

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

**Board Room – Hexagon Tower  
Friday 17 October 2008 at 1.30 pm**

**Chair:  
Joan Fitzgerald**

<b>Present</b>	Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT)	Board Member Board Member Board Member
<b>In Attendance</b>	Mike Stevens (MS) Anne Duffield (AD)  Seema Kohli (SK)	Director of Neighbourhood Services Head of Policy and Housing Options (Item 7) Quality / Customer Services Manager (Items 8 - 11)

ITEM	SUBJECT	ACTION
1	<p><b>Welcome and Introductions</b></p> <p>JF welcomed everyone to the meeting, which was declared to be quorate.</p>	
2	<p><b>Apologies for Absence</b></p> <p>Helen Blackey Paul Seymour</p>	
3	<p><b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b></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><b>Minutes of Last Meeting – 26<sup>th</sup> September 2008</b></p> <p><b><u>Item 4 -Hate Incident Policy</u></b></p> <p>MS has contacted colleagues with other housing providers and will raise the matter with MCC when responses have been received.</p> <p><b><u>Item 5 - Neighbourhood Wardens</u></b></p> <p>JF praised the wardens for their help with Charlestown on Ice. MS said that a more detailed update on the implementation plan would be provided to the next meeting.</p>	<p style="text-align: center;"><b>MS</b></p> <p style="text-align: center;"><b>MS</b></p>

ITEM	SUBJECT	ACTION
	<p><b><u>Item 7 - Satisfaction Survey</u></b></p> <p>A substantive item this meeting's agenda.</p>	
5	<p><b>Tackling ASB and Crime</b></p> <p>MS introduced the report and summarised the main points. Sub Committee Members noted the point about the need to publicise action being taken - MS confirmed that this was being addressed.</p> <p>Sub Committee Members discussed the PIs and agreed the targets proposed in the report:</p> <p><b>Public confidence that agencies are dealing with ASB and crime issues which matter most:</b> satisfaction on this indicator to be held at its current level of 55% between now and 2011</p> <p><b>% people perceiving ASB as a problem:</b> reduce from 27% to 25% by 2011</p> <p><b>Closed cases complainant satisfaction:</b> 80% satisfaction for period July 2008-June 2009 (review in Oct 2009 as part of annual ASB/crime review)</p> <p><b>The Sub-Committee noted the actions taken, in progress and planned. The Sub-Committee approved targets for the performance indicators (PIs) for this area of activity. The Sub-Committee agreed to continue to receive quarterly updates, with an annual review in October 2009.</b></p>	<p><b>Noted; Approved</b></p>
6	<p><b>Estate Services</b></p> <p>MS introduced the report and summarised the main points.</p> <p><b>The Sub Committee noted the update.</b></p>	<p><b>Noted</b></p>
7	<p><b>Homelessness Strategy</b></p> <p>AD introduced the report and summarised the highlights including the main points of the Council's Homelessness Strategy. AD outlined some of the ways in which Northwards contributes to the strategy.</p> <p>MS pointed out that Northwards officers enjoy close working relationships and regular contact with MCC officers in relation to homelessness prevention. Northwards were consulted on the strategy.</p> <p>AD explained the process for dealing with rent arrears and making sure that all reasonable efforts are made to help people resolve their arrears problem before taking legal action leading to eviction.</p>	

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	<p>In response to a question about the current economic downturn, AD said that there were some indications that more home owners were approaching us about registering for rehousing - possibly as a precautionary measure. This is something we will be monitoring closely.</p> <p>AD also updated on HFDA properties. These are being returned to general letting as they become empty - currently about 30 are in use.</p> <p><b>The Sub Committee noted the update.</b></p>	<b>Noted</b>
8	<p><b>Customer Satisfaction Survey – Action Plan</b></p> <p><b>The Sub Committee noted the report and approved the action plan.</b></p>	<b>Noted; Approved</b>
9	<p><b>Customer Profiling</b></p> <p><b>The Sub Committee noted the report and the progress made in relation to customer profiling.</b></p>	<b>Noted</b>
10	<p><b>Access Strategy Update</b></p> <p><b>The Sub Committee noted the update.</b></p>	<b>Noted</b>
11	<p><b>Complaints and Praise</b></p> <p>SK introduced the report and summarised the highlights. SK explained the role of the Complaints Panel in looking at whether complaints were upheld and what we learned from those which were.</p> <p>The Sub Committee noted the number of letters of praise.</p> <p>MS explained the actions being taken to improve performance on turnaround times.</p> <p><b>The Sub Committee noted the update.</b></p>	<b>Noted</b>
12	<p><b>Resident Forums</b></p> <p><b>The Sub Committee noted the update.</b></p>	<b>Noted</b>
13	<p><b>Training</b></p> <p>No new training needs identified or issues raised.</p>	<b>Noted</b>

<b>ITEM</b>	<b>SUBJECT</b>	<b>ACTION</b>
<b>14</b>	<b>Any Other Business</b> There was no other business.	
<b>15</b>	<b>Date of Next Meeting</b> Friday 21 <sup>st</sup> November 2008 – 10:30am – White Moss Road.	