

Northwards Housing Panel Meeting Minutes

Panel: Riverways

Date: 21st February 2007

Time: 6.45pm

Venue: Monsall Street Housing Office

Chair: Vera Salvatore

Vice Chair: Raymond Eaton

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
Anne McBride (AM)	Panel Member
Mick Loughman (ML)	Panel Member
June Hitchen (JH)	Panel Member
Mike Stevens (MS)	Director of Neighbourhood Services
Paul Maidment (PM)	Procurement Manager
David Heys (DH)	Technical Services Manager
Rob Doherty (RD)	Local Services Manager Monsall St
Sharon McBride (SM)	Resident Involvement Officer (minutes)

Start of meeting: 6.45pm

ITEM	SUBJECT	ACTION
1	Welcome and introductions	
1.1	Chair welcomed all attendees to meeting. Chair apologised for the late start due to the venue re-arrangements. Meeting was quorate.	SM to contact Kath Bates (Cariocca) to ensure community room is open for 6.00pm for future panel meetings.
2	Apologies for Absences	
2.1	Councillor Paul Fairweather, PLSM Emma Foster, Stan Wheeldon (SHOUT TMO), Board Member Michelle Blakeley and Panel	

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	Member Ivy Graham sent their apologies.	
3	Declaration of Interests/Confidential Matters 3.1 None.	
4	Minutes of last meeting a) 29 th November 2006 b) 29 th November 2006 (Confidential) c) Notes of 29 th November (Confidential) 4.1 Agreed.	
5	Matters Arising 5.1 7.1 PG raised an issue in relation to the works on the Smithfield Estate. MS said Paul Maidment will pick up on this. 5.2 13.3 RE said that he had expressed an interest in serving on the on the "Customer Care Group of Impact Manchester" at the last meeting but he has not heard anything more about this. MS explained that he will follow this up with Larry Patrick. ML asked how often will the group meet. MS replied that this has yet to be confirmed. ML thought that this group could just be duplicating work. MS said he take this back.	
6	PLSM Update 6.1 RD issued the Local Services Manager Report which was discussed with the panel. RD summarised that there are currently 19 cases with ASBAT referred by Monsall Street Local Services as of the end of January. He explained about a particularly difficult case on the Jolly Miller Estate. RE thought that there would have been some kind of breakdown by case type. RD said he could do this for the next meeting. 6.2 RD moved on to the Void Report and pointed out that once the new computer system, "Civica", is in place then we will review the format of how the figures are presented. RD highlighted that there is a significant change this month with there being fewer void properties than the previous report. RD explained that they are looking at promoting properties to let in Annie Darby Court and Victoria Square via publicity. ML was concerned about standards being dropped by allowing anybody to move into these properties. RD said this would not be the case. MG queried age restrictions in properties where carers are under the age restriction but have a need to live in these properties. MS explained that each case it	

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6.3	<p>looked at on its own merits. VS gave an example of a resident with mental health problems living in Dobson Court which is predominantly occupied with older residents. RD said he was aware of this case and action is being taken to deal with it. RE added that it is necessary for us to work with agencies to assist people with mental health problems get access to any help that is needed.</p> <p>RD completed the report by explaining the Voids Summary giving a breakdown of each category for Voids.</p>	
7	<p>Quarterly Performance Review</p> <p>7.1 MS distributed the Performance Review. VS asked for clarification on the abbreviations/key to the report. MS explained the layout to the report.</p> <p>7.2 MS informed the panel that the framework is being reviewed and said it is expected that this will be revisited a future meeting.</p> <p>7.3 MS explained that the information/layout is a standard format agreed with MCC. MS explained that the green key meant that Northwards are on target and the red key meant that they are not on target. The arrows up/down/same indicate change since the last report.</p> <p>7.4 There was a discussion about current performance, particularly in relation to the number of indicators showing as red. MS explained that this had to be seen in context, in particular:</p> <ul style="list-style-type: none"> • Targets are (rightly) challenging, and in many cases well above the “industry standard” – so even where we are doing well above average we could still be showing as red. • Targets are for the whole city – this means in some cases we have “inherited” targets which are unrealistic in a North Manchester context. <p>MS said that to some extent this was because this was the first full year of operation, and the performance management framework had been in effect brought over from MCC. We are currently reviewing the framework and will put a new framework in place which will be more tailored to our business needs.</p> <p>7.5 KH brought up repairs on Queensferry and that she thought they were unsatisfactory although the performance indicators said the contrary. MS explained that overall the satisfaction responses were positive but clearly within that there would be a minority of</p>	

