

**Fourways Area Panel meeting
(Moston and Charlestown)**

**Minutes of meeting held at 1.30pm, 28th June 2006
The Community Room, White Moss Road Local Services Office**

Chair: Alan Appleby

Present:

Alan Appleby (AA)	Panel Member (Chair)
Grace Choularton (GC)	Panel Member
Dorothy LeMoignan (DLM)	Panel Member
Carol Downes (CD)	Panel Member
Pam Angelucci (PA)	Panel Member
John Ward (JW)	Panel Member (Vice Chair)
Hazel Entwistle (HE)	Crosslee T & R A (Cooptee)
Charlotte Grant (CG)	Kentmere Court TA (Observer)
Ann Ash (AnA)	Kentmere Court TA (Observer)
John Biggs (JB)	Charlestown T & RA (Observer)
Joan Fitzgerald (JF)	Dam Head RA (Board Member)
Diane Roberts (DR)	Northwards Housing (GO)
Ann Duffield (AD)	Northwards (PLSM)
Nicola Holmes	Northwards (RIO)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions	
1.1	Introductions were made by everyone. A full Quorate was in attendance.	
2	Apologies for Absences	
2.1	Apologies were given by: Rhonda Finlayson, Peggy Yuil, Mavis Harris, Basil Curley, Trisha O'Reilly, Bill Risby	
3	Declaration of Interests/Confidential Matters	
3.1	None Declared.	
4	Minutes of Last Meeting 26/04/06	
4.1	Approved as a true and accurate record.	
5	Matters Arising	

ITEM	SUBJECT	ACTION
5.1	Item 5.2 AD explained that work can now be started on the Jargon Buster now that the inspection is over.	
5.2	Item 7.2 DR explained that the last Riverways meeting was Quorate and was also attended by observers.	
5.3	DR listed the following corrections, as highlighted by the Board, in the <u>26th April minutes</u> : Item 13.1 NHL081 target should be £75 not £40 NHL040 target should be 5.5 not 6 days The Panel agreed that the minutes did not need to be re-circulated.	
6	Minutes of Board Meeting	
6.1	The panel noted the minutes for the Board meeting held on 16/05/06	Noted
6.2	AA reminded the Panel that they could all go to the Board as observers.	
7	Minutes of Other Panel Meetings	
7.1	The panel noted the minutes of Wilton Panel meeting for 25/04/06 The panel noted the minutes of Riverways Panel meeting for 26/04/06	Noted Noted
8	Sub Committee Updates – PLSM	
8.1	AD verbally presented the summarised highlights as contained in the Agenda. There were no questions or comments raised.	
9	PLSM Update	
9.1	PLSM Report AD verbally presented key highlights from the report and highlighted the following: VOIDS – There is concern over the 83 days void time. Work is being concentrated on trying to bring the figure down. CD spoke of cases that she knew of personally where a property had been accepted but the occupant had waited several months before getting a move in date. AD explained that cases differ for many reasons. However, Northwards was looking at possibly holding back on offering properties so quickly due of lengthy work being required after offers being accepted.	

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9.2	Anti Social Behaviour (ASB) – AD explained that the information is from the ASB team and not local services. This information will always be reported a month in arrears.	
9.3	JF asked if was possible (for future information/projects) to break the information down for specific area, e.g Charlestown. AD replied that yes it would be possible if required.	
9.4	HE asked if the ASB figures included cases reported to the police. AD explained that the cases shown are those that have initially been reported to the Local Services office and then referred to the ASB team. She highlighted that the Local Services Office really need to know about cases that are reported to the police and asked everyone to encourage people to report issues to both police their Neighbourhood Services Officer.	
9.5	JB raised a concern over the length of time some ASB cases were taking. AD explained that some cases were more complicated than others and that she was happy to look at individual cases at the end of the meeting.	
9.6	JB also raised a concern about properties being shown as void on the system when they have actually been occupied long term. AD asked JB to give her the specific addresses at the end of the meeting.	
9.7	JF talked about how one of the issues relating to ASB cases is the lack of support and acknowledgement for witnesses giving evidence. She explained that the Crown Prosecution Service was looking at the possibility of a letter/certificate of recognition and thanks. AA asked if Broadway Baths could be shown separately as it does not really fall into the Moston Mill or Moston Miners category. AD said she would clarify with the Local Services Manager.	AD
9.8	Performance Management Report AD asked the Panel what areas they would like to monitor from the report.	
9.9	HE asked why there was not a section on the environment. Especially relating to grass cutting. AD explained that the environment was not an easy subject to measure specifically. However, it is planned that Grounds Maintenance will come to the July Panel meeting. JF commented that this will be useful as she also has issues relating to the grass cutting service.	
9.99	AD said that she would pick a couple of indicators from each section for discussion at the next meeting. HE mentioned that she would like to see figures that show the number of evictions for introductory tenancies.	

