

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

**Minutes of Meeting held on 20 September 2007
at 1. 30pm,
White Moss Road Local Services Office**

Chair: John Ward

Present:	John Ward (JW)	Panel Member (Chair)
	Grace Choularton (GC)	Panel Member
	Pam Angelucci (PA)	Panel Member
	Mavis Harris (MH)	Panel Member
	Carol Downes (CD)	Panel Member
	Dorothy LeMoignan (DM)	Panel Member
	Frances Carroll (FC)	Panel Member
	John Biggs (JB)	Panel Member (Vice Chair)
	Peggy Yuill (PY)	Panel Member
	Joan Fitzgerald (JF)	Board Member
	Hazel Entwistle(HE)	Co-optee
	Julie Wilson (JWi)	Principal Local Services Manager
	Helen Walsh (HW)	Surveying Services
	Carol Iddon (CI)	Manchester Working Limited
	Diane Roberts (DR)	Governance Support Officer
	Larry Patrick (LP)	Director of Property Services
	Michael Hutton (MHu)	Deputy Local Services Manager
	David Heys (DH)	Technical Services Manager
	Rhonda Finlayson (RF)	Resident Involvement Officer

Observers:

ITEM	SUBJECT	ACTION
1	<u>Welcome and Introductions</u> Chair welcomed all attendees to the meeting. Members and Guest Speakers introduced themselves. A Quorum was in attendance.	
2	<u>Apologies for Absence</u> Apologies were received from: Dorothy LeMoignan, Ann Ash and Charlotte Grant (as observers)	
3 3.1	<u>Declaration of Interests/Confidential Matters</u> None were declared under this item. The Confidential matter to be discussed was under, Item 18, Any Other Business - Observers	
4	<u>Minutes of the Last Meeting</u> a) 19 July 2007	I

ITEM	SUBJECT	ACTION
	The minutes subject to the following amendments were approved:	
	<p>Page 4 – Item 5.3 Where it states Deepdale Court, it should read Rusland Court.</p> <p>Page 10 – Item 13.2 Agreed that this item be removed, as it is mentioned elsewhere in the minutes.</p>	Approval
<p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> <p>5.4</p>	<p>Matters Arising</p> <p>Page 120 – Northwards Housing office visits PY asked if Tenant Inspectors can inspect more than the offices? As the external environment to White Moss Rd office should be inspected. As the condition the bushes and plants may be off-putting to tenants. JW i has ordered that the bushes be cut back. PY advised also raised this issue in 2006. After discussion it was agreed the work needs to be done on a programme, . JW i advised it will be included in the annual work plan.</p> <p>Page 120 – Northwards Housing office visits JF advised the comment about Duty Officers is unclear. Northwards doesn't need to know who's coming when a tenant inspection is to be done. MHu advised Duty Officers do not see customers by appointment. LP advised it is a reasonable comment that was made by a customer to the tenant inspectors. JW i advised customers make an appointment with a specific officer. The Duty Officer sees customers who do not have an appointment but who have an urgent matter that they need to see someone about. Owing to the confidentiality rule Duty officers do not feel comfortable taking extra details in public from the customer.</p> <p>Page 123 – Tenant Inspection PY asked for details of when Tenant Inspectors will be inspecting the Walk-Up flats. JF advised she was told this was to have been done on 17th July. LP advised he has read the 2007/08 work plan, and this is included. Details of the Tenant Inspections Action Plan for inspections will be circulated to Area Panels for next meeting.</p> <p>Item 5.5 – GC did query Page 5. Item 6.9 about the railings. This would be discussed under Item 7,- Environmental Works (PLSM) in the Agenda.</p>	<p>JW i</p> <p>DR</p> <p>JW i</p>
<p>6</p> <p>6.1</p>	<p>Constitution and Code of Conduct</p> <p>Page 25 – JW i advised panel members were sent the Constitution and Code of Conduct in their papers. DR advised Northwards Board had discussed this item at its meeting on 18 July 2007. The Board had accepted the recommendation of the Area Panels subject to two small amendments as follows:</p> <p>Criteria</p> <ul style="list-style-type: none"> It was agreed that £100 of outstanding rent arrears was too low. This has been increased to £250. The Board noted that this was with “no satisfactory arrangement to pay”. 	

