

Northwards Housing – Riverways Panel meeting

Minutes of meeting held on 2nd August 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
Sue Abbott (SA)	Panel Member
Barbara Grey (BG)	Panel Member
Kath Hope (KH)	Panel Member
Marlene Garnett (MG)	Panel Member
Raymond Eaton (RE)	Panel Member
Michelle Blackeley (MB)	Board Member
June Hitchen (JH)	Councillor
Mick Loughman (ML)	Councillor
Emma Foster (EF)	Principal Local Services Manager
Jessica Evans (JE)	Deputy Local Services Manager
Siaran Coleman (SC)	Resident Involvement Officer
Kenny Bond (KB)	Project Development Manager
Danny Whitelock (DW)	Surveying Services Manager

ITEM	SUBJECT	ACTION
1	Welcome and introductions	
1.1	Chair welcomed all attendees to meeting. Meeting was quorate.	
2	Apologies for Absences	
2.1	Ivy Graham sent her apologies.	
3	Declaration of Interests/Confidential Matters	
3.1	None	
4	Minutes of Last Meeting	
4.1	SC updated the actions from the minutes and passed round copies of the 2006 improvement plan for the Riverways area (now available on the internet) and a copy of a Choice Based Lettings report for information.	

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4.2	VS asked when the panel were going to be discussing rehousing. EF confirmed that Anne Duffield will be attending the next meeting.	
4.3	VS mentioned that the visit to on-call went ahead the previous week, but was not organised on a convenient day for many of the Riverways Area Panel members as people were involved in the Newton Heath in Bloom. VS commented that she had co-arranged this visit with Sue Ratchford and then couldn't go. She asked if there was going to be another visit to on-call arranged.	SC to forward comment to Diane Roberts
4.4	ML asked if there were still ten voids in Victoria Square. EF replied that 5 of those have now been let.	
4.5	Minutes were agreed	
5	Matters Arising	
5.1	None	
6	Minutes of Board Meeting 14/06/06	
6.1	RE asked if Northwards receive feedback from the Benefit Fraud team. EF replied that Northwards only received feedback if it has referred cases to the Fraud team. She added that she would be happy to supply information about how many cases Monsall Street have referred. ML was concerned that the information may not be appropriate for the Area Panel and MG added that she felt that the panel needed to decide where to draw the line. It was agreed that a report would be made annually to the area panel about benefit fraud cases referred.	
6.2	VS highlighted that the date of the Respect meeting had been moved to 30 th September. 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 on 30/05/06	Noted
7.2	The panel noted the minutes of Fourways Panel meeting on 31/05/06	Notes
7.3	VS asked if the Riverways area was getting the ASB training that	

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	was mentioned in the Fourways minutes. EF replied that this information would be discussed in the PLSM update.	
8	Repairs Update – Danny Whitelock (DW)	
8.1	MB pointed out that the performance reports were difficult to comprehend as there were two versions of each area. SC pointed out that one column did not have a heading. DW confirmed that this column was Riverways data. He asked attendees to discount the second SHOUT TMO sheet.	
8.2	<p>DW highlighted the most significant differences between Riverways performance data and Northwards as a whole:</p> <ul style="list-style-type: none"> • NHL 006 for the Ancoats and Clayton ward • NHL 039 (same area) • NHL 048 (same area) <p>JH asked if this was because of the area – i.e. many of the properties in Ancoats and Clayton were age restricted or elderly properties. DW replied that it could be due to this reason, but could be a number of other reasons such as the nature of repairs this quarter. He stated that his team usually keep an eye on anomalous data to see if they are ‘blips’ or whether these figures are part of a long term trend. RE asked if DW could look more closely at these figures.</p>	DW to look into figures and report back
8.3	ML mentioned that when dealing with elderly people, the customer satisfaction questionnaires are often not reliable as they don’t often know whether a job has been done well or not. DW replied that there is no coercion in encouraging people to reply, the questionnaire is simply left with the tenant and they post it back to the office.	
8.4	JH asked if DW could also look at NHL 082 as this rather high. DW agreed to speak to contracting services about what they think the issues are, as it would be difficult to look into every job.	DW to look into the figure also
8.5	MG stated that NHL 085 for Ancoats & Clayton looked high. DW replied that Northwards do a high specification relet in Victoria Square, which includes decoration – so costs are high.	
8.6	JH asked why the figures for NHL 040 were so high for Miles Platting and Newton Heath compared to other areas. DW agreed to look into this also.	As above
9	Major Work Update – Kenny Bond	
9.1	KB went through the Project Status Report.	
9.2	VS asked if the boiler replacement scheme was replacing the boilers on Culcheth Lane. KB replied that it was in a number of areas. VS mentioned that someone on Culcheth Lane had said her boiler	KB to look

