

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

**Board Room – Hexagon Tower
Friday 26 September 2008 at 1.30 pm**

**Chair:
Joan Fitzgerald**

Present	Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT) Paul Seymour (PS)	Board Member Board Member Board Member Board Member
In Attendance	Mike Stevens (MS) Emma Foster (EF) Seema Kohli (SK) Anne Duffield (AD)	Director of Neighbourhood Services Head of Neighbourhood Services – Riverways (1 – 6) Quality / Customer Services Manager (7 - 8) Head of Policy and Housing Options (10 – 11)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions JF welcomed everyone to the meeting, which was declared to be quorate.	
2	Apologies for Absence Helen Blackey	
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 – 27th June 2008 These were agreed as a true record subject to one correction : under item 8, in the second paragraph AT should read AD. Matters Arising <u>Item 4 (6) – Complaints Procedure</u> The Sub-Committee agreed to the following addition to the Complaints Procedure: A complaint should be recorded as having been answered when the	

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	<p>complaint is provided with an answer. This can be verbally at a meeting or even over the phone: provided the complainant has been advised of what action is to be taken then the person investigating the complaint should update the complaint log to show the complaint as being answered. They should not wait until they send a letter of confirmation to record the complaint as having been answered.</p> <p><u>Item 5 – Hate Incident Policy</u></p> <p>MS confirmed that the policy had been amended to include ageism.</p> <p>MS clarified the current arrangements for paying for the removal of hate graffiti. Sub-Committee asked that this be reviewed with MCC.</p>	<p>Agreed</p> <p>MS</p>
5	<p>Neighbourhood Wardens</p> <p>EF introduced the report and summarised progress to date.</p> <p>Sub-Committee noted the proposed hours of operation of the new service.</p> <p>AT expressed concern that the introduction of wardens should not lead to a reduction in police resources. MS said that he would take back this concern in discussions with GMP. He noted that NH has excellent working relationships with GMP; and he was confident that they were committed to ensuring that the wardens would be an additional benefit rather than a substitute for existing resources.</p> <p>MS confirmed that information had been sent to tenant and resident groups. He also confirmed that the proposed evaluation framework for the new service would come back to Sub-Committee for consideration.</p> <p>Subject to the above comments, the Sub-Committee noted the actions taken and approved the implementation plan.</p>	<p>Noted; Approved</p>
6	<p>Domestic Abuse</p> <p>EF introduced the report and summarised the main points.</p> <p>Sub-Committee welcomed the report and noted the positive work being done. They also welcomed the proposal addition to the policy in relation to forced marriage and “honour-based” violence.</p> <p>PS asked that in amending the policy consideration be given to how best to publicise it and make it accessible.</p> <p>Subject to the above comments, the Sub-Committee noted the report and approved the addition to the policy.</p>	<p>Noted; Approved</p>
7	<p>Customer Satisfaction Survey</p> <p>MS summarised the main points arising from the survey.</p>	

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	<p>AT asked if the data could be analysed by ward, so that it could be considered alongside e.g. state of the wards data. SK confirmed that it could, and a separate piece of work would be done on this.</p> <p>PS asked if the results had been broken down on the basis of the different equality strands. SK said that they had. No significant variations had been noted when sample sizes had been taken into account.</p> <p>PS asked if any specific questions had been asked about the Neighbourhood Wardens. MS said that this would be considered for next year as part of developing the evaluation framework for the service. In the meantime, satisfaction ratings on the questions about neighbourhood, safety and asb / crime would provide good baseline data in relation to the wardens' effectiveness. Other things being equal, we would expect to see ratings improve as the new service is rolled out.</p> <p>MS said that a further report would be brought back to the next meeting with a proposed action plan.</p> <p>Subject to the above comments, the Sub-Committee noted the report.</p>	<p>SK, MS</p> <p>Noted</p>
8	<p>Mystery Shoppers and Tenant Inspectors</p> <p>SK introduced the report and summarised the main points.</p> <p>Sub-Committee noted the report.</p>	<p>Noted</p>
9	<p>Performance Management</p> <p>MS introduced the report and summarised the main points. The Sub-Committee considered each area of activity in turn, and decided on the following targets:</p> <p><u>Estate Environment</u> Customer satisfaction with the condition of green and other open spaces, gardens, trees and hedges and fencing Target: 67% Satisfaction by 2011</p> <p>Overall satisfaction with one's neighbourhood as a place to live Target: 80% Satisfaction by 2011</p> <p><u>Resident Involvement</u> Satisfaction with opportunities to get involved Target: 71% Satisfaction by 2011</p> <p><u>Rehousing</u> New tenants' overall satisfaction with the rehousing process Target: 92% satisfaction by 2011</p> <p><u>Caretaking</u> Tenant satisfaction with environment in multi-storey blocks Target: 90% satisfaction by 2011</p>	<p>Agreed</p>

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	<p>Retirement Housing Overall satisfaction of retirement housing tenants Target 96% Satisfaction by 2011</p> <p>Overall Service % tenants satisfied with the overall service provided by Northwards Target: satisfaction of 82% by 2011</p> <p>The Sub-Committee also agreed the report's recommendations in relation to setting targets on asb / crime and nuisance, community cohesion and On Call customer service.</p> <p>The Sub-Committee agreed to set a target on community cohesion after a full discussion in November (MS to invite relevant MCC officer(s) and area panel / forum members).</p>	<p>Agreed</p> <p>Agreed MS</p>
10	<p>Welcome to Northwards Survey</p> <p>AD introduced the report and summarised the survey findings. AD noted that the report had already been considered by P&P Sub-Committee.</p> <p>The Sub-Committee noted the survey findings and the actions being taken.</p>	<p>Noted</p>
11	<p>Rehousing Refusals</p> <p>AD introduced the report and summarised the main points, including the actions being taken to reduce the refusal rate. This included further discussions with colleagues in MCC Homeslessness and MEAP about how refusals could be further reduced on offers made by them.</p> <p>AD said it was proposed to bring further reports to Sub-Committee quarterly.</p> <p>PS asked about linking this work to customer profiling, for example by looking in more detail at the characteristics of applicants refusing offers. AD said that this was something which could be looked at in more detail in future reports.</p> <p>PS also asked about how many successful applicants sustained their tenancies. AD said that the proportion of tenancies ending within 12 months was currently running at 12%. More detail on this would be provided in future reports.</p> <p>AD noted that discussions would also be taken forward with the Allocations and Lettings Forum.</p> <p>Subject to the above comments, the Sub-Committee noted the report.</p>	<p>Noted</p>
12	<p>Right to Manage Update</p>	

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	The Sub-Committee noted the update.	Noted
13	Inspection Action Plan The Sub-Committee noted the update.	Noted
14	Training There were no training issues.	
15	Any Other Business There was no other business.	
16	Date of Next Meeting As neither PS nor AT can attend, it was decided to reschedule. MS to check preferences and confirm.	MS