

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

**Minutes of Meeting held at 1.30pm, 19 June 2008
White Moss Road Office**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member (Chair) (part)
	Grace Choularton (GC)	Panel Member
	Mavis Harris (MH)	Panel Member
	Dorothy LeMoignan (DM)	Panel Member
	John Ward (JW)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	Joan Fitzgerald (JF)	(Board Member)
	Julie Wilson (JWi)	Head of Neighbourhood Services
	Michael Hutton (MHu)	Local Service Manager
	Gary Walsh (GW)	Repairs Service Manager
	Andy Wood (AW)	Responsive and Planned Maintenance.
	David Heys (DH)	Head of Home Improvements
	Debra Dalton (DD)	Performance Improvement Officer
	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services
	Rhonda Finlayson (RF)	Resident Involvement Officer (minutes)

ITEM	SUBJECT	ACTION
1	Refreshments and Questions to officers	
2	Welcome and Introductions JB welcomed everyone and Members were invited to introduce themselves. A full quorum was in attendance. JB explained meeting rules. Andy Wood will be invited to all future meetings.	
3	Apologies for Absence Apologies were given by: Pam Angelucci and Carol Downes and Hazel Entwistle on extended leave. Larry Patrick would be arriving later in the meeting.	
4	Declaration of Interests/Confidential Matters There were no declarations of interest.	
5	Minutes of Last Meeting The Confidential Minutes of 22 May were approved. The Minutes of 22 May with the following amendments were approved: Item 2 – JF queried Louise Huntington’s attendance at the meeting. Richard Eden had attended in her place, to address Item 15 on the agenda.	

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	Item 14 - PY had not said this, it is unknown who had.	
6	<p>Matters Arising</p> <p>Item 8 – Railings should read handrails.</p> <p>Item 8 – page 4, Para 3 should read residents' representation.</p>	
7	<p>International Day- 29 May Abraham Moss</p> <p>DR reported this event was a really successful day. It was well attended by Northwards residents. One Board member attended, and two panel members, one from Fourways and one from Wilton. This was a missed opportunity for panel members to meet residents. Details were collected from people who want to get involved with Northwards. They will be contacted in due course. Northwards will repeat this event in the future.</p> <p>JB congratulated all staff and volunteers for having done a good job.</p>	
8	<p>Environmental Works Update - David Heys</p> <p>DH updated members from a report circulated and Environmental schemes on the Fourways Overall Project Plan. As requested at the last meeting he had amended names on the plan. The dateline has now moved to the middle of June for a couple of the schemes. Charlestown South is due to finish on Friday, 20/6/08. Charlestown North 27/6/08. Charlestown Kitchens and Clifford Lamb Court are due to start on Monday 23/6/08.</p> <p>JB – Clifford Lamb residents have asked if they are having both kitchen and bathrooms.</p> <p>DH – The tenants have a choice of either a kitchen or a bathroom.</p> <p>JWi went through proposals and gave detail on each scheme. For details of the panel members' votes for and against, please see the attached table.</p> <p>JB congratulated JW and the team for the effort that had been put into this. The panel were complimented by JW at having distributed the money widely around the estates.</p>	
9	Major Works Update – David Heys	