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	causes condensation and that people were now saying that the boilers are for houses rather than flats. KB stated his team would not incur extra cost by putting in more expensive boilers for larger properties. He asked for the specific address. MG provided the address. DW stated that he thought he was already dealing with that issue.	into specific address
9.3	JH asked if the number of replies could be added to the customer satisfaction data on the report as it would give a better indication of levels of satisfaction. KB to look into it. MB asked if Northwards could give an incentive to encourage people to provide feedback. KB added that Northwards had been looking into it.	KB to consider adding additional data
9.4	KB stated that the scheme to put lifts into Victoria Square was delayed. ML asked who ordered the parts for the lift at Victoria Square. KB replied that it was the lift company in this case. ML asked how long it will be before the second lift was going to be delayed. KB stated that it should all be completed in six weeks.	KB to provide update for next meeting, liaise with EF prior to next meeting
9.5	ML asked about the alarms in Oldham Road. DW said that it was not capital works. EF said she would speak to Pat Scappaticci. ML also asked about the delays in the letter boxes at Victoria Square. DW replied that the specification was changed. JH asked if providing information about this scheme can be made a priority for next meeting.	KB to provide update for next meeting, liaise with EF prior to next meeting
9.6	JH asked why progress of the window replacement scheme in Church Lane was delayed. KB stated that he believed it was due to the change in the type of windows, though this was now sorted and the delay had been made up. JH asked if this meant there would not be slippage in future schemes for the same reason. KB confirmed this.	
9.7	SA mentioned that she didn't understand why the report showed three smiley faces for the Kingsbridge Estate scheme when the project had been delayed by many months. KB replied that the reason for the smiley faces was because now the contract was up and running it was on target for completion within the time period of the contract.	
9.8	SA added that none of the tenants were told about the delays, there was no information from Northwards. KB apologised for this oversight, the delay was due to a change in specification but reiterated that now that the project had started in was running well. MB informed that panel that it was news that the delay was due to a change in specification, she was aware that there was a delay of 3 months due to difficulties in getting the money from MCC. KB replied that the change he was referring to was a change in policy as they were now replacing many more windows than previously would have occurred.	
9.9	JH asked that the procurement team let the Area Panel know when	

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9.10	slippages occur so at least panel members can let people know. SA concluded the discussion by saying that she accepted that now the contract has started the work being done is good, but the delay is unacceptable.	
9.11	KB told the Panel that the re-wiring project in Newton Heath will not meet its deadline. JH mentioned that Direct Works were put in place for the job, despite knowledge that the project may take longer, because previous schemes completed by other contractors had been carried out so badly. KB added that there is a problem with re-wiring schemes as electricians are in such short supply.	
9.12	KH mentioned that she had heard bad reports about the boiler work on Briscoe Lane. Other panel members stated that they had received complimentary reports.	
9.13	RE asked about the projects that were set to start in December. Was this not very close to Christmas? KB stated that this won't be a problem.	
9.14	JH asked about the window replacement on Surbiton Road. She understood that this work could only go ahead after the facelift took place and so did not understand why these were scheduled to start so soon. KB noted this concern and agreed to check	
		KB to check the schedule
10	Sub Committee Updates – PLSM	
10.1	EF stated that if people didn't receive minutes would like to contact her if they have any questions.	
10.2	Sub committee updates noted	
11	PLSM Update	
11.1	EF discussed the Anti-Social Behaviour (ASB) training that staff in Monsall Street Local Services have been receiving. She said that Neighbourhood Support Officers have had 6 training sessions so far and that the training had gone 'back to basics', with training on how to complete a case file etc. She added that accompanied viewings to properties have now begun and feedback from these have been positive.	

