

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

**Minutes of meeting held at 1.30pm, 26th April 2006
The Community Room, White Moss Road Local Services Office**

Chair: Allen Appleby

Present:

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| Allen Appleby (AA) | Panel Member (Chair) |
| Francis Carroll (FC) | Panel Member |
| Trisha O'Reilly (TO) | Panel Member |
| Grace Choularton (GC) | Panel Member |
| Dorothy LeMoignan (DLM) | Panel Member |
| Carol Downes (CD) | Panel Member |
| Pam Angelucci (PA) | Panel Member |
| Peggy Yuill (PY) | Panel Member |
| John Ward (JW) | Panel Member (Vice Chair) |
| Charlotte Grant (CG) | Kentmere Court TA (Observer) |
| Ann Ash (AnA) | Kentmere Court TA (Observer) |
| John Biggs (JB) | Charlestown T & TRA (Observer) |
| Anne Duffield (LG) | Northwards Local Service Manager |
| Tony Budcett (TB) | Northwards Surveyors |
| Diane Roberts (DR) | Northwards Housing (GO) |
| Mike Stevens (MS) | Director of N/hood Services |
| Louise Mitchell (LM) | Northwards Housing (CO) |
| Nicola Holmes (NH) | Northwards Housing (TLO) |

| ITEM | SUBJECT | ACTION |
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| 1 | <p>Welcome and Introductions</p> <p>Introductions were made by everyone. A full Quorate was in attendance.</p> | |
| 2 | <p>Apologies for Absences</p> <p>Apologies given by: Joan FitzGerald, Mavis Harris, Hazel Entwistle</p> | |
| 3 | <p>Declaration of Interests/Confidential Matters</p> <p>None Declared.</p> | |

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| 4 | <p>Tenant Compact Update – Mike Stevens</p> <p>MS explained that a draft version of the Compact has been written and the Tenant Participation Task group met on the 24th April 06 to discuss this. They recommended a few adjustments and the amended version will be discussed again on the 03rd May 06. The Compact is due to go to the Board on the 16th May 06.</p> <p>The revised compact will be posted to panel members by the end of this week. Any comments to go to Nicola Holmes</p> | <p>Noted</p> <p>NH</p> |
| 5 5.1 5.2 5.3 | <p>Minutes of Last Meeting</p> <p>MS apologised for the late circulation of the minutes. Explained this was due to a hectic schedule in getting ready for the inspection.</p> <p>Item 10.4 was incorrect. The Dam head windows are not due to start until the end of May and not the 21st of April as stated. Otherwise agreed.</p> <p>GC asked about the re-development mentioned in 10.3 MS replied that the details have not been decided yet but stated what has already been agreed for the first three floors remains the same.</p> | |
| 6 | <p>Matters Arising</p> <p>PY requested an updated Jargon buster MS replied that it should be possible.</p> | MS |
| 7 7.1 | <p>Board Meeting Minutes (for Noting)</p> <p>The panel noted the minutes held on 14th March 2006 JW queried the figures in Item 9. He wanted to know why the figure was originally £20 million but was now £23.5 million. MS said he would clarify.</p> | <p>Noted</p> <p>MS</p> |
| 8 | <p>Minutes of Other Panel Meetings</p> <p>Wilton Panel 28/02/06 were noted. Riverways Panel 25/01/06 were noted.</p> | Noted |
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| 9 | <p>Communication Leaflets – Lou Mitchell</p> | |
| 9.1 | <p>LM had previously sent the Panel members samples of leaflets intended for use in the new Tenants handbook. The final leaflets will be A5 in size and will be contained in a hard back folder. She asked the group if they would consider whether they found the draft leaflets:</p> <ul style="list-style-type: none"> • Appealing • Informative • Easy to read • Easy to understand. <p>The leaflets will all be colour coded as follows:</p> <ul style="list-style-type: none"> • Green – Your neighbourhood • Pink – Rents and Benefits • Orange – Standards • Purple – Your home <p>PY commented that she thought the leaflets represented anonymous people. She thought it look like the back outline of people. This gives the wrong perspective.</p> <p>TO thought the silhouette design look like cardboard cut out people.</p> <p>CD suggested that the silhouette people would look better in different colours.</p> <p>AA suggested a handshake design. He also suggested that the Northwards logo could be leaning/at an angle on the 'At your Service leaflet'</p> <p>LM explained that the Logo is standard throughout all literature so it is not possible to change it for one leaflet.</p> <p>PY asked if there is a leaflet on how to settle in your community for everyone and not specifically black minority ethnic (BME) people. LM explained that the whole Tenants Handbook was for everyone but that there was a specific leaflet for BME people in order to address and include North Manchester's BME population.</p> <p>The group all agreed that the leaflets were easy to read and understand.</p> <p>LM requested people to contact her with any further comments.</p> | |
| 9.2 | <p>Editorial Group</p> | |
| | <p>LM announced that she will be producing a quarterly newsletter for tenants and needs to know what tenants would like the content to be. CD suggested a piece on 'how to win the lottery'</p> | |