ITEM	SUBJECT	ACTION
	<p>Disciplinary Procedure</p> <ul style="list-style-type: none"> For clarity it was agreed that Chair or Vice Chair will replace Chair/Vice Chair. <p>Copies of the Constitution and Code of Conduct were circulated for signature and collected.</p>	
6.2	<p>LP advised members to look at the membership of the Fourways panel. As representation is now concentrated in the Dam Head, Charlestown ward. Moston Ward has no representation other than JW. JW and JW have discussed capacity building whilst the Property Services improvement work and partnership agency involvement is taking place.</p>	
6.3	<p>JWi advised that Criminal activity on Moston Mill and the Miners' estate has increased, so PCSO's are proactively engaging with residents, to address this. Property Services will be sending letters out with the Resident Involvement Officer's details to encourage new volunteers to come forward, with a view to re-starting the TA's in both areas.</p>	
6.4	<p>JF suggested Northwards organise an open meeting, to be held in Moston, with panel members present from outside the area, to encourage new involvement. LP advised Riverways panel had a similar problem but have co-opted a new member, to address this. LP has no one in mind, but suggested panel members to come back with suggestions of suitable candidates. PY advised the Fourways Area Panel in its infancy tried a similar exercise,.</p>	
6.5	<p>JWi advised though a difficult task, partner agency activity will keep working towards increasing Panel representation.</p>	
6.6	<p>JB reported he attended Charlestown Lawn Development meeting. They were discussing problems at North Manchester Boys High School. Owners of new Wimpey homes were advised the school was to be demolished. JW advised this is a cross - departmental issue, so the panel may not be able to offer a solution.</p>	
6.7	<p>JF suggested a "one – off" newsletter be produced from Fourways Area Panel with photographs to raise residents' awareness. DR advised that a panel member could volunteer to do this. JB asked if two pages for Fourways Area Panel can be included in the Northwards "Natter",. DR advised, if agreed, the two pages would be from the 3 area panels. Ward newsletters are full of ward news so are not an option. JF agreed to coordinate the volunteers interested in doing a newsletter and will feed back to the panel.</p>	JF
6.8	<p>Minutes of the Constitution Review day, 23 June were approved. The 10 page Action Plan will be prioritised by a group of Area Panel volunteers . There will be 1 or 2 meetings this is being co-ordinated by Claire Tyrrell. MH, JB, PY,DM and PA volunteered for the panel.</p>	Approval CT/Area Panel Members

ITEM	SUBJECT	ACTION
7	Environmental Works (PLSM)	
7.1	<p>MHu and JWi confirmed the Panel had agreed all work and schemes in the July meeting.</p> <p>JWi and MHu met with the Procurement and Property Sub Committee. It was a long meeting in which they approved all the agreed schemes and projects.</p>	
7.2	<p>Fourways Area Panel's schemes are creative and will be easy to carry out. JWi advised timescales for the work were agreed at the meeting with Technical Services.</p>	
7.3	<p>Victoria Avenue</p> <p>The handrail for the path on Victoria Avenue is waiting for a start date. Work should be done before December 07.</p>	
7.4	<p>Rusland Court</p> <p>- The low rise wall for the flats at Rusland Court will be done in this financial year. JWi will circulate information at the next meeting.</p>	
7.5	<p>Gayton Walk</p> <p>- The security gates for the front ginnel will be done in this financial year.</p>	
7.6	<p>Moston Mill Estate</p> <p>– Garage sites and play facility for the whole estate. JW reported residents are unhappy with the roundabout, because it is uneven. JWi agreed to address this with him after the meeting.</p> <p>JWi advised she will look at the estate as one big estate. It will be a long programme of work, Northwards will be working with Groundwork Trust and other partners.</p>	
7.7	<p>White Moss Road Sheltered Gardens</p> <p>Extra Plantation for the gardens. The work will be done in this financial year.</p>	
7.8	<p>Belthorne Avenue</p> <p>– The work is ordered and will be done in this financial year. The kick rail around the quadrant will be ordered.</p>	
7.9	<p>Dam Head – Crosslee estate.</p> <p>Lander Grove – Groundwork will be consulting with residents, and Andrew Steele will assist.</p>	
7.10	<p>JWi advised the rail for the steps around Dam Head estate will be decided with tenant consultation. MH reported AS promised to visit her but had not done so. JWi will speak to her about this outside the meeting.</p>	
7.11	<p>Cullen Grove Car Parking Scheme</p> <p>Item 8.3 - HE queried this item in the July panel minutes which states a letter was sent to residents. JWi advised letters were sent to residents on Cullen Road and on Lightbowne Road. The letters were hand delivered by the EO's. in June/July 2007. JWi will check the exact date.</p>	