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<p>10</p> <p>10.1</p> <p>10.2</p>	<p>HIP Environmental Works PLSM</p> <p>AD explained that a meeting with the Investment Strategy Manager was planned for next week in order to try and ensure work does not overlap with other works planned eg private sector.</p> <p>JB commented that Tenants groups were not being informed about what was happening in the area. This was not good for relations with the tenants who often ask them for information. JC also mentioned her tenant group had not been involved with work in their foyer.</p>	<p>NH</p>
<p>11</p> <p>11.1</p> <p>11.2</p> <p>11.3</p> <p>11.4</p>	<p>Area Panel Development</p> <p>DR explained that</p> <ul style="list-style-type: none"> • A visit to On Call was being arranged for the Panel members. The following expressed a wish to attend: DLM, JF, JW, PA, CD, GC, AA and HE (depending on the date). JF wished to highlight that tenants she had spoken to had a lot of praise for On Call. • Newsletter. CG is to co-ordinate the Fourways Panel newsletter. Everyone agreed that they would forward information to CG. • A study visit to Riverways was being arranged for July. The Board would also be invited. <p>Results of the 'Improving Your Experience' Questionnaire</p> <ol style="list-style-type: none"> 1. Are the Venues convenient accessible and comfortable? YES 100% 2. A light snack at the meeting? YES 55%, OK 9%, NO 36% 3. Is transport a problem? YES 27%, OK 9%, NO 63% 4. Are meeting times convenient? YES 91%, NO 9% 5. Are days convenient? YES 81%, OK 18% 6. Level of commitment required acceptable? YES 81%, OK 9%, NO 9% 7. Are meetings well constructed? YES 55%, OK 27%, NO 18% 8. Feel you have training needs? YES 55%, NO 45% 9. Do you have access to IT? YES 36%, OK 9%, Yes 55% 10. Receive right info before meeting? YES 81%, OK 9%, NO 9% <p>Area Panel Work Plan</p> <p>DR explained that the plan is constantly updated. The panel agreed that they would like to go ahead with an August meeting. Annual General Meeting planned for September In October, Private Sector Housing and North Manchester</p>	

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11.5	<p>Regeneration would attend. In November, the Mediation service has expressed a wish to attend.</p> <p>DR circulated a draft Area Panel Action Plan and said that a report from the Together We Can event would be posted to all Panel Members.</p>	
12 12.1	<p>Inspection Update AD explained that the Inspectors have now completed the onsite inspection. The Inspectors should have produced a draft report by the end of July and in August the results should be known.</p>	
13 13.1 13.2	<p>Vacancies and Certificate</p> <p>Certificate: AA explained that Tricia O'Reilly has resigned as Fourways Panel member due to her move out of the area. A certificate has been produced and AA asked that everyone sign it. Tricia had sent the Panel a Thank You card.</p> <p>Vacancy: The Panel all agreed that Pam Angelucci should step up from reserve and become a full Panel member. No objections were raised.</p>	
14 14.1 14.2 14.3 14.4	<p>Any Other Business</p> <p>AD circulated a black and white copy of Northwards News and advised that comments to go to Lou Mitchell. PA queried whether there were too many newsletters being produced. AD replied that Fourways Area Panel newsletter was a new idea and the intention was to see how it is received.</p> <p>JF expressed concern at the lack of Councillors at Area Panel meetings. She also expressed concern at the predominance of 'verbal' reports on the agenda. AD replied that written reports will hopefully be sent out a week in advance in the future now that the inspection was over.</p> <p>JF asked if there was now a policy discouraging Executive Management from attending Area Panel meeting. AD replied that the yes, it is intended for the PLSM to take on the lead role.</p> <p>JF expressed concern at the lack of organisation within existing TA groups. NH advised that this was an issue that the Resident Involvement</p>	

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14.5	<p>Officer will get involved with and that JF should discuss specifics with the RIO for that area.</p> <p>JF wondered what could be done to encourage the formation of new TA's and thought perhaps more publicity was needed.</p> <p>JB commented that his last AGM was very well attended by tenants.</p>	
14.6	<p>JF informed the panel that a local resident on the Dam Head estate, Diane Curry, has just been awarded the OBE.</p>	
14.7	<p>JF informed the Panel that she will copy and circulate information from the Anti Social Behaviour Team and Blackley in bloom to all Panel members.</p>	
14.8	<p>NH informed the panel that a focus group for tenants with disabilities would be meeting on the 17th July.</p>	
14.9	<p>AA asked why the Warden service is only provided in certain areas</p> <p>JF explained that the Warden Service is concentrated on deprived areas.</p> <p>JB commented that statistics he had read show that Charlestown and Blackley are deprived areas.</p> <p>JF replied that according to Central Government, Charlestown and Blackley are not deprived areas.</p>	
15	<p>Date of Next Meeting</p> <p>26th July 2006, 13:30 – White Moss Local Services.</p>	