

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

**Board Room – Hexagon Tower  
Friday 24 April 2009 at 1.30 pm**

**Chair:  
Joan Fitzgerald**

<b>Present</b>	Anna Trotman (AT) Joan Fitzgerald (JF) Karen Blakeley (KB)	Board Member Board Member Co-optee
<b>In Attendance</b>	Mike Stevens (MS) Claire Tyrrell (CT)  Emma Foster (EF)  Anne Duffield (AD)	Director of Neighbourhood Services Head of Neighbourhood Services – Wilton (Items 1-6) Head of Neighbourhood Services – Riverways (Item 7) Head of Policy and Housing Options (Item 8)

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and Introductions</b>  JF welcomed everyone to the meeting, which was agreed to be quorate.	<b>Agreed</b>
<b>2</b>	<b>Apologies for Absence</b>  Sue Ratchford Paul Seymour Rachel Christie	
<b>3</b>	<b>Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising</b>  There were no declarations of interest.	
<b>4</b>	<b>Minutes of Last Meeting – 27<sup>th</sup> March 2009</b>  The minutes were agreed as a correct record.  <b>Matters Arising</b>  <b>6 – Welcome to Northwards Survey</b>  Additional targets to be included in next report.  <b>8 – Tenant Inspectors</b>	

ITEM	SUBJECT	ACTION
	<p>Improving feedback to be discussed at next Tenant Inspectors' meeting.</p> <p><b>8 – Tenant Inspectors</b></p> <p>SK will include complainants in future recruitment campaigns.</p> <p><b>12 – Work Programme</b></p> <p>Revised version included in today's papers.</p>	
5	<p><b>Tackling ASB and Crime</b></p> <p>MS referred to comments about residents' perceptions made at the most recent Board Meeting. MS outlined some recent developments in relation to residents' perceptions; including the delay by CLG in releasing the latest Place Survey results, and the recent survey undertaken on behalf of Inside Housing. MS also referred to work currently being carried out in relation to community cohesion. MS suggested that a more detailed report be brought back to the next Sub Committee, allowing a broader discussion about targets and performance.</p>	Agreed
6	<p><b>Estate Services</b></p> <p>CT introduced the report and drew attention to the main highlights.</p> <p>CT drew attention to the savings anticipated as a result of the new gardening contracts: these are expected to be in the region of £120k for the year 2009/10. CT clarified that there would be three contracts: one per area panel.</p> <p>JF asked if the charge for carrying out gardening work could be included in warning letters to tenants – CT to look into this.</p> <p>JF asked about graffiti removal – this is still for the most part carried out by MCC, but consideration will be given to bringing some or all of the work in house as part of the evaluation of the Mobile Cleaning Team (report due back to Sub Committee in September 2009).</p> <p>There was a discussion about parking on estates. This can be a difficult issue, with many estates not designed for the number of cars on them and many people understandably worried about car crime. We take a pragmatic approach depending on the circumstances in each case.</p> <p><b>Sub Committee noted the update.</b></p>	<p>CT</p> <p>Noted</p>
7	<p><b>Safeguarding Children</b></p> <p>EF introduced the report and highlighted the main points. She stressed that this area of work was kept continuously under review in the light of local and national developments.</p>	

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	<p>MS noted that NH were contributing to a Serious Case Review: any lessons learned would be implemented in due course.</p> <p>AT asked about children not in school – NH staff respond to this in the light of the whole picture (eg if there are already known issues in relation to the family).</p> <p>AT asked if information about case numbers could be provided – this to be done at the next meeting.</p> <p><b>Subject to the above comments, Sub Committee noted the update.</b></p>	<p><b>EF</b></p> <p><b>Noted</b></p>								
<p><b>8</b></p>	<p><b>Reinspection Recommendations</b></p> <p>AD introduced the report and highlighted the main point.</p> <p>AT asked about Pre-Termination Visits – was there a capacity problem carrying these out? AD said no – the problem is rather one of focus.</p> <p>Incentivisation – any proposals which emerge will come back to Sub Committee for discussion.</p> <p>Multiple Viewings – AD explained how these work and the experience so far.</p> <p>Sub Committee noted the report and approved the following targets:</p> <p>Pre-Termination Visits</p> <table border="1" data-bbox="225 1240 1329 1395"> <thead> <tr> <th>Period</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>April – Sept 2009</td> <td>50%</td> </tr> <tr> <td>Oct – March 2010</td> <td>60%</td> </tr> <tr> <td>April – Sept 2010</td> <td>75%</td> </tr> </tbody> </table> <p>Refusals</p> <p>Reduce refusal rate from 43% to under 40% by April 2010, with a further reduction to under 30% by December 2011.</p>	Period	Target	April – Sept 2009	50%	Oct – March 2010	60%	April – Sept 2010	75%	<p><b>Noted;</b></p> <p><b>Approved</b></p>
Period	Target									
April – Sept 2009	50%									
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<p><b>9</b></p>	<p><b>Customer Profiling</b></p> <p>MS introduced the report and highlighted the key points.</p> <p><b>Sub Committee noted the update.</b></p>	<p><b>Noted</b></p>								
<p><b>11</b></p>	<p><b>Any Other Business</b></p> <p>None.</p>									

ITEM	SUBJECT	ACTION
	Meeting ends *****	
	<b>Date of Next Meeting</b> Friday 22 May 2009 – 1:30pm – Board Room, Hexagon Tower	