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7.6	<p>people who hadn't been happy with their repair. In these cases we always investigate and seek to put the problem right and learn from it. ML asked if there was any update on variation orders. MS explained that Brendan Todhunter will report back at the next meeting.</p> <p>MG asked about the recent Advertiser article about the decent homes works. MG quoted that it said in the paper that Northwards has £200 million to spend on decent homes when she understood it to be £131 million. MS explained that the £131 million was the additional government funding made available on gaining two stars; but the remaining £70 million was given by MCC to make a total programme of £200 million. JH said this could confuse people. MS said this will be taken on board for future publicity.</p>	
8	Complaints activity	
8.1	Due to time restrictions it was agreed that this item would be put forward to the next meeting.	
9	Inspection Action Plan	
9.1	Due to time restrictions it was agreed that this item would be put forward to the next meeting.	
10	Business Plan Event - Feedback	
10.1	MS thanked everyone who attended and explained that it had been a very successful event with a lot of positive feedback. SM said it was very interactive and had received many comments from attendees that expressed their enjoyment of the event and wanted to know when the next one would be held. JH asked what will happen with the feedback that was given. MS explained that it will be taken into account in drawing up the Business Plan.	
11	HIP Environmental Works – Update and Plans for 2007/09	
11.1	PM distributed the Environmental Scheme Update and map. PM explained that there are some schemes that still do not have dates because the work is still being negotiated. Firstly, PM discussed the Skilgate Walk Fencing works and explained that it should have started on 07/02/07 but there had been delays on this and PM is chasing this up. PM said that they need confirmation of start dates from the contractors. JH queried if the fencing had been fabricated yet because this can take up to 2 months. PM said he did not	

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	<p>know the exact specifics, but would follow the matter up and make sure the work started as soon as possible.</p>	
11.2	<p>The Jolly Miller – provision of defensible space - now under way.</p>	
11.3	<p>Smithfield Estate Car Park Barrier – concerns had been raised about the bollards and barrier. It was thought that the barrier would not be fit for purpose and other options were being looked at. JH asked would it be necessary to come back for approval as she doesn't see the point if it is only a 5% increase. PM said if this is agreed then this would be ok. Panel agreed that the work could be ordered on the basis of a revised spec.</p>	
11.4	<p>Moston Pub Estate Children's Play Area – PM explained that this was being further investigated in consultation with local tenants. Some concerns had been raised locally and these were being looked into.</p> <p>Care is being taken to make sure that money committed will be well spent; and the spec is being reviewed with this in mind. The issue of future maintenance costs is also being looked into.</p>	
11.5	<p>Moston Pub Estate – Currently consulting with residents around Edward Street and it is not intended to do this work as a stand alone. Next year we will be tackling the walls on the Moston Pub. JH requested further clarification on this scheme so RD explained this.</p>	
11.6	<p>PM moved on to additional 3 proposals which had been suggested. Firstly a boundary fence on Daisy Bank. Secondly to provide a secure rear boundary to properties that back onto the park at Amos Avenue. Thirdly, to provide defensible space to certain properties on Assheton Road Estate. The Panel approved progressing all these and indicated its preferred option in each case. JH asked how much money was left in the budget. PM said he would arrange to provide a finance sheet showing what is spent and what is left from the budget and showing a running total. PM noted that it is important to get ideas at all levels from residents whether it be from the panel or simply receiving a one off idea from a resident. MS said that it was important to involve a range of stakeholders, including local Councillors and resident groups, in getting ideas on the table for the panel to consider.</p>	
12	Major Works Update and "Address Search" on website	
12.1	<p>PM issued the report and asked the panel to read through and feedback. PM distributed pictures of properties with finished works and explained that all are of the same high standard. MG asked if</p>	

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12.2	<p>it would be possible for TA's to receive a programme of works. PM replied that David Heys will be able to arrange this.</p> <p>DH issued the details of the capital programme. It was noted that the print of the programme was quite small and difficult to see. KH thought that some doors on her Estate need replacing. DH explained that all doors are assessed and if a new door is needed it will be replaced. ML raised the issue that the windows and doors on Victoria Square were not on the programme. PM said that it is on the 2008 works and that planning consent is needed (internal and external). JH was concerned about the timing of works in Collyhurst Livesey Street. KH asked who makes the decision about which areas get works carried out. DH explained that as part of this we look at cost effectiveness. Discussions took place about the works and MS pointed out that if adequate double glazing is already installed in properties then this will not be replaced. MG was pleased with the way in which some of the contractors had carried out the work.</p>	DH to provide larger print copies of the Capital Improvements Programme.
12.3	Because of changes to the agenda, it was not possible to present the "Address Search" on the website.	
	<p>Any other Business</p> <p>a) Board minutes – MS distributed Board minutes to panel.</p>	

ITEM	Date and time	Location
Date of Next Meeting	Wednesday 21st March 2007 at 6.30pm	Cariocca Community Centre

VS brought the meeting to a close at 9.05pm