mechanism for making sure that the service is locally responsive within each neighbourhood, but also flexible enough to</p>	

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	<p>respond to hotspots and emerging problems across the whole area. It was suggested that three local teams plus a mobile “hot spot squad” might be the best way of achieving this. The review will include looking the different models and approaches.</p> <p>PS asked about the representativeness of the current staff group. Although diverse, this might need to be looked at if the service expanded into areas not already covered.</p> <p>The review needs to include ways of measuring impact and performance.</p> <p>Sub-Committee members noted with approval the idea of an apprentice warden scheme.</p> <p>Sub-Committee thanked Sue King for her presentation.</p>	
6	<p>Access Review</p> <p>DD introduced the report and summarised the main points.</p> <p>Following a short discussion, Sub-Committee Members noted the report and approved the strategy and action plan; subject to replacing the phrase “Hard to Reach” with something more suitable.</p>	<p>Noted Approved</p>
7	<p>Chartermark</p> <p>SK provided an update on the annual reassessment which took place on 12th May 2008; as a result of which Northwards Housing has been deeded to have maintained the standard. SK circulated a short paper summarising the reassessment and also the pre-assessment against the new standard.</p> <p>Sub-Committee members noted the update.</p>	<p>Noted</p>
8	<p>Complaints and Compliments Policy and Procedure</p> <p>MS introduced the report and summarised the main points.</p> <p>AT suggested a minor change to paragraph 26 of the policy to make clear which procedure was being referred to.</p> <p>AT also asked about Councillor enquiries. MS explained that although these were a valuable source of feedback about the service, it had been thought appropriate to continue to deal with them separately and not within the complaints procedure. MS noted that the close working relationships with councillors meant that we could be confident that patterns, trends and recurring issues would be identified and issues escalated where appropriate.</p> <p>Subject to the above, Sub-Committee members approved the policy and procedure.</p>	<p>Approved</p>

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9	<p>Performance Review</p> <p>Following on from last night's Board discussion, MS suggested that a more detailed commentary on issues and areas of concern be brought back to June Sub-Committee. This was agreed.</p>	<p>Agreed</p>
10	<p>Civica Update</p> <p>AD introduced the report, which was considered by Sub-Committee members. AD outlined some of the challenges faced and lessons learned in implementing the new system. AD referred to her own continuing involvement and input (along with ICT Manager John Burton) via the Civica Governance Group.</p> <p>AD pointed out that bringing user support in-house had been a very positive move. AD also explained the arrangements for future developments and enhancements.</p> <p>Following a short discussion, Sub-Committee noted the report.</p>	<p>Noted</p>
11	<p>Inspection Action Plan</p> <p>Sub-Committee noted the update, which included a separate section on completed items.</p>	<p>Noted</p>
12	<p>Any Other Business</p> <p>JF referred to the recent "Tea Mobile" event in Moston and said that this had been successful as a way of engaging with residents in an area with very little involvement. MS said that we will be looking to carry out similar events elsewhere in the future.</p>	
13	<p>Meeting ends</p> <p>The meeting ended at 3.30pm.</p>	
14	<p>Date of Next Meeting</p> <p>Friday 27th June – 1.30pm – Board Room</p>	