

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

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

Chair: John Ward (Vice Chair)

Present:

John Ward (JW)	Panel Member (Vice Chair)
Grace Choularton (GC)	Panel Member
Dorothy LeMoignan (DLM)	Panel Member
Carol Downes (CD)	Panel Member
Pam Angelucci (PA)	Panel Member
Frances Carroll (FC)	Panel Member
Peggy Yuill (PY)	Dam Head RA
Matt Roberts (MR)	Northwards
Ann Duffield (AD)	Northwards (PLSM)
Rhonda Finlayson	Northwards (RIO)

ITEM	SUBJECT	ACTION
1	Vacancy and Election of Chair	
1.1	AD advised of the vacancy for a Chair. RF confirmed John Ward, the Vice Chair could carry out this role until the AGM in September. Members agreed this action.	JW/AD
2	Welcome and Introductions	
2.1	Introductions were made by everyone. The meeting was declared quorate.	
3	Apologies for Absences	
3.1	Apologies were given by: Diane Roberts, Joan Fitzgerald, Mavis Harris, Cllr Basil Curley, Hazel Entwistle, Ann Ash, Charlotte Grant, John Biggs	
4	Declaration of Interests/Confidential Matters	
4.1	None were declared.	
5	Minutes of Last Meeting – 28/06/06	

ITEM	SUBJECT	ACTION
5.1	PY asked that the agenda should be amended to show John Ward's name as Chair, as it should have been shown on the agenda. The panel then approved the minutes.	
6	Matters Arising	
6.1	<p>Item 9.1 – AD confirmed this item will be dealt with later as there is a report in the agenda.</p> <p>Item 5.2 - PY asked for an update on progress with the requested Jargon Buster. AD confirmed work on the Jargon Buster will be picked up as part of the Area Panel action plan.</p>	<p>Noted</p> <p>AD/DR</p>
7	Minutes of Board Meeting 14/6/06	
7.1	The panel noted the minutes for the Board meeting held on 14/06/06	Noted
8	Minutes of Other Panel Meetings	
8.1	The panel noted the minutes of Wilton Panel meeting for 30/05/06 The panel noted the minutes of Riverways Panel meeting for 31/05/06	<p>Noted</p> <p>Noted</p>
9	Repairs Update - Tony Budgett	
9.1	<p>TB verbally presented key highlights from the Northwards Repairs Performance statistics for the first quarter of this financial year, April to June 2006 for each Local Area Panel and highlighted the following:</p> <p>BV211b - Expenditure on Emergency - - - TB confirmed there isn't a target figure for this.</p> <p>NHL 005 – Achieved above target figure</p> <p>NHL 005 - There are a number of reasons for the discrepancy, not a bad figure.</p> <p>NHL 006 – 94.9% almost at the target</p> <p>NHL 009 – 82.1% There was an 80% return of replies.</p> <p>NHL 012 – 83.6% The target was 89%, Work is taking place to get nearer the target.</p> <p>NHL 014 – 95.2% - Target is 99%, only a percentage of replies received which reduces the number of possible positive replies.</p> <p>NHL 039 – Urgent repairs, 96.4%, the target is 97.2%, exceeded the target</p> <p>NHL 040 – 6.8 days. The target is 5.5 days. TB confirmed work is continuing to improve this. During holiday periods arrangements</p>	