ITEM	SUBJECT	ACTION
7.12	HE reported Crosslee TRA had circulated a petition to residents about the car parking scheme. Cullen Grove residents signed it. JWi suggested if residents still want this scheme,. AS, EO can work more intensively with HE to deliver the letters to residents, and following responses it can be resubmitted for reconsideration in 2008.	
7.13	<p>Dam Head Older Person's Activity Park</p> <p>MHu circulated a general information leaflet and handout showing the variety of exercise equipment on order for the park. JB asked if other companies make this equipment, so Northwards could get comparative quotes for the cost. JWi advised installation was expected in August. JF is concerned at the delay in progress from the original 6 weeks installation promised, from date approved.</p>	
7.14	<p>Halliford Road</p> <p>The Perimeter fencing is to be installed in this financial year.</p>	
7.15	<p>Cobham Avenue</p> <p>This work is scheduled for completion in 2008/09, and will be carried out jointly by Groundwork Trust and Northwards.</p>	
7.16	<p>Moston Court – Miners' Estate</p> <p>The work to the front gardens of the maisonettes is scheduled for 2008/09. Groundwork have submitted a bid. JWi advised anyone with queries about the schemes, to contact her.</p>	
8 8.1	<p>LSM Update</p> <p>MHu circulated handouts and advised on the following items: Weekly management voids, colour coded to show separate areas. 11 properties have been let, there are now 22 properties ready to let. 3 houses are with housing, awaiting a decision on what will be done with them. 13 Relet works 7 with asbestos removed</p> <p>Items to remove: Week 24 -6, Week 25 -7 Non Management</p> <p>There are 3 site offices. Rent is being paid. The figure on everything else is the same. MHu checked if members approved of the new format used for management of voids. PY advised there are no Parlour Houses in Dam Head and queried the status of 10 Normanton Drive. JWi agreed to check why this property has been rejected.</p>	Noted
8.2	JWi advised Northwards is looking why people are rejecting properties. HE advised Northwards pursues tenants to manage their gardens. If we don't do this, it gives out a wrong message.	
8.3	DR asked if Northwards asks why people reject properties. PY reported 4,000 are waiting for houses or flats. If Northwards has properties it cannot let, it's an item for concern. This will be a future agenda item when data is available. HE reported a property on Earby Grove is in bad condition. MH reported	

