

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 06 April 2010

6.30 p.m. to 8.30 p.m

Cheetham Hill Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

Anne Heywood (AH)	Panel Member (Chair)
Jim Burke (JB)	Panel Member
Mavis Wilkinson (MW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Janice Fitton (JF)	Panel Member
Tunde Martins (TM)	Co-optee
Carol Connolly (CC)	Co-optee
Jacqui Tomlinson (JT)	Local Services Manager
Danny Whitelock (DW)	Repairs Services Manager (Wilton)
Elliot Simm (ES)	Home Improvement Services Manager (Wilton)
Larry Patrick (LP)	Director of Property Services
Diane Roberts (DR)	Governance Support Manager
Julie Goreham (JG)	Resident Involvement Officer (minutes)

From 6.00pm refreshments were provided and officers were available to answer questions. The meeting commenced at 6.30pm.

Item	Description	Action
1	Welcome and introductions	
1.1	a) AH welcomed attendees to the meeting.	
1.2	b) Quorate was confirmed.	
1.3	c) AH explained the meeting rules.	
2.	Apologies for Absences	
2.1	Apologies had been received from Claire Tyrrell, Steve Kirkham, Lee Dobbins, Sue Ratchford, Brian Nuttall, Mike Stevens	
3.	Declaration of Interests/Confidential Matters	
3.1	There were no declarations of interest and no confidential items would be discussed.	
4.	Minutes of last meeting 02 February 2010	
4.1	The minutes were approved. There were two corrections – Sue Ratchford had been missed off the attendance list but was present at the meeting; the Director of Business Services is Stephen Brown.	
5.	Matters arising	
5.1	5.2 – JG informed the group that Claire Tyrrell had spoken to Ken	

	Barnes about these issues, and that Steve Shaw (Environment Officer) was making a list of areas of concern re maintenance.	
5.2	5.5 – JG reported that Claire Tyrrell will bring a draft leaflet to the May meeting.	CMT
5.3	8.6 – JG reported that a quote of £550.00 had been obtained for these works	
5.4	10.1 – AH reported that City West would be attending the Riverways meeting	
6.	Community Update	
6.1	a) JG distributed copies of the Revolve newsletter and invited contributions to the next edition. She explained that this would now be designed by Northwards' new in-house designer. Stories are needed by the Monday of the week before the area panel meeting.	
6.2	b) JG explained that dates had been set for Tea-mobile events taking place in the Wilton area. These dates will be included in the forthcoming Resident Involvement Natter.	
6.3	c) DR explained that Tunde Martins (TM) had been elected as Chair of the Excellence Committee, and Joan Fitzgerald as Vice-Chair. TM explained that they would be meeting with the board the following week. DR reported that the committee is agreeing the constitution, terms of reference and looking at how the protocols will work with the board. It will then consider how it works with the panels. AH offered congratulations to TM.	
6.4	d) JG invited comments on the enclosed papers. MW noted that gardening and rubbish were common themes. AH felt that the theme of helping others was also prominent. JB suggested that the panel could consider a scheme to take out young people on trips. AH asked JB to bring it to next month's meeting on the issues/ideas sheet.	JB
6.5	e) AH explained that the minutes had been included for information.	
6.6	f) MW asked for some clarification on what the work programme was. JG explained and invited comments/suggestions/additions on it. AH reminded the panel that they were still able to come with ideas for speakers/discussions at future meetings if they wished to. AH asked if the panel agreed the plan. The panel agreed.	
6.7	g) DR explained that a casual vacancy had arisen on the board as Pat Thorpe had resigned due to illness. 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. DR asked for the panels views on how to deal with the issue that the MRA no longer exists. A discussion followed about the role of the MRA and possible role of panels in appointment in these circumstances. AH asked if panel members felt that area panels should take the place of the MRA in this respect. The panel agreed. MW asked DR to come back to the panel with a more detailed draft process. DR encouraged panel members to consider putting themselves forward or encouraging others to consider joining the board and explained the timescales for this. She asked the panel if they felt it would be useful to hold a training event for those interested in standing. They agreed that this should be held.	DR