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11.2	EF went through the report (see attached document). She warned attendees that the figures are higher than usual because she had calculated them differently.	
11.3	EF asked if there was any additional information that panel members would like to see on the PLSM report. MG asked about Homefinder, EF replied that as this wasn't a local issue she couldn't add this data onto the report, but any questions could be dealt with in the next meeting when Anne Duffield was talking about the Choice Based Lettings scheme. JH asked if environmental enforcement figures could be added. EF agreed to do this.	EF to add data to next PLSM report
11.4	ML asked if Northwards used Acceptable Behaviour contracts (ABC's). EF replied that Northwards only used them for children aged below 10 as it could not pursue ASBO's on this age group. ML stated that he believed ABC's just extend the process of dealing with the anti-social behaviour and that this was not satisfactory from the complainant's point of view. JH mentioned that in the A5 area (Newton Heath) where the Respect pilot is taking place, it would be useful to feedback to the Panel what Northwards is doing. EF agreed.	EF to provide this information at the next meeting
11.5	<p>ML asked if Northwards work with EMLIS (East Manchester Landlord Information Service). EF replied that it does, but the relationship could be improved. She added that any tenants found guilty of anti-social behaviour were placed on an exclusions list that was made available to social landlords who were part of the common rehousing register.</p> <p>ML asked if Northwards works with Homeless families. EF replied that staff generally speak to Homeless Families but can't say that the communication between them was fool proof. RE asked if Northwards refuse to rehouse ASB families. EF replied that Northwards can't refuse to rehouse a family if found to be statutorily homeless, though families often have extra conditions added to their tenancy and/or extra support. ML explained that if former tenants are found to have made themselves homeless because of their anti-social behaviour then they would not be entitled to another property.</p>	
12	HIP Environmental Works	
12.1	<p>It was agreed that panel members should be given an opportunity to discuss the projects proposed and a show of hand would provide EF with an indication of the most popular schemes.</p> <p>The panel chose the following projects to go forward for detailed costings:</p> <ul style="list-style-type: none"> • Moston Pub • Jolly Miller 	

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	<ul style="list-style-type: none"> • Smithfield • Troydale Park • Scotland Hall Road • Skilgate Walk <p>EF told the Panel that the Local Services Office would do a formal consultation and get definite prices. She added that she may need to ask the Panel to look again at the projects if costs rise. RE asked if Panel members can go round with officers when the projects are up and running. EF said they could.</p>	
<p>13</p> <p>13.1</p>	<p>Area Panel Development</p> <p>SC handed out the priorities sheets and asked Panel Members to tick the relevant box. She added that anyone who wanted clarification about any of the actions to ask her. The sheets were collected at the end of the meeting.</p>	

	<p>Date of Next Meeting</p> <p>Wednesday 6th September 2006 at 6.30p.m. Stirling Centre, Newton Heath</p>	
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Riverways Panel Information – 28th June 2006

Voids	
1	Harpurhey
	<ul style="list-style-type: none"> • 58 Voids in total • 4 in notice period • 30 are with contracting services – 1 is late • 13 let • 15 have been provisionally accepted • 26 out on offer via the rehousing team
2.	Ancoats and Clayton Ward
	<ul style="list-style-type: none"> • 10 voids in Victoria Square and Anita Street • 5 with contracting services – with 1 late back • 5 let • 3 out on offer via the rehousing team
3.	Miles Platting and Newton Heath Ward
	<ul style="list-style-type: none"> • 77 voids in total • 5 notice voids • 27 voids with contracting services – which 1 is late • 21 let • 21 provisionally accepted • 20 out on offer via the rehousing team

Neighbour Nuisance Information	
1	Harpurhey
	<ul style="list-style-type: none"> • 2 interim ASBO's, 1 Noise Abatement Notice, 1 ASBO, 1 immediate possession (currently waiting court bailiff), 1 Noise abatement notice seizure • 1 referred to ASBAT (Anti-Social Behaviour Team) for legal action • 1 with mediation • 3 cases closed after successful interventions
2	Miles Platting and Newton Heath Ward
	<ul style="list-style-type: none"> • 1 possession, 1 Noise abatement notice seizure • 2 referred to ASBAT for legal action • 2 cases referred to Mediation • 2 cases closed after successful interventions