ITEM	SUBJECT	ACTION
8.4 8.5 8.6	<p>young children are climbing into trees around certain properties and there is a health and safety risk.</p> <p>MHu advised on the Anti social cases. There has been a noise abatement seizure and another noise abatement seizure is being prepared for court These cases will be going to court. There has also been one referral to mediation services.</p> <p>Staffing Update The NSO for Charlestown, Nicola Bell has resigned. The officer in charge of this area is Mohammed Ali, as mentioned at the previous meeting. There were no other staffing changes. GC asked if Anti Social Behaviour cases still are still being referred from the Police? MHu advised police do bring in the details and White Moss LSO staff have set rules about conducting interviews. JB thanked MHu and the support team for attention. He's been having problems with young people breaking into the White Moss Young People's centre. Lindsay Laidlaw has been in touch.</p> <p>The Panel agreed that the agenda would not be completed in this meeting. Items 9 and 13 were deferred. Helen Walsh will attend future meetings. A slot will be allocated to her at the next panel meeting.</p>	
10 10.1	<p>Chairs/Vice Chairs meeting report back JW reported Chairs met on 13th September to report on the years work and discuss/plan the Area Panel AGMs. Sue Ratchford is the new Chair of Northwards. Application for more members for the Fourways Area panel. Rotations are Mavis Harris – 1 year and Frances Carroll – 1 year. The Leaseholder position is vacant.</p>	
11 11.1	<p>AGM Planning – Report back and reminder of dates The AGM is the next meeting on 18th October 2007, 1.30pm at White Moss Road LSO. Food will be available. If anyone has any ideas, of how to make the meeting more interesting, please contact RF. PY asked members to encourage some co-optees.</p>	
12 12.1	<p>IT Support for Area Panels RF advised RIO's have contacted panel members and TA's in the other two panels. The Panel considered the recommendations of the paper. A further report would be presented after the Board had considered the Panels views</p>	Noted
14. 14.1 14.2	<p>Home Improvements LP advised as from 15th October there will be a big change in how home improvements are delivered. The name of the service is being changed to: Home Improvement Service. Important features will be that instead of two teams of people it will be one team. Each team created will service an Area Panel. David Heys will be Head of Home Improvement for the Fourways Area, to build up a good working relationship.</p> <p>From the 15th October, there will be a new location for Specialist Services in</p>	Noted

ITEM	SUBJECT	ACTION
	Hendham Vale. Some staff will be remaining at Park Side. The contractors suppliers will also be located in this building. There will be a formal opening ceremony on Friday, 12 October at 2pm . The Open Day will have provide food and drink. Panel members are to be invited and TA's.	
15 15.1	<p>Decorating Vouchers</p> <p>LP advised about decorating vouchers. B & Q have no delivery services for its customers. If Northwards use Johnsons they will do a free home delivery. LP is looking for a couple of volunteers to look at what Johnsons are offering. PY reported having dealt with this shop and they go out their way to help customers. The following members have volunteered to assist: HE GC, JF, JB, JW and PY</p>	
16 16.1	<p>MWL Customer Charter</p> <p>Carol Iddon (CI) circulated a general information leaflet and invited members of TA's and the Panel to look at it and then send her their comments as to how it can be improved. JF asked that Carol Iddon feedback to TA's when the final document is ready. LP gave assurances that information will be circulated to tenants.</p>	
17 17.1	<p>Equality and Diversity</p> <p>Tara Kelly (TK) Circulated a quick quiz, for completion by members. This was a light hearted way to illustrate Equality and Diversity issues. Northwards as a service provider has to think of differing needs of its customers and provide the services they need. Whether it be translations for customers with English as a second or other language, signers for sign language users or the reasonable adjustments made for its staff. JF reported going to the Disability Forum that the level of information was impressive. Typetalk for hearing impaired, information on Induction Loops for meeting rooms and other information. The BME Task Group to see what services individuals or the groups may need. TK explained future plans Northwards has include Equality Scheme, Civil Living, Communication. Resident Involvement Officers will also be working on involving young people.</p>	
18 18.1	<p>Any Other Business</p> <p>JW advised a Valuing Older People event will be taking place on Monday 24 September 2007, 1pm – 4pm at Sport City Manchester.</p> <p>JB advised the classic film “Casablanca” will be shown at the White Moss Young People’s Centre on Monday 24 September 2007.</p> <p>JF advised Charlestown in Bloom got an award the details are not yet known</p> <p>JF advised Steve Porter from GMP is the new Chief Constable for the Charlestown district.</p>	
19 19.1	<p>Date and Time of next meeting</p> <p>DR advised the AGM is booked for 1.30pm at White Moss LSO on 18 October 2007.</p>	
	End of Meeting	

Area Panel Environmental Schemes – Summary of Panel Recommendations (June 2007)				
Panel: Fourways				
Area	Scheme Description	Estimated Cost	Panel Decision (Agreed/Refused/Maybe)	Comments
Charlestown Ward				
Multis	Cartmel Court. Handrail for path onto Victoria Avenue	£5,500	Agreed	Steep path, handrail used to steady users both up and down the path.
Communal gardens for Sommerton & Cartmel Court	Create gardens, similar to Deepdale and Rusland Courts	£200,000 each	Refused	Deepdale & Rusland Courts gardens created as part of the block refurbishment by MCC. Too expensive.
Rusland Court	Build low-rise wall at the side of entrance (in line with other 3 blocks)	£1000.00	Agreed	Will create a wind-break, popular with other blocks
All multis	Enclose front porches	£30,000 - £50,000 per block	Refused	Too expensive