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	<p>can't always be met, but will be carefully monitored.</p> <p>NHL 048 – 86.3% - The target is 88.5%. NHL 079 –The target for Emergency Repairs completed on time is 98.5%, a good result? NHL 080 – The target is 96%, our result is 95.6%, which is above the target level. NHL 081 Northwards average repair cost is £80.69, and the target is £75.00. NHL 082 – 30.84%, The target for number of variation orders against jobs is below target. Ordering cheap jobs, but there has been ordering of more variation orders. NHL 085 The average total cost of repairs is £555.00, the target is £550.00. TB explained Northwards had some very bad properties put on for repairs.</p>	
9.2	<p>PY advised raising concerns with LP at earlier panel meetings about money that Northwards is wasting. Surveyors are inspecting properties and missing running overflows, which are leaving the outside of properties looking unsightly. She asked that Surveyors external and internal surveying methods be reviewed. TB asked PY to provide details of any properties affected and he will check them.</p>	
9.3	<p>GC asked if Northwards carries out inspections on each repair job. TB advised there are random checks done on 10% of jobs. CD queried the time limit between residents being offered a property and moving in. TB advised there are, in principle, four different categories of voids. AD and TB confirmed estimated handover dates are normally given to prospective tenants and they should be kept updated by their NSO of any changes to this.</p>	
9.4	<p>AD confirmed a presentation on Rehousing will be given to panel members on 30/8/06 to give them an overview of the service. Further queries were made about the lettings procedure. TB asked CD to ring him about a specific repair issue she raised.</p>	
9.5	<p>JW queried the cost of Northwards repairs. TC advised costs are given from a pre-agreed schedule of rates. Northwards or MCC work to these agreed rates. The rates are to be reviewed having stood at the same level for years. TB advised each operative has a licence to carry out works to a variation cost of £60.00, if necessary.</p>	
9.6	<p>PA gave an example of her experience when multiple surveyor visits were made to do a simple job. PY queried Upgrades on Manchester estates, e.g. rewiring - who pays for the cost of delays if other jobs have to be done, prior to the rewiring? TB advised the cost would always be paid by the contractor. PY gave example of when, as part of a job for Social Services,</p>	

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	Sealed floors had to be taken up. TB advised the expectation is that operatives will do what is required to complete jobs. Northwards are going to pay under a system of open book. JW thanked TB for the presentation.	
10 10.1 10.2 10.3 10.4	Major Works – Matt Roberts MR gave a verbal presentation of the report attached to the agenda. He explained work is continuing on the Moston Miners, where an excellent response was made to both the Open Days. Lots of people turned up and chose either their kitchens or bathrooms. Haverfield Rd – MR confirmed the windows programme is going well. Damhead Estate rewire – There has been a delay, an extension to programme of 14 weeks. Charlestown Multi foyers – There were initial problems. The TA's are pleased with choices made and are trying to keep tenants informed. PY reported tenants having said they are pleased with the new windows MR advised the display in White Moss Rd car park went well last time. The aim is to get the mobile display wagon again. PY asked that this be made disabled friendly. MR advised The Year 1 programme for Northwards is already on the Intranet for staff. A trial will be piloted on the internet so tenants can type in their address and access information when work will be done in their area. PA asked about the timetable for Crosslee Window Replacement Scheme and Pembridge? PA will ring MR for details	
11 11.1	Sub Committee Updates – PLSM AD verbally presented key highlights as contained in the agenda There were no questions or comments raised	Noted
12 12.1 12.2	PLSM Update including Performance Management Report AD verbally presented key highlights from the report and highlighted the following: Staffing: - AB and AD carried out the recruitment for the vacant NSO posts. 3 new NSO's have been recruited. Janine McHale who was covering Dam Head on a temporary basis will now be doing this permanently. Mohammed Ali has been recruited into the post vacated by Diane Crompton. Nicola Bell has also been recruited and will cover for Bernie Bollard for 6 months as she covers a post working on training for the new computer system. Some movement of staff around patches will be done. This will possibly affect Crosslee (low rise and high rise) and possibly	

