



## The Gateshead Housing Company Diversity and Access Committee

Monday 18 May 2009 at 2.30pm

Meeting Room 5, Keelman House, Fifth Avenue Business Park,  
Fifth Avenue, Team Valley Trading Estate, Gateshead NE11 0XA

### *Agenda*

| Item | Business  |
|------|---|
| 1.   | <b>Apologies for Absence</b><br><br><b><u>FOR DECISION</u></b>  |
| 2.   | <b>Minutes (Pages 3-12)</b><br>To approve as a correct record the minutes of the last meeting of the committee held on 24 February 2009 |
| 3.   | <b>Matters Arising</b>  |
| 4.   | <b>Safeguarding Children Policy and Procedures (Pages 13-78)</b><br>Report of Director of Housing Management                            |
| 5.   | <b>Extended Hours Telephone and Advice Service (Pages 79-85)</b><br>Report of Assistant Chief Executive                                 |
| 6.   | <b>Single Equality Scheme (Pages 86-141)</b><br>Report of Assistant Chief Executive   |
| 7.   | <b>Incentive Schemes – Response to Mock Inspection Recommendations (Pages 142-144)</b><br>Report of Assistant Chief Executive           |
| 8.   | <b>Estate Management Activity – April 2008 to March 2009 (Pages 145-158)</b><br>Report of Director of Housing Management                |

Contact: Stuart Gibson Tel: (0191) 433 5308 Date: 11 May 2009

| Item | Business  |
|------|---|
| 9.   | <p><b>Customer Contact Visits (Pages 159-165)</b><br/>Report of Director of Housing Management</p>  |
|      | <p><b><u><a href="#">FOR INFORMATION</a></u></b></p>  |
| 10.  | <p><b>Property and Technical Services – Equality Framework (Pages 166-171)</b><br/>Report of Acting Director of Property and Technical Services</p>   |
| 11.  | <p><b>Anti-Social Behaviour Performance Update – July to December 2008 (Pages 172-213)</b><br/>Report of Director of Housing Management</p>   |
| 12.  | <p><b>Gardening Service Update (Pages 214-219)</b><br/>Report of Director of Housing Management</p>   |
| 13.  | <p><b>Disability Equality Scheme (Pages 220-248)</b><br/>Report of Assistant Chief Executive</p>  |
| 14.  | <p><b>Young Persons’ Housing Plan Update (2006-09) (Pages 249-270)</b><br/>Report of Assistant Chief Executive</p>  |
| 15.  | <p><b>Race Equality Scheme Update (2008-11) (Pages 271-283)</b><br/>Report of Assistant Chief Executive</p>   |
| 16.  | <p><b>Gender Equality Scheme Update (2008-11) (Pages 284-294)</b><br/>Report of Assistant Chief Executive</p>   |
| 17.  | <p><b>Service Improvement Groups (Pages 295-303)</b><br/>Report of Assistant Chief Executive</p>  |
| 18.  | <p><b>Customer Involvement Activity – 1 January to 31 March 2009 (Pages 304-321)</b><br/>Report of Assistant Chief Executive</p>  |
| 19.  | <p><b>Items for Future Agendas</b></p>  |
| 20.  | <p><b>Date and Time of Next Meeting</b><br/>The next meeting of the committee will be held on Tuesday 23 June 2009 at 2pm in Board Room 1, Keelman House, Fifth Avenue Business Park, Fifth Avenue, Team Valley Trading Estate, Gateshead</p> |