

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

**Board Room – Hexagon Tower  
Friday 27 June 2008 at 2.00 pm**

**Chair:  
Joan Fitzgerald**

<b>Present</b>	Joan Fitzgerald (JF) Anna Trotman (AT) Paul Seymour (PS)	Board Member Board Member Board Member
<b>In Attendance</b>	Mike Stevens (MS) Tony Dalton (TD) (Items 1-5) Emma Foster (EF) (Items 1-5) Claire Tyrrell (CT) (Items 6-7) Anne Duffield (AD) (Item 8) Steve Finegan (SF) (Item 11)	Director of Neighbourhood Services Neighbourhood Wardens Service Manager Head of Neighbourhood Services - Riverways Head of Neighbourhood Services – Wilton Head of Policy and Housing Options Head of Business Support

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  JF welcomed everyone to the meeting, which was agreed to be quorate.	
2	<b>Apologies for Absence</b>  Sue Ratchford June Hitchen Helen Blackey	
3	<b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b>  There were no declarations of interest or confidential matters.  Equality and Diversity issues will be covered under agenda items.	
4	<b>Minutes of Last Meeting – 23<sup>rd</sup> May 2008</b>  These were agreed as a true record.  <b>Matters Arising</b>  <b>Item 6 – Access Review</b> Amendment circulated.	

ITEM	SUBJECT	ACTION
	<p><b>Item 7 – Chartermark</b> Further update October 2008.</p> <p><b>Item 8 – Complaints Procedure</b> Amend to include new paragraph suggested by the Complaints Panel.</p>	<p><b>MS</b></p>
<p><b>5</b></p>	<p><b>Neighbourhood Wardens Review</b></p> <p>MS introduced and summarised the report, which was discussed by Sub-Committee.</p> <p>Sub-Committee members’ comments included the following.</p> <p>The service needs to be “re-branded” and clearly identified as a new service – while retaining the strengths of the existing service, there needs to be a “clean break” with the past.</p> <p>Expectations need to be properly managed – people need to understand what the wardens do.</p> <p>The new service needs to be implemented on a phased basis along the lines suggested in the report. This would allow time for full consultation; proper communication; dealing with any HR and logistical issues; and sensitively managing withdrawal or reduction of the service in some areas, working with partners to minimise the impact. Phasing in implementation would also allow time to approach RSLs about making funding contributions.</p> <p>The service should expand to all Northwards-managed areas and be mainly for council tenants and residents of Northwards-managed estates. The new service will be much more closely aligned to Northwards’ tenancy and estate management activities; with the focus mainly on council estates. At the same time commonsense would need to be exercised in relation to eg participation in area-based multi-agency initiatives and events.</p> <p>The wardens will need to continue to work closely with other agencies eg the youth service; to ensure that they complement their activities, rather than duplicating or supplanting them.</p> <p>An evaluation framework needs to be developed as part of the implementation plan; and an annual impact assessment carried out prior to the budget round to check the service continues to provide VFM.</p> <p>In taking a recommendation forward to the Board, the report should include a separate section on VFM (bringing together the references in various parts of the review report). The report should also distinguish between those recommendations which would be part of the implementation plan; and those which would be incorporated into an improvement plan for taking the service forward once the new service has been established.</p>	

ITEM	SUBJECT	ACTION
	<p>Taking the above comments into account, Sub-Committee agreed to note the report and recommend to the Board that the funding for the Neighbourhood Warden Service should continue on the basis that the service is expanded to all Northwards-managed areas and will mainly service Northwards-managed estates. A staged approach should be adopted to implementation; on the basis of a detailed project plan which will be monitored by Neighbourhood and Quality Services Sub-Committee. Full implementation of the new service will be achieved in early 2009.</p>	<p><b>Noted Approved</b></p>
<p><b>6</b></p>	<p><b>Performance Management</b></p> <p>MS summarised the report. Comments included the following:</p> <p>BVI56 – reporting needs to make clear buildings in NH management only.</p> <p>NHL205 – revised target of 80% agreed. Sub-Committee also asked that a consistent definition be produced of when a complaint should be recorded as having been answered. We need to make sure we do not understate performance by applying too strict a definition.</p> <p>Neighbourhood Wardens – extra PIs to be considered as part of implementation plan if expansion agreed.</p> <p>Subject to the above comments, the Sub-Committee noted the report; agreed the performance indicators detailed in the report together with targets where applicable; and agreed to set three year customer satisfaction/perception targets in September 2008 following the annual customer satisfaction survey.</p>	<p><b>MS</b></p> <p><b>Noted Approved</b></p>
<p><b>7</b></p>	<p><b>Estate Services</b></p> <p>CT introduced and summarised the report, which was noted by Sub-Committee. A further report, including an evaluation of the gardening pilots, will be brought to Sub-Committee in October 2008.</p>	<p><b>Noted</b></p>
<p><b>8</b></p>	<p><b>Rehousing and Allocations</b></p> <p>AD introduced and summarised the report. Sub-Committee noted current levels of activity and the various pieces of work being undertaken or planned.</p> <p>AD described the process for reviewing Local Lettings Policies; including consultation with ward councillors and tenants. Sub-Committee members said that they were content for this to be delegated to officers with quarterly updates to Sub-Committee.</p> <p>Sub-Committee noted that the MCC-led Choice Based Lettings project was expected to take 12 months to implement. Northwards will be very much involved in this.</p> <p>Sub-Committee noted with approval the establishment of an Allocations and Lettings Forum to help ensure that Northwards tenants are fully</p>	

<b>ITEM</b>	<b>SUBJECT</b>	<b>ACTION</b>
	<p>consulted on proposed developments in relation to allocations and lettings.</p> <p>Sub-Committee members agreed that they were happy for future reports to follow a similar format, updating on activity and also current and planned pieces of work and latest developments.</p> <p>Sub-Committee noted the report.</p>	<b>Noted</b>
<b>9</b>	<b>Inspection Action Plan</b>	
	MS summarised the report which was noted.	<b>Noted</b>
<b>10</b>	<b>Training Review</b>	
	No training issues at present.	<b>Noted</b>
<b>11</b>	<b>Any Other Business</b>	
	<p><b>Tenant Incentive Scheme</b></p> <p>SF updated Sub-Committee on the work carried out since Sub-Committee were last updated. Sub-Committee noted the update and agreed that a full report should go to July Board.</p>	<b>Noted Approved</b>
<b>12</b>	<b>Meeting ends</b>	
	The meeting ended at 4.20pm.	
<b>13</b>	<b>Date of Next Meeting</b>	
	Friday 25 <sup>th</sup> July – 1.30pm – Board Room	