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12.3	<p>Charlestown. AD will write to TRA's formally when decisions have been made about NSO's.</p> <p>There will be a new full time permanent Housing Assistant Sharona Robinson who joined from Monsall Street team.</p>	
12.4	AD explained the office can now permanently recruit into the vacant EO post, currently being covered by Maureen McGowan. This post has been advertised with a closing date of the 29 th August.	AD
12.5	AD confirmed staff can come to introduce themselves to panel members at the next meeting.	White Moss staff
12.6	GC queried unaccompanied viewings. AD advised this should not be happening, all viewings should be accompanied.	AD/AB
12.7	There is a member of the Anti Social Behaviour Team now based at Cheetham Hill. The Team Member is Rob Doyle. He will be dedicated to aiding the NSO's in ensuring cases are well prepared before a handover to the Anti social behaviour action team.	
12.8	Voids The position as at 24 th July 2006 is 73 voids in total. This is up from 67 at last months report. AD explained these are high, perhaps resulting from other related matters. This will be investigated. This doesn't include voids that are having major works carried out.	
12.9	PY asked if adapted properties all go to Social Services first. AD explained that adapted properties are let via the Adaptations team unless there are no suitable applicants. If this is the case the properties are let as general needs. An adaptation such as a stair lift can be removed if necessary and used elsewhere.	
12.10	<p>Anti-Social Behaviour - Covered in the PLSM report that gives a month by month trend regarding Anti-social Behaviour cases. At 30th June 2006 the table circulated gave the panel a picture of cases with the Anti Social Behaviour Action Team , this covered cases at White Moss Road as follows:</p> <p>1 case has had court dates in May 4 cases are having papers prepared for court 4 cases have been allocated a court date</p>	
12.11	PY asked if there is still zero tolerance of anti-social behaviour. AD confirmed this. Tenants are reminded in interview of the terms of the Tenancy Agreement. Queries were raised about voids in multi storeys. AD explained 8 of these are at Somerton A member suggested existing adaptations that can be removed and refitted elsewhere could save Northwards money. The Homefinder website/leaflet referring to 16 years and upwards being allocated properties was queried. AD explained rehousing of 16 year olds	
12.12		

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	with or without a child, for Social Services or Northwards own rehousing will always be checked. AD advised work will be done about using the Homefinder website. There is a long waiting list for Dam Head properties. Historically, there are age restricted properties. Shortage of housing for younger people is a problem. AD advised the Rehousing presentation on 30/8/06 will provide panel members with relevant information, to enable them to understand how the system works and an understanding of current demand levels.	Rehousing Team/Panel Members
13 13.1 13.2	<p>HIP Environmental Works Update – PLSM</p> <p>AD referred to a powerpoint presentation given at the 31/5/06 meeting. This showed all projects panel members wanted. The £250,000 available for this work is insufficient to enable all projects to be done. AD will work with panel members at the next meeting to prioritise projects. Once done, costings will be sought.</p> <p>AD will arrange a study drive round the Fourways estates. A minibus will be organised, for a date to be arranged by AD in the next two weeks. At the 31/5/06 meeting much was said about the Mill estate, the possibility of a future feasibility study being done. Parking on Crosslee is a priority. Broadway Baths –cul de sacs/off road car parking. Benmore Rd and Warbeck estate, MR will get plans drawn up of schemes so costings can be looked at.</p>	AD/ F. Panel AD
14 14.1 14.2 14.3 14.4	<p>Area Panel Development – PLSM/RIO Together We Can – Action Plan Review</p> <p>Copies of the Together We Can Summary Report of the Joint Panel Event held on 13/5/06 was circulated to members.</p> <p>The study visit agreed for panel members to the On Call Centre had taken place on 25/7/06. Area Panel Action Plan Priority sheet circulated for members to indicate order of preference/priority, for 15 tasks listed. This will indicate what is required to develop their skills. Completed sheets to be passed to GO.</p> <p>AD advised Panel Members about an Anti-Social Behaviour Respect event on 30/9/06. Panel members to notify Gemma Anderson/Rhonda Finlayson to book. Riverways Area Panel study visit to CETA's Community Room listed to take place on 1.8.06, will still take place, the new date will be confirmed by letter.</p> <p>PY proposed a letter be sent to all panel members for the Area Panel Development Action Plan issues. The letter will raise members' awareness to importance of achieving a more</p>	Approval RIO Panel Members/DR RF/AD Panel Members/GA RIOs DR/RF

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	representative Area Panel.	
15 15.1 15.2	Any Other Business PY asked that an article/press release be written to go in the North Manchester Advertiser before 30/8/06 meeting to encourage more residents to support the Area Panel. PY requested a Plain English summary explaining election and nomination procedures for the Area Panel's AGM. AD will speak to DR and this will be circulated with papers for 30/8/06 meeting. Alan Appleby is to be sent a Thank You card from the Fourways Panel	DR/RF AD/DR RF
16 16.1	Date of Next Meeting Wednesday, 31 August, at 13.30pm – White Moss Road Local Services office.	