

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

**Board Room – Hexagon Tower
Friday 28 May 2010 at 2.00 pm**

Chair: To be elected

Present	Sue Ratchford (SR) Councillor Anna Trotman (AT) Rachel Christie (RC) Karen Blackley (KB)	Board Member Board Member Board Member Co-optee
In Attendance	Mike Stevens (MS) Emma Foster (EF) (Items 1-6) Sharon McBride (SM) (Item 7) Anne Duffield (AD) (Item 9)	Director of Neighbourhood Services Head of Neighbourhood Services - Riverways Customer Experience Manager Head of Policy and Housing Options

ITEM	SUBJECT	ACTION
1	Welcome and Introductions MS welcomed everyone to the meeting, which was agreed to be quorate.	Agreed
2	Apologies for Absence Joan Fitzgerald	
3	Declaration of Interests/Confidential Matters/ Equality and Diversity Matters Arising There were no declarations of interest or confidential matters. Equality and Diversity items to be dealt with under agenda items.	
4	Election of Chair SR was elected Chair.	Agreed
5	Minutes of Last Meeting – 23rd April 2010 Minutes agreed; no matters arising.	
6	Safeguarding Children Policy EF introduced the report and drew attention to the main points, including the	

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	<p>proposed changes to the policy. EF described the Common Assessment Framework and how this has been incorporated into the policy. Sub-Committee members said that they would be interested to see how this works in practice. EF will report on this as part of the next update in a year's time.</p> <p>MS updated on related developments:</p> <ul style="list-style-type: none"> (i) SHP Connecting People Workstream now established and includes Safeguarding Children in its TOR. MS attends. (ii) Children's Services piloting new ways of working in Central Area – May be rolled out here in due course. (iii) One Serious Case Review (SCR) this year – MS summarised the main points. <p>Sub-Committee Members thanked EF for the report, which was noted; and approved the new policy.</p>	<p>Noted; Approved</p>
7	<p>Customer Service Centre Performance Update</p> <p>SM introduced the report and drew attention to the main highlights. In noting the new out of hours arrangements, Sub-Committee members asked if the out of hours performance data could continue to be reported separately. SM to arrange this.</p> <p>Subject to the above, Sub-Committee noted the report.</p>	<p>SM Noted</p>
8	<p>Community Cohesion</p> <p>MS circulated copies of a presentation recently given to the North Manchester Community Cohesion Steering Group. MS drew attention to the main points in the presentation.</p> <p>Sub-Committee noted the presentation and the ongoing work locally and citywide to increase community cohesion and review how the issue is tackled locally and at a strategic level. MS to provide further updates.</p>	<p>Noted</p>
9	<p>Rehousing and Allocations</p> <p>AD introduced and summarised the report.</p> <p>Allocation Policy – implementation date currently November 2010 (currently awaiting a detailed implementation plan from MCC).</p> <p>Tenancy Terminations – analysis being undertaken as per Voids Working Group.</p> <p>Welcome to Northwards Survey – to be carried out by annual postal survey in future.</p>	

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	Sub-Committee noted the update.	Noted
10	<p>Any Other Business</p> <p>Meetings</p> <p>July meeting to be brought forward to June – consider at June meeting what to do in July.</p>	Agreed
	Meeting ended at 3.40pm.	
	<p>Date of Next Meeting</p> <p>Friday 23 July 2010 – 2.00pm - Board Room, Hexagon Tower</p>	