

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

**Board Room – Hexagon Tower  
Friday 23 January at 1.30 pm**

**Chair:  
Joan Fitzgerald**

<b>Present</b>	Rachel Christie (RC) Joan Fitzgerald (JF) Sue Ratchford (SR) Paul Seymour (PS) Anna Trotman (AT)	Board Member Board Member Board Member Board Member Board Member
<b>In Attendance</b>	Mike Stevens (MS) Claire Tyrrell (CT)	Director of Neighbourhood Services Head of Neighbourhood Services - Wilton (Item 9)

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> <p><b>Election of Chair</b></p> <p><b>JF was elected Chair of the Sub-Committee.</b></p>	<b>Agreed</b>
2	<p><b>Apologies for Absence</b></p> <p>No apologies.</p>	
3	<p><b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b></p> <p>There were no declarations of interest.</p> <p>Item 7 is confidential. E&amp;D issues will be covered under agenda items.</p>	
4	<p><b>Minutes of Last Meeting – 21<sup>st</sup> November 2008</b></p> <p>The minutes were agreed as a correct record.</p> <p><b>Matters Arising</b></p> <p><b>6 – Business and Delivery Plan</b></p> <p>Comments have been forwarded.</p>	

ITEM	SUBJECT	ACTION
	<p><b>8 – Performance</b></p> <p>Amendment made.</p> <p><b>15 – Community Facilities</b></p> <p>MS confirmed the room in question is no longer in use.</p> <p><b>16 – Handyperson</b></p> <p>JF reported back on how this idea is being taken forward.</p> <p><b>16 – Walk Up Flats</b></p> <p>MS confirmed that the problem has now been resolved.</p>	
5	<p><b>Community Cohesion</b></p> <p>MS summarised the report and drew attention to some of the key points highlighted by the figures.</p> <p><b>The Sub-Committee noted the report and approved the suggestion that a target should be set following the 2009 annual customer satisfaction survey which will be amended to reflect the answer options in the MCC survey.</b></p>	<p><b>Noted; Approved</b></p>
6	<p><b>Tackling ASB and Crime</b></p> <p>MS introduced the report and summarised the key points.</p> <p>MS drew attention to the ongoing partnership working between NH and other agencies, in particular GMP. This includes a Partnership Awareness Day on 30 January 2009. The next ASB and Crime Forum is taking place on 7 February 2009.</p> <p><b>Sub-Committee noted the actions being taken to tackle ASB and Crime and create a culture of respect.</b></p>	<p><b>Noted</b></p>
7	<p><b>ASBAT Service Level Agreement (Confidential)</b></p> <p>Confidential item – see separate minute.</p>	
8	<p><b>Neighbourhood Wardens</b></p> <p>MS updated on the progress being made in rolling out the reconfigured Neighbourhood Warden service. An updated Implementation Plan was circulated.</p>	

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	<p>AT asked if tenant and resident groups are aware of where things are up to. MS said that the Wardens were making these contacts as part of getting to know their new patches. He would however also be making sure that a written update went out.</p> <p>MS confirmed that performance measures and an evaluation framework were being developed and would be included in a future update.</p> <p><b>Sub-Committee noted the update.</b></p>	<p><b>Noted</b></p>
9	<p><b>Estate Services</b></p> <p>CT summarised the report and highlighted the main points. She drew attention to item 9a which relates to section 3 in this report.</p> <p>There was a discussion about the proposal to expand the Estate Caretaking Team. CT explained the rationale for having just the additional team at this stage rather than two.</p> <p>MS confirmed that it was intended to try to bring various ongoing strands of work (Mobile Cleaning, Estate Caretaking, Residential Caretaking and Wardens) together in a future report considering how they all fit together. This would be picked up as part of the evaluation processes already agreed.</p> <p><b>Sub-Committee noted the update.</b></p>	<p><b>Noted</b></p>
9a	<p><b>Estate Services Review</b></p> <p>CT summarised the report and outlined the rationale for what was being proposed.</p> <p><b>Sub-Committee noted the contents of the report and approved the proposal to tender gardening and environmental works.</b></p>	<p><b>Noted; Approved</b></p>
10	<p><b>Inspection Update</b></p> <p>MS updated on the inspection process, and confirmed that an action plan was being developed. This would be brought to March 2009 Board.</p> <p><b>Sub-Committee noted the update.</b></p>	<p><b>Noted</b></p>
11	<p><b>Customer Satisfaction – Action Plan and Ward Analysis</b></p> <p>MS summarised the report. He confirmed that a further report would be brought updating the action plan. He also confirmed that the ward analysis would be carried out annually in order to track change over time.</p> <p><b>Sub-Committee noted the report.</b></p>	<p><b>Noted</b></p>

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12	<p><b>Sub-Committee Work Programme and Training Review</b></p> <p>The Sub-Committee members suggested a number of changes to the programme. MS will incorporate these and bring a revised programme to the next meeting.</p>	<b>MS</b>
13	<p><b>Any Other Business</b></p> <p>There was no other business.</p>	
	Meeting ends 3.30pm.	
	<p><b>Date of Next Meeting</b></p> <p>Friday 27 March 2009 – 1:30pm – Board Room, Hexagon Tower</p>	