6.8	DR reported that a tenants conference would be held this year, probably in conjunction with the AGM. An invite would be sent out in with the Resident Involvement Natter to allow people to book a place.	
7. Quarterly Performance Management Report		
7.1	MaB asked why staff sickness figures were above target. LP will look ensure an update is given at the next meeting. ES explained that there is a new "Fit for Work" scheme which should help with the issue. LP explained that Northwards is using a different Occupational Health service which is providing an improved service. AH asked if the quarter three figures included sickness due to swine flu. LP confirmed that they did.	LP
7.2	TM asked for confirmation on the figures 75b and 75c.	
8. Contact Centre Service Performance Report		
8.1	Lee Dobbins had sent apologies.	
8.2	LP reported that the out of hours service had not been performing as well as the rest of the service. Manchester Working have issued notice of their attention to leave this service and are looking to set up their own service. This should lead to an improvement in the quality. Lee Dobbins will update when he attends a future meeting.	
9. Customer Experience Feedback		
9.1	Comments were made on the formatting of the panel papers. DR will add in an item number to papers wherever possible.	DR
9.2	There were no comments on the content of this paper.	
10. Complaints and Praise		
10.1	MaB asked if there was a reason for high numbers of complaints in July. DW explained that figures fluctuate, but he will look to see if there is a pattern for the July figures.	DW
10.2	MaB queried the number of problems with surveying and the implications for costs. TM commented that following problems experienced with his bathroom replacement works he was not surprised at the number of complaints. LP explained that 30,000 jobs were carried out over the period outlined in the papers so relatively numbers of complaints were low, though he also recognised steps should be taken to reduce these further.	
10.3	MW asked for clarification of the difference between stage 1 and stage 2 complaints, JT explained this.	
11. Northwards Extra Review		
11.1	MaB supported the principle of Northwards Extra but expressed concern that the report did not reflect the good work of the rents team and local services in reducing rent arrears and keeping gardens tidy etc. LP explained that Northwards Extra does encourage some people to get in touch and deal with issues, and also provides something positive for tenants who always maintain their tenancy.	
11.2	MaB expressed concern that the terms of condition state that winners must take part in promotion including a photograph. He was concerned that this would exclude some people, who would not want their picture taken, and asked for the wording to be changed to "we ask that the tenants". LP will pass the comments onto colleagues and	LP

	ask for feedback for the next meeting.	
11.3	AH asked if it is only the prizewinners who can attend prizegivings. LP felt that the panel would be able to attend. Prizewinners usually bring family members. DR will find out dates of the prizegivings.	DR
12.	Repairs Update (Danny Whitelock)	
12.1	DW stated that all the indicators are exceeding or close to targets. The severe weather had had an impact on the service. Tenant satisfaction figures are positive.	
12.2	AH commented that the cost of voids had decreased. JT reported that there was more understanding now that if people left a property in need of repair they would need to pay a re-charge fee.	
13.	Major Works Update (Elliot Simm)	
13.1	ES reported that works are on target to be completed by December 2010. The weather had caused some delays to specific schemes.	
13.2	JB asked if the redundancies of gas fitters at Manchester Working had impacted on the works programme. ES reported that it had not. LP explained that most programme work is subcontracted.	
13.3	TM asked how long kitchen and bathroom works should take. ES explained that it is 20 days for a kitchen. Contractors have up to 20 days for a bathroom too but try to complete it in half that time. TM had concerns about works in his property. ES to contact TM.	ES
14.	Environmental Works Programme (Elliot Simm and Jacqui Tomlinson)	
14.1	ES reported that the Printon (scheme 11) and Boothroyden (scheme 16) schemes are combining. Due to extra works requested by Manchester City Council the start date had been put back until May.	
14.2	Crossfell scheme (38) will be discussed in more detail at the next meeting.	SK
14.3	ES explained that Greig Lees has requested a feasibility study for Bridgnorth Road (39).	
14.4	MaB expressed frustration and concern about the barriers which had been put in on Alconbury Walk/Silsden Walk (35). These were a different type and in a different location to the ones he had requested, and had made the situation worse rather than better. JT and ES to follow up this issue.	JT and ES
14.5	JB expressed concern at the high overspend on the Moxley Walk scheme (9). ES will find out the explanation for this.	ES
14.5	MW confirmed that the Walkabout had taken place for the Crumpsall schemes (18). She requested that the spelling of her name be corrected.	ES
14.6	JF queried the Shaftesbury Road gate scheme (23). JT understood that this was no longer necessary because of the doors scheme (36).	
14.7	AH explained that the Temple Square scheme (17) was for back gardens not front and requested a list of numbers that are to be included. ES will ask for this.	ES
14.8	AH asked about the costing for the bollards as discussed in the March meeting. JG will speak to Claire Tyrrell about this.	JG
14.9	CC asked for clarification on the "consultation process" for the Inworth etc scheme (18). ES explained the process.	

15.	LSM Update (Jacqui Tomlinson)	
15.1	JT explained that voids targets were being reviewed. Wilton's average re-let times are 29 days. Five lets had been carried out on the day of the meeting.	
15.2	TM asked what ASBAT is, and CC for an explanation of the terms 'injunction' and 'undertaking'. JT explained these.	
16.	Any Other Business	
16.1	MaB explained that due to personal circumstances he had to give up his place on the procurement panel. DR explained about the commitment required for this panel and explained that another panel member could attend if they wished.	
16.2	AH explained that Melanie Beckford had missed five meetings in a row. JG had spoken to her prior to the March meeting and she had been undecided about whether to remain on the panel. The panel agreed to write to her and ask her to get in touch if she wished to remain on the panel.	JG
	Date and time of next meetings	
	a) Tuesday 4 May, Whitemoss Road Local Services Office b) Saturday 24 April 2010, Hexagon Tower – Regeneration Tour	

Meeting closed at 8.10pm