

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

**Board Room – Hexagon Tower
Friday 21 November 2008 at 1.30 pm**

**Chair:
Joan Fitzgerald**

Present	Joan Fitzgerald (JF) Sue Ratchford (SR) Anna Trotman (AT)	Board Member Board Member Board Member
In Attendance	Mike Stevens (MS) Anne Duffield (AD) Tara Kelly (TK) Pat Scappaticci (PS)	Director of Neighbourhood Services Head of Policy and Housing Options (Item 9) Equality & Diversity Officer (Item 5) Head of Retirement and Caretaking Services (Item 10)

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>JF welcomed everyone to the meeting, which was declared to be quorate.</p>	
2	<p>Apologies for Absence</p> <p>Helen Blackey Paul Seymour</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 – 17th October 2008</p> <p>Neighbourhood Wardens On today's agenda.</p> <p>Joint working with GMP MS confirmed that this would be featured in Northwards Natter.</p>	

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5	<p>Community Cohesion</p> <p>MS and TK introduced the report and highlighted key areas. TK drew attention to the joint working with North Manchester Regeneration eg in Harpurhey.</p> <p>AT asked about the satisfaction survey results: are these available by Ward? MS confirmed that a piece of work is being done on this and will be reported to Sub-Committee in January, when Sub-Committee will have a further opportunity, following on from discussions with MCC colleagues, to consider what would be an appropriate target for increasing community cohesion. Northwards' target needs to reflect the LAA target, but also take into account the fact that our baseline figure is different. This will be discussed with MCC colleagues prior to coming back to the Sub-Committee in January.</p> <p>Sub-Committee noted the contents of the report. Further updates will be brought twice yearly.</p>	<p>Noted</p>
6	<p>Business and Delivery Plan</p> <p>MS introduced the report and invited Sub-Committee members to comment.</p> <p>AT suggested Data Protection be added to 4.4. The revised plan should also contain reference to the new MCC Recycling Strategy.</p> <p>MS to forward the above comments as part of the BDP preparation process.</p>	<p>MS</p>
7	<p>Sub-Committee Review</p> <p>AT asked for clarification as to how the new Audit Sub-Committee Membership would be constituted. MS said that DR would clarify as part of asking Board Members to confirm their preferences.</p> <p>Subject to the above, the Sub-Committee approved the revised terms of reference.</p>	<p>Approved</p>
8	<p>Performance – Quarterly Report</p> <p>MS introduced the report.</p> <p>MS drew attention to the fact that a target still needed to be agreed for BV74b (BME satisfaction with overall service). Sub-Committee agreed that this should be the same as BV74a and BV74c ie 82% by 2011.</p> <p>BV174: Q2 trend arrow should be down not up. To be changed.</p> <p>Subject to the above, Sub-Committee noted the report.</p>	<p>Agreed</p> <p>MS</p> <p>Noted</p>

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9	<p>Rehousing and Allocations</p> <p>AD introduced the report.</p> <p>AD confirmed that the detail of the incentive scheme contained in the proposal would be worked up with the Allocations and Lettings Forum at its next meeting in December 2008.</p> <p>It was agreed to delete the words “up to” from the incentive packages as in effect everyone who is eligible will receive a package of the same value (£3000 or £2000 depending on which category they are in).</p> <p>JF said that a key factor would be what was on offer ie: where people could move to. AD said that this would be looked at with individuals to identify their specific needs and preferences.</p> <p>Subject to the above comments, the Sub-Committee noted the report and approved the proposal to address overcrowding and under-occupancy. Updates and an evaluation of the project will be incorporated into future Rehousing Update reports.</p>	<p>Noted and Approved</p>
10	<p>Retirement and Caretaking Services</p> <p>MS and PS introduced the report and summarised the contents. PS circulated a copy of the new standards checklist which is being considered by the High Rise Living Forum. Sub-Committee members noted this. MS also drew attention to the satisfaction survey which is currently being drawn up in consultation with the HLRF: this will go out in January 2009.</p> <p>PS confirmed that the on-set dementia survey will be undertaken annually. The results of these surveys are reflected in residents’ support plans.</p> <p>Sub-Committee noted the contents of the report.</p>	<p>Noted</p>
11	<p>ASBAT Service Level Agreement</p> <p>MS introduced the report and outlined the contents, drawing attention to the main areas currently under consideration. A further report will be brought in January 2009.</p> <p>Sub-Committee noted the contents of the report</p>	<p>Noted</p>
12	<p>On Call Performance</p> <p>MS introduced the report and drew attention to the key points. Sub-Committee noted the various actions being taken to improve performance.</p>	<p>Noted</p>

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13	<p>Neighbourhood Wardens</p> <p>MS updated the Sub-Committee on progress in implementing the reconfiguration of the service.</p> <p>Sub-Committee noted the update.</p>	Noted
14	<p>Right to Manage Update</p> <p>MS updated the Sub-Committee on relations with TMOs.</p> <p>Avro Hollows Although there are some outstanding issues in relation to the new office at Lancaster Court, action to deal with these is in hand. The TMO is fully operational and regular meetings are in place to monitor performance and support the TMO. There are currently no major issues of concern.</p> <p>Harpurhey TMO There are currently some concerns about the capacity of the Board due to the ill health of Board members. We are working with the Board to support them through a difficult period. Independent tenant advisor Open Communities are working with us on this. In the meantime we are providing support on operational matters, and the day to day service to tenants is being maintained.</p> <p>The proposal to incorporate the 200 Estate into the TMO is effectively on hold for the time being.</p> <p>Sub-Committee noted the update.</p>	Noted
15	<p>Community Facilities</p> <p>MS introduced the report and outlined the purpose and scope of the proposed review. It is proposed to bring a further report back to the Sub-Committee in March 2009.</p> <p>MS said that the room used by tenants at Sandyhill Court was outside the scope of the review as in effect it fell into the same category as the rooms at Deepdale Court and Kentmere Court. AT asked about the room on the Rosewood Estate. MS said that he understood that this was no longer in use but that he would check.</p> <p>Sub-Committee noted the report and approved the proposal.</p>	MS Noted and approved
16	<p>Any Other Business</p> <p>Handyman Suggestion MS said that he would ask LP to update JF.</p>	MS

ITEM	SUBJECT	ACTION
	Walk Up Flats MS to check progress on window cleaning and update JF.	MS
	Meeting ends 3.40pm.	
	Date of Next Meeting Friday 23 January 2009 – 1:30pm – Board Room	