

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

**Board Room – Hexagon Tower
Friday 22nd January 2010 at 1.30 pm**

Chair: Joan Fitzgerald

Present	Sue Ratchford (SR) Councillor Anna Trotman (AT) Karen Blakeley (KB) Joan Fitzgerald (JF)	Board Member Board Member Co-optee Chair - Co-optee
In Attendance	Mike Stevens (MS) Claire Tyrrell (CT) Tara Kelly (TK) Yvette Newton (YN) Debra Dalton	Director of Neighbourhood Services Head of Neighbourhood Services – Wilton (Items 6-7) Equality & Diversity Officer (Item 8) Quality and Customer Services Manager Performance Improvement Officer

ITEM	SUBJECT	ACTION
1	Welcome and Introductions JF welcomed everyone to the meeting, which was agreed to be quorate.	Agreed
2	Apologies for Absence 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	Election of Chair Joan Fitzgerald was duly elected as Chair.	Agreed
5	Minutes of Last Meeting – 11th December 2009 Matters Arising Meeting times : 2.00pm – 3.30 pm in future. Item 7 – done.	Agreed

ITEM	SUBJECT	ACTION
6	<p>Resident Involvement</p> <p>CT introduced the report and summarised the main points; including the actions being taken to increase awareness of the different ways of getting involved. CT also described the range of activities being undertaken to increase the involvement of young people.</p> <p>Sub Committee also noted the work being done to support the development of a new city wide Residents Network; and the work to help MCC prepare for the TSA co-regulatory framework, including the development of local standards.</p> <p>CT updated on the first meeting of the Low Rise Forum, which took place on 21 January 2010.</p> <p>Sub Committee noted the update.</p>	<p>Noted</p>
7	<p>Estate Services</p> <p>CT introduced the report and summarised the key points.</p> <p>Sub Committee noted the update.</p>	<p>Noted</p>
8	<p>Single Equality Scheme</p> <p>TK introduced the report, which was noted and approved.</p>	<p>Noted; Approved</p>
9	<p>Customer Satisfaction Survey – Ward Based Analysis</p> <p>The report was noted.</p>	<p>Noted</p>
10	<p>Mystery Shoppers</p> <p>Sub Committee commented on the generally positive results.</p> <p>Sub Committee noted the report</p>	<p>Noted</p>
11	<p>Customer Service Centre Quarterly Performance</p> <p>Sub Committee noted the problems with the out of hours service in the recent bad weather. This was outside the period covered by this report, and is likely to be reflected in the next quarter's report.</p> <p>Sub Committed noted that the out of hours service performance is not as good as the daytime service. On a positive note, we now have much better management information. However, we do need to look at improving performance.</p>	

ITEM	SUBJECT	ACTION
	Subject to the above comments, Sub Committee noted the report.	Noted
12	<p>Northwards Xtra Scheme</p> <p>DD introduced and summarised the report.</p> <p>The Sub Committee noted the success of the scheme and approved the recommendations arising out of the review, as set out in paragraphs 37-46 of the report.</p>	Noted; Approved
	<p>Any Other Business</p> <p>No other business</p> <p>The meeting ended at 3.15pm</p>	
	<p>Date of Next Meeting</p> <p>Friday 26 February 2010 – 2.00pm - Board Room, Hexagon Tower</p>	