

Northwards Housing – Riverways Panel meeting

Minutes of meeting held on 31st May 2006

Monsall Street Local Services Office

Chair: Vera Salvatore

Present:

Vera Salvatore (VS)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Ivy Graham (IG)	Panel Member
Sue Abbott (SA)	Panel Member
Michelle Blakeley (MB)	Board Member
Raymond J Eaton (RJE)	Panel Member
Barbara Grey (BG)	Panel Member
Marlene Garnett (MG)	Panel Member
Paul Fairweather	Councillor – Harpurhey Ward
Emma Foster (EF)	Principal Local Services Manager
Jessica Evans (JE)	Deputy Local Services Manager
Diane Roberts (DR)	Governance Officer
Siaran Coleman (SC)	Resident Involvement Officer

Observers:

Ann McBride	Observer - Winston Road TA
Mark Burke	Observer
James Guise	Observer

ITEM	SUBJECT	ACTION
1	Welcome and introductions	
1.1	Chair welcomed all attendees to meeting.	
2	Apologies for Absences	
2.1	None Declared.	
3	Declaration of Interests/Confidential Matters	
3.1	None.	

ITEM	SUBJECT	ACTION
4	Minutes of Last Meeting	
4.1	Minutes were approved as a true and accurate record of the meeting. The previous minutes required to amendments: Item 12 – Mike Lee (not Mike Stephens) Item 14 – Greig Lees (not Steve Finegan) These were agreed.	Noted
5	Matters Arising	
5.1	VS asked if the Resident Involvement Statement which was discussed at the last meeting was ready. SC replied that it was and everyone should take a copy before they leave the meeting	
6	Minutes of Board Meeting 11/04/06	
6.1	Panel noted the minutes of the meeting	Noted
7	Minutes of Other Panel Meetings	
7.1	The panel noted the minutes of Wilton Panel meeting for 4/4/06 The panel noted the minutes of Fourways Panel meeting for 26/4/06	Noted Noted
8	Sub-Committee Updates	
8.1	DR handed out summaries of the minutes from the sub-committee meetings and summarised the outcomes of the meetings. DR stated that if panel members wanted to read the full minutes they are available on the Northwards Website. RJE asked, in response to HR Targets, whether staff of Northwards were represented by a Trade Union. DR confirmed that Northwards staff could choose to be represented by a Trade Union	
8.2	DR stated that Steve Wood really wanted to consult more on the business planning process next year. Unfortunately this year things happened really quickly because they needed to be in place quickly.	
8.3	Tenancy Turnover target – DR stated that there was a delay in getting this approved because more analysis needed to be done. This target has now been approved.	
8.4	RJE asked if the ‘benefit health checks’ mentioned under the energy action plan were just for energy. DR confirmed that they were.	

8.5	DR asked the panel if a summary of the minutes for the sub-committees were better than receiving the full minutes – there was general agreement from the panel. VS stated that she was happy with the summary of the minutes as long as the Panel received all relevant information.	DR
8.6	IG asked for copies of supplementary documents handed out during the meeting to be large print. DR apologised for the oversight in not providing IG with a large print document for the sub-committee summaries but noted this requirement for future reference.	
9	Performance Management Report	
9.1	DR stated that the document was lengthy and was very difficult to digest in its current format, so did not hand out copies – she provided the Panel with summarised highlights and stated that there is an aim to develop it so it's more easily digested. A full copy of the report was available at the meeting.	
10	PLSM Update	
10.1	JE ran through top line figures for the area covered by the Panel (see attached table)	
10.2	RJE asked who instructs Neighbour Nuisance action now. EF replied that Northwards instruct Manchester City Council who take action on Northwards Behalf. RJE asked if cases were still MCC vs. (relevant perpetrator), EF confirmed that this was the case.	
11	HIP Environmental Works	
11.1	JE provided details of suggestions from the Local Services Team for the environmental budget . Photographs of the relevant areas were passed round the table.	EF
11.2	EF summarised a few of the suggestions – <ul style="list-style-type: none"> • Daisy Bank TRA have asked for railings that Monsall Local Services are in the process of pricing up • A request from Newton Heath for improvements to the park on Scotland Hall Road - £30K and steel fencing - £30K • EF promised to get a pack with photos together for each Area Panel Member. 	
11.3	RJE asked about the suggestion for improvements around the embankment on Pitsford Road. He stated that he thought Railtrack owned it. EF replied that Northwards was still waiting for clarification of	

