

## Riverways Area Panel

### Meeting

Date: 21 April 2010

Location: Cariocca Centre

Chair: Kath Hope

Vice Chair: Pat Glazebrook

### Minutes

#### Attendance:

Kath Hope (KH) – Chair Panel Member

Pat Glazebrook (PG) – Vice Chair Panel Member

Fred Steadman (FS) – Panel Member

Edith Webster (EW) – Co-optee

Barbara Grey (BG) – Panel Member

Jean Gibbons (JG) – Panel Member

Susan Sugden (SS) – Panel Member

Helen Walsh – (HW) Repairs Service Manager

Larry Patrick (LP) – Director of Property Services

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

Michael Hutton (MH) – Local Service Manager (Riverways)

Paul Maidment (PM) – Head of Home Improvements – (Riverways)

Stephen Brown (SB) – Director of Business Services

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

#### Observers from Citywest Housing

Garry Gregory

Alan Moore

Rev Sydney Price

Artur Wieczniak

Jennie Etheridge

#### Meeting commenced at 4.00pm

Item	Description	Action
<b>1</b>	<b>Welcome and Introductions</b>	
1.1	a) KH welcomed attendees to the meeting and introductions were made. b) Quorate confirmed c) KH read out the meeting rules	
<b>2</b>	<b>Apologies for Absence</b>	
2.1	Norman Hart, Rose McCarton, Diane Roberts, Julie Barton. KH reported that Julie Barton will be standing down from the Panel due to long term illness. The panel agreed to send flowers thanking Julie.	

<b>3</b>	<b>Declarations of Interest/Confidential Matters</b>	
3.1	None	
<b>4</b>	<b>Minutes of last Meeting</b>	
4.1	Agreed as a true record.	
<b>5</b>	<b>Matters Arising</b>	
5.1	6 b) NiH circulated the leaflet advertising the Area panel. The panel agreed on the content of the leaflet. PM suggested adding an opportunity to text and facebook on the leaflet.	NiH
<b>6</b>	<b>Community Update and Governance</b>	
a)	<p>Revolve Issues of Revolve circulated to panel members. NiH reported that Revolve will now be professionally designed by Northwards graphic designer. This will mean the deadline for submissions will be the last Monday in the month.</p>	
b)	<p>Tea mobile NiH informed the panel that dates for the tea mobile have been set for the Riverways area. The areas have been selected due to lack of tenant and resident groups and high levels of anti-social behaviour. All the dates will be featured in the Northwards Natter next month. PM asked to be informed of all the dates. KH hoped the tea mobile presence would offer people re-assurance.</p>	
c)	<p>Excellence Committee NiH explained that the Excellence Committee is undergoing training at the moment with the next session scheduled next week. Tunde Martins has been elected Chair of the Committee and Joan Fitzgerald Vice-Chair. SB added that the Excellence Committee is a scrutiny committee and that it needs to sit independently from the existing structures of Northwards.</p>	
d)	<p>Tenant Board Member NiH explained that there is a vacancy for a Tenant Board Member as Pat Thorpe has resigned due to illness. SB added that the constitution states that the Manchester Residents Association (MRA) should be involved in the selection of a new board member in this situation but the MRA no longer exists. On this occasion in consultation with the City Council it was agreed to appoint Michelle Blackley on a temporary basis until the next AGM. Recruitment has begun for the elections. Michelle and Sue Ratchford will be up for election.</p>	
e)	<p>Northwards NiH explained the categories for the Northwards last year were:</p>	

	<ul style="list-style-type: none"> <li>• Best Contribution by a Local Community Organisation</li> <li>• Tenants &amp; Residents Group of the Year</li> <li>• Pam Angelucci Award (For the individual who has most improved their environment)</li> <li>• (Young) Citizen of the Year</li> <li>• Outstanding Individual Award</li> <li>• Good Neighbour Award</li> <li>• Ivy Graham Award (For long standing contribution to the neighbourhood)</li> </ul> <p>NiH invited suggestions and comments from the panel.</p>	
f)	<p>Tenants conference and AGM.</p> <p>NiH explained that a Tenants conference and AGM would be held at a joint event together in October this year. A steering group would be set up and volunteers from the panel are invited.</p>	
g)	<p>KH introduced five observers from CityWest Housing Trust in Salford. CityWest are in the early stages of setting up Area Panels.</p>	
<b>7</b>	<b>TSA Update</b>	
7.1	<p>NiH explained that as of the 1<sup>st</sup> April 2010 the TSA six national standards are in place. NiH circulated the TSA guide to the regulations.</p>	
7.2	<p>PM informed the panel of three pilot schemes that Northwards are working on regarding the TSA local offer. The scheme in Riverways is the Orford Road scheme to provide defensible space. Residents will be heavily involved in all aspects of the scheme.</p>	
<b>8</b>	<b>Relationship with TRA's</b>	
8.1	<p>NiH asked the panel for how they felt about the relationship between the panel and the tenants and resident groups (TRA's). Due to Julie Barton stepping down there is now a tenant vacancy on the panel. NiH asked if the panel would like NiH to write to existing TRA's that are not already represented on the panel to invite to observe at the next panel meeting. The panel agreed to this but expressed concern that all existing TRA's are in Newton Heath. Work needs to be done to encourage more involvement from residents in Harpurhey.</p>	NiH
<b>9</b>	<b>Repairs Update</b>	
9.1	<p>HW highlighted the performance areas that need improving. The average number of days to complete non-urgent work rose from 8.48 in Q3 to 10.81 in Q4.</p>	
9.2	<p>KH highlighted that in cases of emergency it can sometimes be that the operative makes safe a repair rather than fix it.</p> <p>HW added that the emergency working group still exists as improvements need to be made in this area.</p>	

