

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

**Board Room – Hexagon Tower
Friday 22nd February 2008 at 1.30 pm**

**Chair:
Joan Fitzgerald**

Present	Joan Fitzgerald (JF) Paul Seymour (PS) Anna Trotman (AT)	Chair Board Member Board Member
In Attendance	Mike Stevens (MS) Seema Kohli (SK)	Director of Neighbourhood Services Quality/Customer Service Manager (Items 6-9)

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>JF welcomed everyone to the meeting, which was agreed to be quorate.</p>	
2	<p>Apologies for Absence</p> <p>Helen Blackey Sue Ratchford</p>	
3	<p>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</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>Minutes of Last Meeting – 25th January 2008</p> <p>These were agreed as a true record.</p> <p>Matters Arising</p> <p>Item 4(Right to Manage)</p> <p>On agenda.</p> <p>Item 4(11) – Estate Based Services</p> <p>Mobile Cleaning – proposals still being costed. Relief Caretaking SLA has now been terminated and one member of staff is being transferred to Northwards. This represents a saving.</p> <p>Item 10 – Rehousing Update</p> <p>Board Champions – MS to follow up with Diane how this is being taken</p>	MS

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	<p>forward.</p> <p>Item 15 – Date of July Meeting</p> <p>MS to email all to confirm new date: Friday 18th July at 1.30pm (Venue to be confirmed).</p>	<p>MS</p>
<p>5</p>	<p>Northwards Natter Survey</p> <p>Sub-Committee members considered the report and made a number of comments.</p> <p>It was suggested that the proposed tenants’ conference might be a good opportunity for further feedback. It was also suggested that perhaps we could work at examples of other organisations’ newsletters and see if we could pick up ideas from there. MS said that this had been done at the time Northwards Natter was first produced and the area panels had been involved in the discussion about what kind of publication we wanted. He agreed however that it would do no harm to have another look at what other organisations were doing.</p> <p>AT noted that at 3.1 “tenants” would be better expressed as “respondents”.</p> <p>The Sub-Committee discussed the different approaches to tenants’ newsletters, and agreed that the balance in the Northwards Natter is about right.</p> <p>MS agreed to take Sub-Committee members’ comments back to the Communications Manager.</p> <p>Subject to the above comments, Sub-Committee noted the report.</p>	<p>MS</p> <p>Noted</p>
<p>6</p>	<p>Performance Management – Quarterly Report</p> <p>Sub-Committee members considered the latest quarterly performance information.</p> <p>MS made some observations about some of the indicators:</p> <p><u>Tenancy Management NHL105</u></p> <p>This figure does not currently include residents in retirement schemes, who have still to be surveyed; and whose satisfaction rating will be shown separately (so in effect there will be NHL105a and NHL105b). Also the figure of 80% should in fact read 81%.</p> <p><u>Tenancy Management NHL106</u></p> <p>The figure is derived from the satisfaction survey responses of residents in high-rise blocks. There are a number of ways of measuring this indicator and we have settled on a measure which gives a rating of 87%.</p>	

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	<p>Sub-Committee members noted that on any of the measures performance was above target.</p> <p>Sub-Committee members noted that rent collection performance was a cause for concern. MS said that this was being addressed, and the action being taken was being overseen by Resources and Audit Sub-Committee.</p> <p>BV156 (accessibility of buildings): MS to report back on how this figure is derived.</p> <p>BV17 (% of BME employees): MS explained that we have set a challenging target in relation to this and it is therefore accepted that it will take some time to achieve it.</p> <p>A number of actions are being taken in relation to this and progress is being overseen by Human Resources and Equality Sub-Committee. This includes looking at our recruitment practices.</p> <p>Voids: MS explained that a detailed report was going to February 2008 Procurement and Property Sub-Committee, and would come for information and comment to March Neighbourhood and Quality Services Sub-Committee.</p> <p>MS said that the key indicators would be reviewed and Board Members asked if they wanted to make any changes for 2008/9.</p> <p>Subject to the above comments, Sub-Committee noted the report.</p>	<p>MS</p> <p>Noted</p>
7	<p>Complaints and Praise – Quarterly Report</p> <p>SK summarised the report and pointed out a typo in the table at the top of page 3 (the “Delay/problem not resolved” figure should read 27 not 2).</p> <p>Sub-Committee members made a number of comments.</p> <p>Councillor and MP enquiries are not included in these figures. MS confirmed that, but said that these were still an important source of feedback and helped to inform how we develop services.</p> <p>Complaints Panel – SK explained its role and said this was being reviewed to make sure it remained relevant.</p> <p>PS said that perhaps at a future Sub-Committee meeting over and above the simple statistics we should look at:</p> <ul style="list-style-type: none"> • What changes have we made as a result of complaints? • Customer profiling – eg do we get more complaints from particular groups? • How satisfied are people with the process? • Is the procedure right, particularly in relation to timescales? <p>MS said that a review of the policy and procedure was due to come back</p>	

