

**Fourways Area Panel
(Moston & Charlestown)**

Minutes of Meeting held on Wednesday 1st March 2006

**The Community Room, White Moss Road Local Services Office
Starting at 1.30pm**

Chair: Allen Appleby

Present:	Allen Appleby	Panel Member (Chair)
	John Ward	Panel Member (Vice-chair)
	Grace Choularton	Panel Member
	Frances Carroll	Panel Member
	Trish O'Reilly	Panel Member
	Dorothy LeMoignan	Panel Member
	Carol Downes	Panel Member
	Pamela Angelucci	Panel Member
	Mavis Harris	Panel Member
	Hazel Entwistle	Co-optee
	Councillor Bill Risby	Panel Member & Councillor (Moston)
	Robin Lawler	Chief Executive
	Danny Whitelock	Northwards Surveyors
	Mike Stevens	Director of Neighbourhood Services
	Michael Lee	Principal Local Services Manager
	Greig Lees	Investment Strategy Manager
	Steve Finegan	Business Support Manager
	Kevin Taggart	Tenant Liaison Officer
	Jayne Boote	PEP

ITEM	SUBJECT	ACTION
1	Welcome and Introductions, Confirm Quorate Allen Appleby thanked everyone for coming & introductions were made by everyone. The meeting was Quorate	
2	Apologies for Absences Peggy Yuill, Daniel Ilisevic & Larry Patrick.	
3	Declaration of Interests/Confidential Matters There were none.	
4	Minutes of Last Meeting Agreed as a true and accurate record.	

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5	Matters Arising	
5.1	Steve Finegan confirmed that the Open Day for Hexagon Tower will be on Friday 7 th April – starting at 12pm.	
6	Board Meeting Minutes (for Noting)	
6.1	The panel noted the minutes held on 13 th December 2005 and 17 th January 2006.	
7	Reports from Sub-Committees – Greig Lees	
7.1	Four sub-committees were set up: Human Resources & Equality, Procurement and Property, Resource & Governance and Performance & Quality Services. The first meetings of these sub-committees will be taking place on 1 st and 2 nd March. Updates from the sub-committees will be reported back to future Area Panel meetings.	
8	Minutes of other Panel Meetings	
	Minutes noted.	
9	Role of the Area Panels	
9.1	Greig Lees explained that the support that the panels receive would be changing. The Tenant Liaison Officers would support the group but the Principal Local Services Manager will now become the lead officer for the Area Panel and would work closely with the Chair. This is because the area panel covers the same area as the local services team and the managers will bring regular reports back to Area Panel regarding the performance of the teams.	
9.2	GL explained the importance the Area Panels play in the decision making process.	
9.3	GL also explained that a plan is being drafted to help develop the Area Panels and that external consultants would be engaged to aid their development. A copy of this will be brought to the next meeting.	GL
9.4	Alan informed the group that he was arranging a community event on Saturday 8 th April and asked if Northwards would attend to help raise awareness. GL agreed that Northwards would attend to give information out.	

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9.5	The group explained their concern that there was very little representation or attendance at the Area Panel meetings of groups or tenants from Moston. Mike Stevens explained that he would look into this and try to generate interest/attendance from this area.	MS
10	Local Area Performance Reports	
10.1	Steve Finegan explained that the Area Panel will receive a Local Area Performance Report from the Local Services Manager covering such things as lettings, voids and rent collection for their Area. These reports will form part of the performance report which will go to the City Council.	ML
10.2	<p>Mike Lee presented an update to the group:</p> <p>Empty Properties in the Area - Dam Head 40, Charlestown 20, New Moston 30. These figures were affected as there were some blocks due for demolition and Whitebeck Court had a high volume of empty properties. Tenants from Whitebeck Court would be moving into other blocks on Victoria Avenue.</p> <p>Bill Risby asked about the length of time properties are empty with City Works. ML said he would bring more information back to the next meeting.</p> <p>Hazel Entwistle asked if the figures for Dam Head included Crosslee as one property had been empty a very long time. A number of people had viewed the property but wanted to know why it hadn't been tenanted? ML said he would look into this.</p> <p>Neighbour Nuisance – ML explained specific issues around Dam Head, Charlestown & New Moston. Northwards are working with the Police regarding the issue of youths around Bradford Court. ML said that the main issue in this Panel Area is currently problems associated with particular addresses; rather than the kind of large-scale youth nuisance which had been the main problem in the past.</p>	<p>ML</p> <p>ML</p>
11	Staff Changes	
11.1	Mike Stevens circulated a briefing note about staff changes. MS explained that he recognises that high levels of staff turnover can be very unsettling and disruptive; and we therefore need to do all we can to make sure that changes are kept to a manageable level and managed effectively when they do occur.	
11.2	It is being proposed that a note be included in the Northwards Tenant Compact about how staff changes are communicated with tenants and residents. The Panel noted this.	
11.3	Bill Risby asked for staff structure to be available for the next meeting.	MS