9.3	<p>JG raised concerns over how the emergency services enter properties through the new fire doors in multi-storey blocks.</p> <p>PM explained the new doors are multi bolted but that in emergencies the barrel will be drilled.</p> <p>EF added that Manchester Working will drill the lock so that there is no damage to the door. If GMP need to enter a property in an emergency they will try to do so by the quickest means which can cause damage to the door. If police involve Northwards from the start then a joiner can usually be on site within a short time.</p>	
<b>10</b>	<b>Major Works Update</b>	
10.1	PM delivered the Major Works Update report.	
<b>11</b>	<b>Environmental Works Update</b>	
11.1	PM gave an update on the Environmental Works.	
11.2	PM advised that planning permission for the Troydale MUGA has now been approved. It was approved on some conditions, most of which are minor and agreeable. Planning wanted the condition that it would be locked on an evening but Northwards have advised this is not possible.	
11.3	SS advised that the residents on Anita St want the flags to be levelled and the wooden fencing to be tidied up.	
11.4	EF advised that anti-social behaviour problems have recently resurfaced on the Lathbury Rd Estate. This means that the planned improvements will be put on hold until the issue is under control. The wardens and police are regularly patrolling this area and there is involvement from the youth contact team.	
11.5	KH asked if properties on Eastmoor Drive will have new fencing front and back. PM explained that some of the properties will. KH added that it seemed unfair that Eastmoor Drive will get both front and back defensible space.	
11.6	The kick rail on the Monsall estate will be added to the Eastmoor Drive scheme while it is live. The local school is going to be involved in the project to help bring about a sense of ownership.	
11.7	EF added that FC United are trying to develop the Ten Acre Lane sports site as their new ground. Ef and NiH will be meeting with them next week.	
<b>12</b>	<b>LSM Update</b>	
12.1	MH presented the Local Services Manager Report. A high level of court orders relating to anti-social behaviour have been secured since	

	the panel last met. This is due to hard work between Northwards and GMP that has encouraged residents to come forward.	
<b>13</b>	<b>Any Other Business</b>	
13.1	PM informed the panel about 'Procure Plus'. Residents are involved in the selection of doors, windows, bathrooms from the very early stage. PM will be taking residents to view materials in Wigan. Volunteers welcome.	
13.2	EW asked if Northwards are advertising the changes to the bulk rubbish collection service. EF explained that Northwards were not given permission to publicise the changes in the Northwards Natter. KH commented that it may cost the City Council more to start charging for bulky items as more people are likely to fly tip. EF advised there were no immediate plans.	
13.3	SS reported problems with the waste collection services. MH to look into. SS reported that residents from Anita St and George Leigh Street are currently feeling a little bit disillusioned and overshadowed by Victoria Square. A leaving party was held recently at Victoria Square for the Scott Sinclair and only Victoria Square residents were invited. EF explained that the party was not organised by Northwards but the residents of Victoria Square.	PM
13.4	BP asked if the flagging for Daisybank was still going ahead. PM advised he would need to check and get back to BP.	
13.5	KH made the panel aware that Northwards will soon be charging for false emergency repair requests and asked members to publicise. HW advised that people will be advised by the call centre operative over the phone that if the repair is not an emergency then they will be charged. LP added that the charge will only be demanded when the repair is deemed to be 'clearly' not an emergency. HW added that this charge has been introduced to stop abuse of the system.	
<b>14</b>	<b>Date and time of next meeting –</b>  a) Regen Tour – Saturday 24 April – Hexagon Tower b) Wednesday 19 May 2010 4.00pm – TLM Centre	

**Meeting closed at 5.35pm**