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| | <p>LM replied that this would be a good idea for a funny piece. PY suggested that the Newsletter could include photos and articles on the progress made by Northwards.</p> <p>LM left her details and requested that anyone with ideas or would like to be part of the editorial group to contact her.</p> | |
| 10 | <p>Sub-Committee Updates – Mike Stevens</p> <p>The panel noted the Sub-committee minutes.</p> | Noted |
| 11 | <p>PLSM Update</p> <p>Ann Duffield (AD) introduced herself as the new Principal Local Services Manager. Her role is to lead the local team at White Moss but also lead the re-housing team. She explained to the panel that she has come from a housing background and operates an open door policy. She is looking forward to working in partnership with the residents and other groups.</p> | |
| 12 | <p>HIP Environmental Works Update – PLSM</p> <p>AD asked the group for ideas regarding the £250,000 Capital Programme Environmental works. High impact work ideas are especially welcomed.</p> <p>JB talked about needing a new roof for the White Moss young peoples club. He circulated papers that explained the idea the idea behind Manchester Youth Service Organisation. He also circulated a leaflet advertising White Moss Fun Day on 13th May 06.</p> <p>AD asked the group if activities that divert the attention of young people were the kind of actions they would like to support. The panel all agreed that it was.</p> <p>PY talked about an incident where canopies were stolen from the Dam Head estate.</p> <p>AD replied that she would get Adam to look into the issues.</p> <p>TO gave the following ideas:</p> <ul style="list-style-type: none"> • Canopies for the Crosslee estate, • Gates on ginnels, • Repair the crumbling wall at the corner of Daneswood and Victoria Avenue, • Widen a particular road or turn the grass verge into car parking. | AD |

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| | <p>PY also suggested another road that was too narrow.</p> <p>MS explained that because Moston and especially Lightbourne are underrepresented on the panel, Northwards would be getting their opinions separately. We have a new TLO officer and another that is due to start in a couple of weeks and the intention is to focus on involving people from areas currently underrepresented.</p> <p>AnA mentioned that there were some environmental issues on the Mill estate.</p> <p>AD asked that people with ideas make an appointment with her to arrange a walkabout.</p> | |
| 13 | <p>Quarterly Repairs Performance – Tony Budget</p> <p>TB went through the Report to Local Area Panel and Northwards Local Performance Indicators. He drew attention to the following points</p> <ul style="list-style-type: none"> -The first column of figures refers to Manchester City council. -The second column of figures refers to the Northwards area (Not specifically Northwards Housing) -NHL040, the target for non-urgent repairs is 6 days and not 9.1. -NHL081, the target for average repair cost has been set at £40 - NHL082, a variation order is an adage to the original job. The target is to be 26%. <p>AA requested if it was possible to see figures that show the percentage shortfall</p> <p>MS replied that these figures should be available on future reports.</p> <p>PY asked if it was possible to have figures for the actual amount of empty properties.</p> <p>TB explained that the figures change so quickly that they would be out of date the following day.</p> <p>MS commented that Northwards could supply more information on voids in the future.</p> <p>AA asked if the two figures quoted under 'Total repairs expenditure excluding planned' (BV211a) are comparable.</p> <p>MS replied that they were proportional.</p> | |
| 14 | <p>Area Panel Development – Mike Stevens</p> <p>MS explained that a Panel Development Plan will be constructed with the help of Enlighten Consultants. The idea is to bring the 3 panels together to talk about various issues, such as how to be more effective and what type of support is needed. The date of the event is 13th May 06.</p> | |

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| 15 | <p>Business Plan (Key Issues) – Mike Stevens</p> <p>MS talked through the Development of Business Plan and explained that this report has been to the board.</p> <p>TO brought attention to the part of the document that states 'all Area Panels to be consulted in April'. She explained that she felt she had not been consulted but had been told what was going to happen. She mentioned that she was told that the oldest estate would receive improvements first but it has turned out to be last.</p> <p>MS replied that a lot of consultation did happen as part of the ALMO ballot and that he would clarify the situation with the oldest estate.</p> <p>PY suggested that there may be confusion between money that is left from the capital budget and money dedicated for future development.</p> | MS |
| 16 | <p>Equality and diversity Action Plan</p> <p>MS told the group that the board needs to agree the plan in May. The document is very important and is required by the inspectors. Northwards have a new Equality and Diversity Manager. Comments and question were invited to go to Olivia Stokes.</p> <p>The Action Plan was noted</p> | MS Noted |
| 17 | <p>Any Other Business</p> <p>17.1 Due to the resignation of Daniel Ilisevic nominations for co-optee were taken. The nominations were for John Biggs, Ann Ash and Charlotte Grant. However, the group were unsure of the status of Hazel Entwistle so the vote was deferred until the next meeting.</p> <p>17.2 AA reported that the Tenant Inspector Interviews were excellent. He encouraged members to volunteer.</p> | NH |
| | <p>Date of Next Meeting</p> <p>The next meeting will be held on Wednesday 31st May at 1.30pm at The White Moss Community Room, White Moss Road.</p> | |
| | <p>End of Meeting</p> <p>The Meeting closed at 4pm.</p> | |