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11.4	Mike Stevens informed the group that Anne Duffield is the new Principal Local Services Manager for White Moss Road and would start on 11 th April. Anne comes from Six Town Housing - Bury's ALMO.	
12	Customer Service Standards	
12.1	Steve Finegan circulated the existing City Council customer service standards and asked for comments from the group as these will be updated for Northwards. Steve Finegan asked the group to consider any improvements and feed back any comments through the Tenant Liaison Officer (Kevin Taggart).	ALL
12.2	Trish O'Reilly asked how many staff were answering the phones at On Call out of hours as she had experienced difficulties getting through. SF said he would check on this and get back to her.	SF
13	Tenant Inspectorate & KLoE 5	
13.1	A report has gone to the Board for approval to recruit a team of Tenant Inspectors. It is envisaged that there will be around 12 who will check the service provided by Northwards and will include estate and offices visits along with shadowing officers to inspect voids etc.	
13.2	Several ALMOs operate a similar scheme and they are a popular way of improving services.	
13.3	An Open Day is planned for people interested in becoming a tenant inspector on 9 th March at Cheetham Local Service Office.	
13.4	Tenant Inspectorate Updates will be a standard item on future Area Panel agenda's.	
14	Tenant Newsletter – Steve Finegan	
14.1	Steve Finegan circulated examples of newsletters from other organisations to highlight the range of approaches. The group was asked for comments and proposals about the name of the Northwards quarterly newsletter along with comments on what they thought should be included. Steve Finegan asked the group to feed any comments through the Tenant Liaison Officer (Kevin Taggart).	ALL
15	Preparation for Inspection – Steve Finegan	
15.1	Steve Finegan explained that Northwards need to achieve a minimum 2* (good) rating to access the additional £130 million for investment in homes.	
15.2	Northwards will be completing a Self Assessment of services that will be submitted to the Audit Commission by Easter. An Action Plan will be	

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	needed about how we can improve services.	
16	Delivery Plan	
16.1	Greig Lees explained that we have 3 months from signing the Management Agreement (12 th December 05) to agree the Delivery Plan (for 2006/07) with the City Council. The Delivery Plan sets out what Northwards Housing will deliver for this period and has been commented on and approved by the Board. Any additional comments from the City Council will be considered by the chair and vice-chair of the Board.	
16.2	It is anticipated that the Plan will be finally agreed by March Board. Once agreed, a copy of the Delivery Plan will be published on the website.	
17	Empty Properties Standard and the Repair Service	
17.1	Danny Whitelock talked through the three leaflets (Empty Homes, Repair Work & Repair Deadlines). Danny explained that some amendments have already been made to the versions circulated and talked through these with the group.	
17.2	All three leaflets will be amended and a final version will be ready for the next meeting.	DW
17.3	The group welcomed the amendments but had particular comments on certain points:	
17.4	House Clearances – Danny explained that Northwards were looking at the possibility of introducing a £200 charge to tenants who leave properties full of bulky items which we then have to clear out. The group expressed some concern about this as it couldn't be avoided in certain circumstances and it could lead to an increased incidence of fly-tipping. Danny agreed to review this proposal.	DW
17.5	Danny asked the group for suggestions how the current service can be improved. Danny asked the group to feed any comments back to him directly or through the Tenant Liaison Officer (Kevin Taggart).	ALL
18	Tenant Compact	
18.1	Jayne Boote from PEP explained that a task group is being set up to look in detail at the Tenant Participation Compact – the first meeting of which was planned for 8 th March.	
18.2	Letters of invitation have been sent out to all Area Panel members, TAs and those who have attended previous task groups.	

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18.3	Jayne Boote asked the group if they have seen the existing MCC Compact and if so what they thought of it. The group said they had not really looked at it due to its size.	
18.4	Jayne explained that they were looking to develop a new Compact for Northwards that is much more user friendly and that would include a menu of ways that tenants can become involved.	
18.5	The Area Panel would have the opportunity to comment on any changes to the Compact before it went to the Board for approval. Jayne will update the Area Panel at the next meeting.	
19	Any Other Business	
19.1	Invites were circulated to the group for the Sense of Place – Refugee Integration festival that was taking place at North Manchester High School for Boys on Friday 10 th March from 5pm-7pm, Northwards would be present at the event.	
19.2	Allen explained that he had contacted John Lynch (Cartmel Court TA) but he had failed to attend the Area Panel meeting. It was suggested that John Biggs (Charlestown TA) was invited to attend the next meeting.	KT
	<p data-bbox="276 1115 595 1151">Date of Next Meeting</p> <p data-bbox="276 1189 1270 1261">The next meeting will be held on Wednesday 29th March at 1.30pm at The Local Services Office, White Moss Road, Blackley.</p>	
	<p data-bbox="276 1301 515 1337">Meeting Closed</p> <p data-bbox="276 1375 611 1411">Meeting closed 3.55pm</p>	