

# Northwards Housing – Riverways Panel meeting

Minutes of meeting held on 6<sup>th</sup> September 2006

## Monsall Street Local Services Office

Chair: Vera Salvatore

**Present:**

Vera Salvatore (VS)	Panel Member
Alice Needham (AN)	Panel Member
Sue Abbott (SA)	Panel Member
Kath Hope (KH)	Panel Member
Marlene Garnett (MG)	Panel Member
Raymond Eaton (RE)	Panel Member
Ann McBride (AM)	Panel Member
Ivy Graham (IG)	Panel Member
Michelle Blackeley (MB)	Board Member
June Hitchen (JH)	Councillor
Rob Doherty (RD)	Local Service Manager
Mike Stevens (MS)	Director of Neighbourhood Services
Anne Duffield (AD)	Principal Local Services Manager, White Moss Road
Siaran Coleman (SC)	Resident Involvement Officer

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and introductions</b>	
1.1	Chair welcomed all attendees to meeting. Meeting was quorate.	
<b>2</b>	<b>Apologies for Absences</b>	
2.1	Pat Glazebrook and Councillor Paul Fairweather sent their apologies. Emma Foster is on maternity leave.	
<b>3</b>	<b>Training</b>	
3.1	AD explained the work of the Rehousing Team. In response to the training the following issues were raised: <ul style="list-style-type: none"><li>• MG mentioned several issues about Homefinder that residents had approached her with. AD responded that it was difficult to discuss individual cases but that she acknowledged that work needed to be done to educate applicants on how to use Homefinder.</li><li>• MB stated that she was concerned about how people with</li></ul>	

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	<p>mental health issues would use Homefinder. AD replied that many organisations employ a support worker specifically to assist people who are not able to navigate the system themselves. How vulnerable people are supported is something Northwards will be looking into.</p> <ul style="list-style-type: none"> <li>• KH mentioned that an article on Homefinder could be put in the newsletter. SA agreed that people needed to know about it as she hadn't heard of it. Both MS and AD recognised that work needs to be done to educate people about the changes to the rehousing process and the use of Homefinder. MS reminded panel members that the 'need groups' (i.e. Groups 1, 2X, 2C, 2E and 3) still applied to properties let through Homefinder.</li> </ul> <p>MS reminded the panel that when the allocations policy is reviewed, Northwards Housing will be consulted and the Area Panel will have the opportunity to review the policy at this time.</p>	
<p><b>4</b></p> <p>4.1</p>	<p><b>Declaration of Interests/Confidential Matters</b></p> <p>None</p>	
<p><b>5</b></p>	<p><b>Observers (Confidential)</b></p> <p>See confidential minutes</p>	
<p><b>6</b></p> <p>6.1</p> <p>6.2</p>	<p><b>Minutes of Last Meeting</b></p> <p>MS updated the panel on actions.</p> <ul style="list-style-type: none"> <li>• JH requested a change to the presentation of Environmental Works discussion.</li> <li>• MS to provide update to Councillor Loughman re: the community alarms and the letterboxes (9.5)</li> </ul> <p>Minutes approved</p>	<p>MS to provide information to Cllr Loughman</p>
<p><b>7</b></p> <p>7.1</p>	<p><b>Matters Arising</b></p> <p>No matters arising</p>	

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8	<p><b>Minutes of Board Meeting 13/07/06</b></p> <p>8.1 VS noted that 12.6 stated 'CD or on-line resource' when not everyone has access to a computer.</p> <p>8.2 Minutes noted</p>	Noted
8a	<p><b>Area Panel Minutes to Board</b></p> <p>8a.1 MS described how the Board get the area panel minutes a month behind and the long time frame meant the information the Board was getting was not timely. He suggested that area panel minutes would be approved by Chairs in the first instance and they would then be provided to the Board at the next Board Meeting. Area panel members would then be asked to formally approve the previous meetings minutes at the next meeting as normal. VS stated that she was unhappy with the responsibility and SA noted that the area panel wouldn't be able to remove comments before the minutes entered the public domain. The panel were unhappy with the proposal.</p>	
9	<p><b>Minutes of Other Panel Meetings</b></p> <p>9.1 Minutes noted</p>	Noted
10	<p><b>Complaints Activity Quarterly Report</b></p> <p>10.1 Contents of report were noted</p>	Noted
11	<p><b>Tenant Inspection Quarterly Report</b></p> <p>11.1 VS noted a suggestion made by the Tenant Inspectors of teabags being provided for new tenants. She said that this is only really suitable for elderly people.</p> <p>11.2 KH mentioned that it had been suggested that TA reps welcome new residents to the area but she stated that her TA couldn't welcome people if they weren't aware of them moving in. MS noted that there was a history of various schemes and where the TA wanted to do this, and the Data Protection Act allowed it, Northwards were prepared to support it.</p> <p>MB mentioned that Kingsbridge Road TA did their own handbook of the area which was provided to new tenants when they signed up.</p>	

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11.3	Contents of the report were noted	Noted
<b>12</b>	<b>Sub Committee Update</b>	
12.1	Contents of the report were noted	Noted
<b>13</b>	<b>PLSM Update</b>	
13.1	Contents of the report were noted	Noted
<b>14</b>	<b>Quarterly Performance Management Report</b>	
14.1	Contents of the report were noted	Noted
<b>15</b>	<b>HIP Environmental Works</b>	
15.1	MS told the panel that a report was being prepared to go to the next property and procurement sub-committee. The Board will then be asked to approve it in principle, subject to costing, consultation etc.	
<b>16</b>	<b>Resident Involvement &amp; Customer Care Action Plan</b>	
16.1	Action Plans were noted	Noted
<b>17</b>	<b>AOB</b>	
17.1	AM mentioned that during the Riverways Panel Study Visit members discussed swapping telephone numbers. SC to arrange this.	
17.2	VS asked the Area Panel be given the opportunity to discuss the dog warden service as it wasn't working.	
	<b>Date of Next Meeting</b>	
	Wednesday 27 <sup>th</sup> September 2006 at 6.30pm. Venue to be confirmed	