

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

**Board Room – Hexagon Tower
Friday 26 February 2010 at 2.00 pm**

Chair: Joan Fitzgerald

Present	Rachel Christie	Board Member
	Sue Ratchford (ST)	Board Member
	Councillor Anna Trotman (AT)	Board Member
	Karen Blakeley (KB)	Co-optee
	Joan Fitzgerald (JF)	Chair - Co-optee

In Attendance	Mike Stevens (MS)	Director of Neighbourhood Services
	Julie Wilson (JW)	Head of Neighbourhood Services (Items 1-6)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions JF welcomed everyone to the meeting, which was agreed to be quorate.	Agreed
2	Apologies for Absence None.	
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 – 22nd January 2010 Agreed. No matters arising.	
5	Tacking ASB and Crime MS and JW introduced the report and drew attention to the main points. JW also described the work she is currently engaged in with GMP about helping them to develop a force-wide approach to dealing with ASB.	

ITEM	SUBJECT	ACTION
	<p>AT noted the emphasis in the new policy on solving ASB problems. MS agreed that this was significant: a key aspect of the work currently being undertaken was to focus on identifying and solving problems, rather than following processes.</p> <p>MS and JW described the new approach being adopted in relation to publicising action taken, and the Sub Committee looked at some examples of this. Sub Committee members agreed that this was a positive development.</p> <p>Sub Committee noted the update.</p>	<p>Noted</p>
6	<p>Domestic Abuse Policy – Annual Review</p> <p>MS introduced the report and drew attention to the main points. MS described the action being taken to support the current Home Office campaign about domestic abuse of and by teenagers.</p> <p>Sub Committee members expressed an interest in attending training - details to be forwarded when this is organised.</p> <p>Sub Committee noted the update, including the updated Policy and Procedure.</p>	<p>Noted</p>
7	<p>Customer Satisfaction Survey Action Plan Progress Update</p> <p>Sub Committee noted that all actions in the Action Plan have now been completed.</p>	<p>Noted</p>
8	<p>Customer Service Excellence</p> <p>Sub Committee noted the update and approved the approach outlined in the report, including noting with approval the work being undertaken in relation to customer journey mapping.</p>	<p>Noted</p>
9	<p>Customer Profiling</p> <p>MS explained that the current figure for customer profiling completions (including refusals) is 89%. MS also noted that the customer profiling data had proved invaluable during the recent cold weather in terms of helping us to identify vulnerable customers.</p> <p>Sub Committee noted the update.</p>	<p>Noted</p>
10	<p>Retirement Housing and Caretaking</p> <p>MS introduced the report and drew attention to the main points, including the changes made since the strategy was originally approved.</p>	

ITEM	SUBJECT	ACTION
	<p>These included:</p> <p>Improvements made as part of the capital programme - now completed Latest survey results -further improvement Demand/voids - position is overall healthy but the report notes some caveats and occupancy will continue to be monitored closely Extra care - progress on Whitebeck Court/Fairholme (also new-build bungalows)</p> <p>Sub Committee noted the report and approved the "refreshed" Retirement Housing Strategy.</p>	<p>Noted; Approved</p>
11	<p>Sub Committee Work Programme 2010/2011</p> <p>Sub Committee approved the work programme, with the addition of a Customer Service Centre Performance Update report in July.</p>	<p>Approved</p>
	<p>The meeting ended at 3.00pm.</p>	
	<p>Date of Next Meeting</p> <p>Friday 26 March 2010 – 2.00pm - Board Room, Hexagon Tower</p>	