

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

**Board Room – Hexagon Tower
Friday 23 October 2009 at 1.30 pm**

Chair: Joan Fitzgerald

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| Present | Paul Seymour (PS) Councillor Anna Trotman (AT) Karen Blakeley (KB) Joan Fitzgerald (JF) | Board Member Board Member Co-optee Co-optee |
| In Attendance | Mike Stevens (MS) Yvette Newton (YN) Louise Huntington (LH) | Director of Neighbourhood Services Quality and Customer Services Manager (Items 1-6) Communications and Marketing Manager (Item 9) |

| ITEM | SUBJECT | ACTION |
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| 1 | Welcome and Introductions JF welcomed everyone to the meeting, which was agreed to be quorate. | Agreed |
| 2 | Apologies for Absence Sue Ratchford Rachel Christie | |
| 3 | Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising There were no declarations of interest. Equality and Diversity items to be dealt with under agenda items. | |
| 4 | Minutes of Last Meeting – 25th September 2009 Matters Arising Resident Involvement Agreement – amended version now signed. Allocations – presentation on MCC policy review to be brought to November Sub-Committee. | |
| 5 | Customer Satisfaction Survey MS and YN introduced the report and drew attention to the main points. Discussion included the following points. | |

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| | <p>Low Rise Flats</p> <p>MS explained the current situation in relation to heating charges for some blocks. This may be having a negative effect on satisfaction.</p> <p>JF explained that the external steps to some of the flats on DH could be an issue – MS said that if so this would be picked up in discussions going forward.</p> <p>Neighbourhood Wardens</p> <p>We would expect the 18% contact figure to rise year on year.</p> <p>Participation/Involvement</p> <p>The number interested in getting involved by text/email has increased (see p35 of the report). We will look into making more use of these in consultation/involvement, with a view to widening participation and engaging with new people. This will be picked up as part of Action 4 in the Action Plan.</p> <p>PS noted that Harvest had significantly reduced “no access” visits by using text alerts/reminders for repair visits. MS to refer to LP for further investigation/consideration.</p> <p>Use of contact centre for “spot surveys”</p> <p>To be looked as part of Action 4 in the Action Plan. Also comparing profile of actively involved residents with overall profile.</p> <p>MS noted that more detailed analyses were currently being undertaken to look at the survey results by equality strand and also to look at the results for TMO residents.</p> <p>Subject to the above comments, Sub-Committee noted the report and approved the Action Plan.</p> | <p>MS</p> |
| 6 | <p>On Call Performance</p> <p>YN introduced the report. YN noted that discussions are currently taking place about developing a fuller range of performance measures, including first call resolution and avoidable contact.</p> <p>Sub-Committee noted the report, and agreed to receive quarterly performance updates from now on. Sub-Committee noted the successful transition to the new service and thanked all involved.</p> | <p>Noted and Agreed</p> |
| 7 | <p>Community Cohesion</p> <p>MS introduced the report, and talked through the appended MCC</p> | |

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| | <p>presentation. MS described the work being undertaken in North Manchester, and how this fitted into the wider picture and city strategy.</p> <p>In noting the report, Sub-Committee agreed to receive updates twice yearly. It was also suggested that community cohesion could be the subject or form part of one of the Board training/strategy events in the next year. MS to refer to DR for inclusion in the programme.</p> <p>Sub-Committee noted the update.</p> | <p>Noted</p> |
| 8 | <p>Tackling ASB and Crime</p> <p>MS introduced the report and described recent developments in the national context; including the Pilkington case, recent announcements by the Home Secretary and interviews given by the Government's neighbourhood crime adviser. MS highlighted a number of areas of work being undertaken locally, including:</p> <ul style="list-style-type: none"> • SHP Respect and Community Cohesion Workstream • MCC Review of ASB Strategy/NH Policy Review • Respect Champions Group • Safer Neighbourhoods Board • Review of partnership working locally including role of Neighbourhood Wardens • Neighbourhood Wardens updates to Area Panels • Refresher/update training for NSOs • SLA updates/reviews – ASBAT/Mediation • NSO, DLSSM and Neighbourhood Wardens Recruitment • Staff Away Days including Feedback about Public Confidence/ Perception on ASB/Safety Issues <p>All these are set in a context of continued close working with partner agencies, in particular Greater Manchester Police (GMP).</p> <p>A report reviewing perception and public confidence targets is to be brought to November Sub-Committee.</p> <p>Sub-Committee noted the update.</p> | <p>Noted</p> |
| 9 | <p>Communication Strategy</p> <p>LH joined the meeting and introduced the report. LH noted that an Equality Impact Assessment was currently being undertaken.</p> <p>PS suggested that a section be added saying how the impact of the strategy will be measured. LH to add.</p> <p>Subject to the above, the strategy was approved.</p> | <p>LH</p> <p>Approved</p> |

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| 10 | <p>Any Other Business</p> <p>No other business.</p> | |
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| | The meeting ended at 3.15pm. | |
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| | <p>Date of Next Meeting</p> <p>Friday 20th November - 1.30pm - Board Room, Hexagon Tower</p> | |