<p>11.4</p> <p>11.5</p> <p>11.6</p>	<p>ownership, which should occur in the next couple of days.</p> <p>MG stated that at the last ward co-ordinator meeting there were plans for Scotland Hall Road park. She also asked how much money would be left from the budget if all the suggested projects were to take place. EF stated that the figures had not been added up, but she would do so and let the Panel know.</p> <p>RJE asked for clarification that these suggestions are just proposals? EF stated that they were proposals only.</p> <p>MB mentioned that most of the area comes under Housing Market Renewal and asked if there was any scope for securing funding for environmental projects from HMR. EF confirmed that there may be scope to do this and would look into it.</p>	<p>EF</p> <p>EF</p>
<p>12</p> <p>12.1</p> <p>12.2</p> <p>12.3</p>	<p>Report on Capital Improvement Schemes</p> <p>DR highlighted some points from the report including the ‘concern’ score for the boiler replacement and heating upgrade in Newton Heath. She stated that she was not aware of the outcome of this ‘concern’ but she knew that it had been actioned. DR asked if any of the Panel wanted to raise any issues. No one had any issues to raise</p> <p>MG stated that she had a letter of complaint about the heating engineers in Newton Heath and handed the letter to DR. SA mentioned the delay in the work on the maisonettes at Kingsbridge. She stated that nothing had been done for 4 weeks (MB confirmed this and described the slow progress being made on this project). SA described the poor communication from Northwards (no letters received regarded when work on individual properties is to be carried out). DR stated that this would be forwarded to the relevant team for action.</p> <p>BG asked when Newton Heath would be getting the windows. EF confirmed that every address would have something done within 2 years, but the whole capital improvement programme would be a rolling programme ongoing until 2010/11, subject to funding. She also stated that communication about planned spend would be taking place after the inspection, assuming Northwards achieve a two star rated service.</p> <p>SA pointed out that Northwards not starting work when they are supposed to (with reference to the delays in getting work underway to the Kingsbridge Maisonettes) is not impressive.</p> <p>MB stated that there was no consistency in the way the schemes are communicated with tenants. VS noted that another newsletter was coming out and she would get in touch with Lou Mitchell.</p>	<p>DR</p> <p>VS</p>

13	Outcome of both Procurement Exercises	
13.1	<p>Joint Venture Company - DR described the procurement process to date and stated that the overall decision will be based on 40% price and 60% quality. Northwards' preferred partner is Morrison's, final negotiations are in progress. Morrisons will make a presentation to the board in July. DR added that references have been required from similar organisations to Northwards before making decisions. MB stated that if Morrison's are chosen they will take over from City Works. VS asked what will happen to Direct Works staff. MB replied that staff will go over to the Joint Venture Company that will be set up. RJE asked if this covered day-to-day repairs. DR confirmed that it would.</p>	
13.2	<p>Framework Management Agreements – DR described the process of partners getting together and choosing contractors. In this instance Northwards and Parkway Green were getting together to choose contractors to deliver the decent homes work. The following are the preferred partners:</p> <ul style="list-style-type: none"> ○ <i>Work Package 1 (Window and door replacement)</i> Morrison Group Lord Group Wates Group Bramhall NW G and J Seddon ○ <i>Work Package 2 (Internal improvements and external repairs)</i> Bramhall NW Wates Group G and J Seddon Morrison Group Connaught 	
14	Area Panel Development	
14.1	<p>DR circulated papers detailing initial feedback from the area panel event on 13th May 06. DR explained that feedback will be summarised then all 3 Chairs from each Area Panel and the Chair of the Board will go through the feedback with staff and together they will develop an action plan. DR discussed ideas for panel development, including:</p> <ul style="list-style-type: none"> • Making the Terms of Reference simpler • Having a standard agenda item on resident involvement • Developing specific roles for each panel member 	DR
14.2	<p>DR also asked the Panel to sign a code of conduct and passed out the relevant documents. Evaluation forms were left on the table at the</p>	

