

**Northwards Housing
Customers and Communities Sub-Committee Meeting**

**Board Room – Hexagon Tower
Friday 22 May 2009 at 1.30 pm**

Chair: Councillor Anna Trotman

Present

Rachel Christie (RC)	Board Member
Councillor Anna Trotman (AT)	Board Member
Karen Blakeley (KB)	Co-optee
Sue Ratchford (SR)	Board Member

In Attendance

Mike Stevens (MS)	Director of Neighbourhood Services
Pat Scappaticci (PS)	Head of Retirement Housing and Caretaking (Items 1-5)
Anne Duffield (AD)	Head of Policy and Housing Options (Item 9)

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>AT welcomed everyone to the meeting, which was agreed to be quorate.</p>	Agreed
2	<p>Apologies for Absence</p> <p>Paul Seymour Joan Fitzgerald</p>	
3	<p>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</p> <p>There were no declarations of interest.</p>	
4	<p>Minutes of Last Meeting – 24th April 2009</p> <p>The minutes were agreed as a true record.</p> <p>Matters Arising</p> <p>Charges for gardening work – MS to follow up.</p> <p>Safeguarding children case numbers – MS to follow up.</p>	<p>MS</p> <p>MS</p>
5	<p>Retirement Housing and Caretaking</p> <p>PS summarised the report and highlighted the main points.</p> <p>MS clarified the steps being taken in relation to recycling. PS clarified the</p>	

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	<p>arrangements for identifying and responding to signs of dementia. PS confirmed that it was proposed to undertake a follow up survey of people who said in the HRL survey that they were dissatisfied with the concierge / CCTV Service.</p> <p>Subject to the above comments, the Sub-Committee noted the report.</p>	Noted
6	<p>Tackling ASB and Crime</p> <p>MS introduced the report and explained the background, including comparative and contextual data.</p> <p>Sub Committee confirmed that the targets would remain as previously agreed; to be reviewed in October 2009 following the results of the 2009 Customer Satisfaction Survey.</p>	Agreed
7	<p>Complaints and Praise</p> <p>MS summarised the report and highlighted the main points.</p> <p>Sub Committee noted the update.</p>	Noted
8	<p>Access Strategy Update</p> <p>MS summarised the report and highlighted the main points.</p> <p>AT noted the work being done in relation to access problems with bungalows in Higher Blackley.</p> <p>Sub Committee noted the update.</p>	Noted
9	<p>Decorating Policy</p> <p>AD introduced the report and explained the background.</p> <p>AD confirmed that, as it is generally oversubscribed, we would expect to spend the concessionary decorating in full. Any savings from the decorating allowances budget will be spent locally on e.g. fencing.</p> <p>Sub Committee approved the policy.</p>	Approved
10	<p>Customer Satisfaction Survey Action Plan – Progress Update</p> <p>Sub-Committee noted that all actions have now been completed.</p>	Noted
11	Performance – Quarterly Report	

ITEM	SUBJECT	ACTION
	Sub Committee noted the report.	Noted
	The meeting ended.	
	Date of Next Meeting Friday 26 th June 2009 – 1:30pm – Tour of Retirement / High Rise Schemes.	