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	<p>to the next meeting. The other points would be reflected in the next update report.</p> <p>JF asked about the complaint about “breach of confidentiality”. MS to clarify what that was about.</p> <p>Subject to the above comments, Sub-Committee noted the report.</p>	<p>MS</p> <p>Noted</p>
8	<p>Tenant Inspectors</p> <p>SK summarised the report which included the annual review of the tenant inspectors scheme. Sub-Committee members made a number of comments. JF asked about standard letters – do the tenant inspectors look at these? SK said they would from time to time but wouldn’t do so as a matter of routine. This was however something which the Editorial Board would do.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
9	<p>Customer Satisfaction Survey</p> <p>MS summarised the main highlights of the report and how it was proposed to use the results. Sub-Committee members noted with approval the approach being adopted; and discussed the results.</p> <p>It was noted that generally results in relation to outcomes tended to be lower than for how people were treated; and Sub-Committee discussed possible reasons for this.</p> <p>It was also noted that if it is proposed to carry out the annual survey earlier this year then it will be important in the intervening period to make sure we communicate effectively to customers the results of this year’s survey and the action being taken as a result. MS said that we would make sure that happened, including a piece in the Northwards Natter.</p> <p>PS asked about sharing the results with staff and contractors. MS said that this would be happening during March and this would include agreeing a process for making sure everyone had a chance to provide feedback and be part of developing an action plan.</p> <p>Subject to the above comments, Sub-Committee noted the survey results. A draft action plan will be brought to the Sub-Committee for approval in April 2008.</p>	<p>MS</p> <p>Noted</p>
10	<p>Right to Manage Update</p> <p>MS summarised the report updating Right to Manage (RTM) activity in the Northwards area. MS said that, as he was new to the subject, he would provide PS with a more detailed update outside the meeting.</p> <p>Sub-Committee noted the update.</p>	<p>MS</p> <p>Noted</p>

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11	<p>Inspection Action Plan Update</p> <p>MS drew particular attention to a number of items including:</p> <p>10 – Long term plans for sheltered housing Report now coming to March meeting.</p> <p>11 – Evaluating initiatives Report now coming to March meeting.</p> <p>51 – Neighbourhood Wardens MS said that it was now proposed to mainstream funding for the wardens as part of the Northwards budget: this would form part of the budget report to March Board. This would be subject to a review of the service in consultation with key stakeholders and overseen by Neighbourhood and Quality Services Sub-Committee. This review would need to reflect the fact that the service would be fully funded by Northwards. MS said that, if the Board agreed to this approach, he anticipated a final report coming back to Sub-Committee in October 2008 with a recommendation to the Board the following month. In the meantime an item has been placed on the Neighbourhood and Quality Services April meeting agenda: at which meeting a detailed review plan could be agreed.</p> <p>Sub-Committee members noted this, and expressed the view that if the wardens were to be fully funded by Northwards then all areas should benefit from the service.</p> <p>Subject to the above comments, Sub-Committee noted the update.</p>	<p>Noted</p>
12	<p>Work Programme</p> <p>Sub-Committee members noted the revised work programme and the comments made in the covering report.</p> <p>MS noted that Complaints Policy and Procedure and Voids needed to be added to the draft currently before the Sub-Committee.</p> <p>Subject to the above amendments, Sub-Committee approved the 2008/9 work programme.</p>	<p>Approved</p>
13	<p>Training</p> <p>Sub-Committee noted that a number of its members had this week attended the Breaking Down the Barriers training alongside Area Panel Members.</p>	
14	<p>Any Other Business</p> <p>It was agreed to move the next meeting back to Friday 28th March 2008 at 1.30pm.</p>	

ITEM	SUBJECT	ACTION
	<p>Meeting ends</p> <p>The meeting ended at 3.30pm.</p>	
15	<p>Date of Next Meeting</p> <p>Friday 28th March – 1.30pm – Board Room.</p>	