

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

**Board Room – Hexagon Tower
Friday 25 July 2008 at 1.30 pm**

**Chair:
Joan Fitzgerald**

Present	Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT) Helen Blackey (HB)	Board Member Board Member Board Member Board Member
In Attendance	Julie Wilson (JW) Anne Duffield (AD) Tara Kelly (TK) (Item 5) Pat Scappaticci (PS) (Item 7) Diane Roberts (DR) (Minutes)	Head of Neighbourhood Services – Fourways Head of Policy and Housing Options Equality & Diversity Officer Head of Retirement and Caretaking Services Governance Support Officer

ITEM	SUBJECT	ACTION
1	Welcome and Introductions JF welcomed everyone to the meeting, which was agreed to be quorate.	
2	Apologies for Absence June Hitchen Paul Seymour	
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. Matters Arising Item 6 – Complaints Procedure SF/SK will report back to next Sub-Committee meeting.	SF/SK

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5	<p>Hate Incident Policy (JW)</p> <p>JW outlined the consultation which had taken place as part of the review of the policy.</p> <p>AT asked about the definition - should this include ageism? TK agreed to add.</p> <p>6 - AT asked who removes graffiti? JW reported if it is a Northwards property we carry out. AT raised concerns that Northwards have to pay but MCC will do this free of charge. JW to check and report back.</p> <p>SR thought all aspects had been covered and the policy was excellent.</p> <p>JW reported that the policy/procedure needs to be more consistent. The new version now provides a simple flowchart and JW/TK will retrain all staff. TK reported that Hate Crime is still under reported and it is good it can be reported anonymously.</p> <p>JW – there is now clarity with GMP in relation to processes. The new policy should further improve joint working.</p>	<p>TK</p> <p>JW</p>
6	<p>Tackling ASB and Crime (JW)</p> <p>AT noted that in the State of Ward Reports Higher Blackley is 4th/5th in desirable places to live. In community cohesion it is rated 32/32. Would appreciate some work in this area. JW reported that strategic priorities have been reviewed and agreed through partners through Ward Co-ordination. Northwards will identify their role on this issue and contribute as appropriate.</p> <p>JF asked if there is any follow-up after the term of ASBO has ended. JW explained how this works; including the role of support services.</p> <p>Subject to the above comments, the update was noted.</p>	<p>Noted</p>
7	<p>Retirement Housing Strategy (AD/PS)</p> <p>PS joined the meeting.</p> <p>AD – new plan includes input from partners and work from Retirement Housing team.</p> <p>AD reported the excellent result regarding funding for Whitebeck Court. This will be a boost to north of city. It is a two year project. We have been awarded the second biggest allocation in country. We will work closely with Changing Places.</p> <p>PS reported that Broadmoss Centre will continue, but will be incorporated into new provision. Land will be considered when empty. PS reported this will be better provision than current.</p>	

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	<p>AD reported that due to excellent marketing this has lead to retirement housing voids being filled.</p> <p>It was noted that Victoria Square had been awarded Silver at Tatton RHS.</p> <p>AT asked for clarification if Liverton Court is CAT1 or 2. PS/AD confirmed the scheme is CAT2.</p> <p>AT raised concerns about the scheme to move from family housing into sheltered. Her concern was whether enough provision or retirement housing to meet the need. AD reported that this is part of a longer term plan but little turnover in voids at moment. AD reported that MCC have been awarded overcrowding pilot status from CLG and will be looking at these issues and consulting.</p> <p>AT asked how this will be publicised. AD reported that we shall be meeting with MCC to discuss Northwards' role. Sub-Committee will be kept updated on developments in this area.</p> <p>HB noted that 88% of people are satisfied with social activities and asked who runs these? PS reported that social well-being is organised in conjunction with residents and other agencies in the area.</p> <p>SR/AT/JF noted the good feedback. PS reported that generally people are positive about the service and residents are open to looking at new ideas.</p> <p>AD said that the Action Plan will include upgrading communal areas where this is needed. This will have a big impact. Northwards are looking at importance of space in the flats.</p> <p>HB noted that the response is 46% which is slightly disappointing. How are we promoting this in the future? AD/PS have a Forum meeting on 6 August and will give feedback.</p> <p>AD reported that Annie Derby Court and Joseph Dean Court are the schemes which have historically been most difficult to fill. Provision has been made for them to undergo an option appraisal next year.</p> <p>HB noted the excellent voids progress.</p> <p>PS thought that the rehousing team have done an excellent marketing job.</p> <p>PS reported her team are trying to reach the local community to come to social events so can break down myths about the retirement homes.</p> <p>HB asked if digital TV upgrades have been carried out. PS reported that all schemes have been upgraded.</p> <p>Sub-Committee approved the strategy.</p>	<p>Approved</p>

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8	<p>Inspection Action Plan (AD)</p> <p>AT enquired about the outstanding recommendations. AD reported that CIVICA reports will be providing future figures.</p> <p>HB asked how will continuous improvement continue when action plan is complete. AT responded that post inspection there will be new recommendations and taking forward 2010 as discussed at Away Day.</p> <p>Sub-Committee noted the update.</p>	<p>Noted</p>
9	<p>Any Other Business</p> <p>None.</p>	
10	<p>Meeting ends</p> <p>The meeting ended at 2.25pm</p>	
11	<p>Date of Next Meeting</p> <p>Friday 26th September – 1.30pm – Board Room</p>	