14.3	<p>meeting for those that attended the 'Together We Can' event who did not complete them. VS commented that a positive outcome of the event was that people from each panel were able to meet each other.</p> <p>DR stated that another event was planned on Saturday 19th July in the morning (time to be confirmed). This event will cover ASB and Respect. Robin Lawler (Northwards CEO) and Susan Trigg (Assistant Director, Housing at Manchester City Council). A leaflet was provided for panel members. EF commented that this event would be interesting for the Riverways panel because the pilot for the Respect agenda took place in Newton Heath and is due to be rolled out to Harpurhey in the future. MG mentioned that there was a Respect meeting in Newton Heath this week and VS commented that the initiative had positive results in Newton Heath.</p> <p>DR asked for feedback on the Area Panel meetings such as times and venues stating that she recognised the meeting room at Monsall Street Local Services was small. DR passed round forms for panel members to complete at the end of the meeting.</p>	
<p>15</p> <p>15.1</p>	<p>Inspection Update - PLSM</p> <p>EF informed the panel members that the Executive Management team met with the Chief Inspector and senior management have received a briefing from the Inspection team that indicated what Northwards can expect from the inspection process. EF described the practical work that had taken place in improving the reception areas in Local Services Offices, increasing the opening hours, writing an improvement plan, launching the tenant inspectors initiative. Northwards have also received a draft timetable from the Audit Commission in which it lists the people (employees and residents) it wants to speak to. EF mentioned that this included involved and uninvolved tenants. On 7th June Inspectors would be on a bus tour of North Manchester and would be on-site (at Northwards offices) from 12th June.</p> <p>MG asked how tenants are chosen by the inspectors to be interviewed. SC confirmed that this was at random. RJE asked how the list provided by Northwards to the inspectors was chosen. EF replied that the list was taken from the Northwards system by Northwards staff but the list was not restricted in any way.</p>	
<p>16</p> <p>16.1</p>	<p>Tenants Newsletter - PLSM</p> <p>Emma confirmed that the first Northwards Tenants Newsletter was sent out in April and the next letter is due out in July. MG mentioned that she doesn't receive the newsletter (she is an owner-occupier)</p>	

	however, she is a tenant's rep as she is part of the local tenants and residents group. IG confirmed that this is the same for her. EF agreed to make sure that they get the newsletter in the future.	EF
17	Vacancies	
17.1	SC stated that as Sue Rodgers had recently resigned from the area panel, Ann McBride (of the same tenants and residents group – Winston Road) had expressed interest in becoming a panel member. MG agreed to propose Ann as a member and IG seconded the motion. There were no objections and VS welcomed Ann to the Panel.	
18	Any Other Business	
18.1	PG raised the possibility of using the environmental budget for improving car parking in the Smithfield area.	
18.2	MG raised the issue of the Warmford Estate looking increasingly 'shabby', she agreed to give EF the addresses so that the Environment Officer could take a look. MG also raised a problem with electricians from Direct Works knocking on the doors of properties to inspect the electrics without prior notice being given to the resident. EF asked for addresses so she could investigate.	
18.3	AM asked about the gates and numbers 5 & 7 Carnaby Street. EF stated she would ask the Environment Officer to investigate.	
18.5	RJE raised the problem of the deaf-signers for MB who attended the meeting as an observer. SC confirmed that they had been booked but have failed to show up. SC promised to ensure this didn't happen again. RJE extended apologies to MB.	
18.6	VS asked if Croyden Drive is getting kitchens in October. She stated that originally the tenants and resident's groups had the choice of designs but she felt this wasn't a good idea. Will the tenants get to choose for themselves? EF confirmed that the tenants would be choosing their own designs.	
18.7	AM asked about the practice of obtaining references for applicants as in her area, an applicant has been provided with a property yet has been evicted from a previous property. EF responded that many checks are made on applicants but no system is perfect. In these instances, Northwards have to ensure that it acts appropriately. EF mentioned that further checks are being put in place, such as the 6 month post let visit. AM stated that TRA's used to vet applicants before they were rehoused. EF identified this former practice as the good neighbour's	

	scheme and told AM that this is currently being redeveloped.	
	Date of Next Meeting Wednesday 28 th June 2006 at 6.30p.m. Monsall Street Local Services Officer.	

Riverways Panel Information – 31st May 2006

Voids	
1	Harpurhey
	<ul style="list-style-type: none"> • 37 Voids in total (reduction of 3 from last month) • 14 are with contracting services • 14 are let – 1 same day let • 4 properties who have given notice • 3 provisionally accepted to be signed with 5 days • 2 ready to let with no acceptance
2.	Ancoats and Clayton Ward
	<ul style="list-style-type: none"> • 10 voids in Victoria Square and Anita Street • 6 flats with contracting services • 4 lets to be completed within 5 days
3.	Miles Platting and Newton Heath Ward
	<ul style="list-style-type: none"> • 67 voids in total • 30 with contracting services – 3 voids are late returning back from relet • 20 let • 11 ready to lets awaiting sign ups • 1 adapted flat waiting to offer • 3 sheltered flats waiting for suitable applicants • 2 properties who have provided notice

Neighbour Nuisance Information	
1	Harpurhey
	<ul style="list-style-type: none"> • 3 ASBO's being pursued • 1 Interim ASBO obtained with the return hearing next week • 1 case being pursued for eviction – hearing date in July (Monsall Resident) • 1 undertaking agreed • 4 cases referred to Mediation
2	Miles Platting and Newton Heath Ward
	<p>1 suspended possession case on the Troydale Estate 1 possession case granted 1 possession result for a case in the Ascot Road area within the next month 1 ASBO being pursued 1 case referred to Mediation</p>