

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

**Board Room – Hexagon Tower
Friday 23 April 2010 at 2.00 pm**

Chair: Joan Fitzgerald

Present Councillor Anna Trotman (AT) Board Member
 (Items 1-7)
 Rachel Christie Board Member
 Karen Blackley Co-optee
 Joan Fitzgerald (JF) Chair - Co-optee

In Attendance Mike Stevens (MS) Director of Neighbourhood Services
 Sharon McBride Customer Experience Manager
 Steve Finegan Head of Business Improvement

ITEM	SUBJECT	ACTION
1	Welcome and Introductions MS welcomed everyone to the meeting, which was agreed not to be Quorate. JF agreed to take the Chair for this meeting; Election of Chair to be put back to next meeting.	Agreed
2	Apologies for Absence Sue Ratchford	
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	Minutes of Last Meeting – 26th March 2010 See item 1.	
5	Minutes of last meeting – 26th March 2010 Minutes agreed; no matters arising.	
6	Access to Services Strategy Update SM introduced the report and summarised the key points.	

ITEM	SUBJECT	ACTION
	<p>SM explained that the meeting of the Access to Services Forum had been put back to 4 May 2010. As detailed in the report, a number of the outstanding actions will be discussed at that meeting.</p> <p>Communication needs – confidentiality concerns: only limited “need to know” information will be shared.</p> <p>Cash receipting: further discussion at Access Forum.</p> <p>Direct debit: reviewing – need to set a new date for implementation.</p> <p>Learning disabilities – report back after pilot (starting 30 April 2010).</p> <p>Texting – looking at best practice from elsewhere.</p> <p>The Sub-Committee noted the update.</p>	<p>Noted</p>
7	<p>Complaints and Praise</p> <p>SM introduced the report and summarised the main points.</p> <p>Complaints audit being carried out in May – will identify learning and best practice.</p> <p>Repairs – communication tends to be a recurring theme. Issues are dealt with as they are identified.</p> <p>Under-reporting – currently reviewing recording.</p> <p>Breakdown by equality strand – will revisit now we have full year’s figures.</p> <p>The Sub-Committee noted the update.</p>	<p>Noted</p>
8	<p>Tenant Inspectors Scheme</p> <p>SM introduced the report, and described the efforts being made to increase participation in the scheme.</p> <p>The Sub-Committee noted the update.</p>	<p>Noted</p>
9	<p>Rehousing and Allocations</p> <p>It was agreed to hold this item over until next time.</p>	
	<p>The meeting ended at 2.45pm.</p>	

ITEM	SUBJECT	ACTION
	Date of Next Meeting Friday 21 May 2010 – 2.00pm - Board Room, Hexagon Tower	