

Riverways Area Panel

Meeting

Date: 17 February 2010

Location: TLM Centre, Jocelyn Street, Monsall

Chair: Kath Hope

Vice Chair: Pat Glazebrook

Minutes

Attendance:

Kath Hope (KH) – Panel Member

Pat Glazebrook (PG) – Panel Member

Rose McCarton (RM) – Panel Member

Fred Steadman (FS) – Panel Member

Edith Webster (EW) – Co-optee

Norman Hart (NH) – Panel Member

Barbara Grey (BG) – Panel Member

Lee Dobbins (LD) – Contact Centre Manager

Helen Walsh – (HW) Repairs Service Manager

Larry Patrick (LP) – Director of Property Services

Paul Blackmore (PB) – Home Improvements Services Manager

Emma Foster (EF) – Head of Neighbourhood Services (Riverways)

Tara Kelly (TK) – Equality and Diversity Officer

Nicola Holmes (NiH) – Resident Involvement Officer (Riverways) (Minutes)

Katherine Gasson - Auditor

Meeting commenced at 4.30pm

Item	Description	Action
1	Welcome and Introductions	
1.1	KH welcomed attendees to the meeting and introductions were made.	
2	Apologies for Absence	
2.1	Ann McBride, Susan Sugden, Jean Gibbons, Michael Hutton	
3	Declarations of Interest/Confidential Matters	
3.1	None	
4	Minutes of last Meeting	
4.1	Agreed as a true record.	
5	Matters Arising	
5.1	6.3 NH asked if there was an update on the rent figures. EF explained that the precise figure has not yet been provided but will be brought to	

	the next panel meeting.	
6	Community Update and Governance	
a)	Issues of Revolve circulated to panel members	
b)	<p>Tea mobile</p> <p>NiH circulated a map of the Riverways area and highlighted where planned events for 2010 are to occur. Due to the lack of active Tenant and Resident groups in the North of the Riverways area, many of the events are planned in Harpurhey.</p> <p>EF added that on the 10th March 2010, the NHS is holding a no smoking day event using the market stalls at Harpurhey market. Northwards have booked at stall at this event. The Panel decided to use this event to promote the Area Panel and then think about doing something similar on Newton Heath market.</p> <p>NiH to organise the event and activities, including devising mini profiles of panel members and possible translations to community languages. NH and FS volunteered to be present on the day.</p>	NiH
c)	NiH informed panel members that the Excellence committee training day on the 2 nd March will be at the TLM centre.	
d)	Feedback from the business plan event was circulated to panel members.	
e)	<p>Chair and Vice Chair meeting</p> <p>EF explained that at the last meeting it was agreed that each panel should have a, Health and Disability Champion. This champion would highlight and keep track of any issues affecting health or disability in the panel documents. KH volunteered for this role.</p>	
f)	<p>Area Panel Work Programme</p> <p>The panel agreed to study the work plan in more detail and approve at the next meeting.</p>	
7	Quarterly Performance Management Report	
7.1	<p>NH queried the corporate rent collection figures and asked why they were different from the figure given by Ade Abioye at the January Panel meeting.</p> <p>LP explained that the figures shown in the corporate report and measured against a Government Performance Indicator, and they include all arrears. The figure given by Ade was one that was specific to the Riverways area, and excluded former arrears and was the one used by management to monitor teams and individuals.</p> <p>EF advised she would seek further clarification from Ade and provide feedback at the next meeting.</p>	EF
8	Contact Centre Service Performance	
8.1	LD presented the performance report up to 31 st Dec 09. LD added that	

8.2	<p>the adverse weather conditions over the Christmas period did prove to be a challenging period but that 95% of appointments were kept during the first 2 weeks of January.</p> <p>One of the mistakes during this period was a breakdown of communication between Astraline (Out of hours service) and On Call which resulted in a lack of communication with Northwards. This is being addressed by an emergency working group that has already been set up to plan for next winter. Call centre operatives will also be receiving further training next week.</p>	
8.3	<p>RM asked if the adverse weather highlighted any inadequacy in heating systems.</p> <p>LD explained that the some older boilers did cease to work completely but many combi boilers suffered from frozen pipes.</p> <p>HW added that a few individual cases were highlighted, for instance lagging not present.</p> <p>LP added that 68% of the boilers in Northwards managed properties have been replaced since Northwards came into existence in Dec 2005. A limited type of boilers were used to minimise the problem of spare parts. Over the adverse weather conditions operatives from other service areas were pulled over to help with the emergency call outs and so they did not necessarily have spare parts in their van on that day.</p>	
8.4	<p>KH highlighted a concern with operatives not putting in a report to the call centre when follow on work is required after an emergency call out.</p> <p>LD advised that this is part of an ongoing discussion with Astraline. The operative should report to Astraline and then Astraline report to the call centre first thing the following morning.</p>	
8.5	<p>NH highlighted a specific case where 8 plumbers and 5 electricians have attended the same job.</p> <p>LP advised that he has passed this case onto the contract manager who is looking into it.</p>	
9	Customer Experience Feedback	
9.1	TK gave feedback on the event held in October 2009.	
10	Complaints and Praise	
10.1	<p>NH asked if the targets had been set for 2010/11.</p> <p>EF explained that the targets will be set by the sub-committees.</p>	
11	Northwards Xtra Review	
11.1	<p>EF presented the review.</p> <p>The panel praised the scheme.</p>	

12	Repairs Update	
12.1	HW presented the repairs performance report.	
13	Major Works Update	
13.1	PB presented the project status report	
14	Environmental Works Programme	
14.1	PB updated the panel on the progress of the environmental improvements.	
14.2	The planning decision on the Troydale play area is due back at the end of April.	
14.3	The panel approved £10,000 for the kick rail on Sedgeford Road.	
15	LSM Update	
12.1	EF presented the Local Services Report. EF added that there are currently some empty 1 bed flats in the Harpurhey and Moston area that are proving hard to let. They are age restricted to 30 plus. EF asked the Panel to help advertise the properties.	
16	Any Other Business	
16.1	RM highlighted the changes made to the bulky rubbish collection service. It was agreed that the changes would be advertised at the event on the 10 th March.	
15	Date and time of next meeting –	
	<ul style="list-style-type: none"> a) Excellence Training Day – Tuesday 2 March, TLM Centre b) Excellence Meeting Tuesday 23 March- time and venue to be confirmed c) Riverways Panel meeting Wednesday 21 April 2010, 4pm – Carrioca Community Room d) Regen Tour – Saturday 24th April – Hexagon Tower 	

Meeting closed at 6.25pm