Area Panel Environmental Schemes – Summary of Panel Recommendations (June 2007)

Panel: Fourways

Mill Estate				
Gayton Walk	Install security gate to front ginnel	£600.00	Agreed (in principle)	Subject to resident agreement
Garage sites	Create parking facilities on demolished garage sites	£50,000	Agreed	Subject to locations being agreed with resident and member agreement.
Central Play facility	Create a central based play facility	£25,000	Agreed (in principle)	Subject to the facility and location being agreed with residents and members. Also, appropriate revenue cost being secured.
Charlestown Rd area				
Whitemoss Gardens, Sheltered Accommodation	Create a patio area in the gardens	£3,500	Agreed	Residents have withdrawn this proposal and have instead, requested additional plantation in the garden. Panel to consider at next meeting.
Junction of Belthorn/Charlestown Road area	Contribution to new fencing (£7,000 secured by T/A)	£10,000	Agreed	Funding needs to be released before December 2007

Area Panel Environmental Schemes – Summary of Panel Recommendations (June 2007)				
Panel: Fourways				
Pinfold Ave/Dalham Ave	Install wrought iron fencing on top of existing walls	£3,000	Agreed	Will design-out problems with people sitting on walls and creating ASB.
Booth Hall Road/Euston Road	Kick rail to be installed around the quadrant	TBC	Agreed (in principal)	
<u>Dam Head and Crosslee area</u>				
Lander Grove	Repair and replace fencing to the rear of Lander Grove backing onto green space.	£21,000	Agreed	Poor and damaged fencing creates problems with off-road vehicles and creates problems for the wider estate due to access and egress, through the wider estate.
Steps around Dam Head Estate	Fit appropriate hand-rails to steps throughout estate	£20,000	Agreed	Subject to Health & Safety considerations, locations to be determined by residents and members.
Cullen Grove	Extend existing car-parking area	£60,000	Maybe	More information requested. How many households are private, How many residents agree to the extension. How many private households are willing to make a financial contribution

Area Panel Environmental Schemes – Summary of Panel Recommendations (June 2007)				
Panel: Fourways				
Dam Head park	Older Persons' Play facility	£15,000	Agreed	Subject to design and equipment being overseen by DAMTRA and appropriate revenue provision agreed with Manchester Leisure.
<u>Lightbowne</u>				
13 · 17 Whitehall Drive	Perimeter fencing	£18,000	Agreed	
Halliford Road Cottage Flats	Perimeter fencing	£80,000	Refused	
253 · 273 Lightbowne Road	Create car park on existing green	£60,000	Maybe	More information requested. How many households are private, How many residents agree to the extension. How many private households are willing to make a financial contribution
279 · 297 Lightbowne Road	Create car park on existing green	£60,000	Maybe	More information requested. How many households are private, How many residents agree to the extension. How many private households are willing to make a financial contribution

Area Panel Environmental Schemes – Summary of Panel Recommendations (June 2007)				
Panel: Fourways				
<u>New Moston</u>				
Cobham Avenue	Re-instate gardens to include a land-locked piece of land	£10,000	Agreed	Subject to resident consultation and agreement
Anfield Road	Feasibility study, for a piece of land that attracts fly-tipping.	£2,000	Withdrawn	This proposal does not meet the funding criteria. Advice will be given to Moston Ward Co-ordination Group, with a view to a resident group applying for a CAS:H grant to conduct study. Any subsequent proposals can then be considered by the panel next financial year.

Total cost (including maybe) £362,600.00
Total cost (agreed only) £182,600.00

Colesmere Walk	Car park facility.	£53,000.00	Agreed	Subject to resident and Library consultation. This area of older person's bungalow's has no access or car-parking facility. Therefore, it will be necessary to use New Moston Library car park as an entrance.
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