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	<p>Environmental Schemes in Moston: Colesmere walk, car parking is due to start.</p> <p>Moston Mill is subject to further consultation. MHu will update in his report.</p> <p>Charlestown has two schemes ongoing: Crosslee, Lander Grove, redesign of the entrance to Bailey's Wood and Dam Head Estate: handrails to steps.</p>	
10	<p>LSM Update – Michael Hutton MHu circulated an LSM report and voids management table.</p> <p>Voids There are currently 35 voids in the Fourways Panel area. 10 are in Dam Head/Crosslee Area, 13 are in the Charlestown Low rise/Multi-Storey Blocks and 12 are in the New Moston/Miners Estate Area. Of these 8 are ready to let, 2 are with homeless families, 1 is with equipment and adaptations, 3 are being signed between 19/20 June. 1 is on home finder and 1 is awaiting a response. Overall Northwards have hit the target after 3 months.</p> <p>Anti Social Behaviour update There are 64 live cases in the Fourways area with 7 of the cases being with ASBAT for legal action.</p> <p>Tea Mobile Event follow up As a result of the tea mobile event organised by Northwards:</p> <ul style="list-style-type: none"> • GMP crime prevention caravan organised to be on the Mill Estate on Wednesday 18/6/08. • A Respect Action Day has also been planned for 2.30pm onwards. The aim of this initiative is to further build relationships between the agencies and residents. A high visible presence is hoped to help reduce the risk of Anti Social Behaviour and criminal damage in this location by deterring and identifying offenders. • The Home Improvement team have delivered a more detailed pamphlet advising of dates for improvement works. • White Moss Rd LSO has produced and distributed feedback to all resident queries. • A follow up event was held in St Mary's School on Monday 16/6/08 with local residents with Northwards and Groundwork. Local residents 	

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	<p>were updated on what had taken place since the event in May.</p> <ul style="list-style-type: none"> • An estate walkabout with Groundwork is scheduled for 1/7/08. • There's also an event planned for Saturday 19/7/08 to encourage local people to participate in the consultation with Groundwork <p>Staffing The NSO for the Crosslee area, Jane Carey is on sick leave. A new member of staff will be brought in to assist in the interim..</p> <p>PY thanked MHu for a clear work plan for Moston/New Moston, since the Tea Mobile event. MHu thanked all the panel volunteers and staff.</p> <p>JF asked if there's any sign of new groups being set up.</p> <p>MHu assured JF residents are being contacted. RF has made contact with Crosslee T R A's committee members to address future of the group. JB – Expressed concern at increase in ASB, MHu explained the increase is due to not having closed any cases off. JB asked if Northwards are getting support from the police. JWi confirmed that they are.</p>	
11	<p>Youth – Julie Wilson JWi advised we had invited young people to the meeting. Owing to exam commitments we have had to defer their attendance until after the exams.</p> <p>Julie Goreham, RIO from Wilton panel has been taking a lead on working with young people assisted by Ian Gillett from the Wardens. They want to allow the young people to speak for themselves. An example was given where young people had helped out with the planting of bulbs in Charlestown. JF said she was approached by a young person who has since gotten involved with other community projects. The Blackley Youth Strategy Group 2008 competition is to produce a newspaper; they are going to approach Manchester Evening News to see if they will print an article for the winning entry.</p>	GW
12	<p>Community Update and Governance a) Revolve –Newsletter was circulated. Members think the newsletter is good. Comment was made on the use of colours in the newsletter. Pale colours are easy to</p>	

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	<p>read, but darker colours difficult for visual impaired readers.</p> <p>b) Recruitment and Vacancies – DR explained rules for recruitment of a full panel member for the Area Panel.</p> <p>LP advised thought could be put into where to hold the AGM, which might encourage new involvement. DR and RF will look at alternative venues.</p> <p>DR advised members in the latest issue of the Northwards Natter is a postcard for residents to express interest in becoming board or panel members.</p> <p>c) Observers - RF to pass details of the New Moston residents interested in being Observers, from the Tea Mobile event, to DR. JF suggested consideration be given to keeping the panel place open for a Moston/New Moston resident.</p> <p>Northwards Board AGM is being held on 2/10/08. The election of tenant board members will be held.</p> <p>JF extended congratulations from the Board to the housing team for having put together the work to achieve the Tea Mobile event.</p> <p>PY - Is there any chance we could get our own trailer? JWi – Greig Lees is negotiating on this for Northwards.</p> <p>LP – To all intents the council have done all their consultation on the Housing Investment Options. Almost sure Northwards will get the trailer.</p> <p>d) Riverways Area Panel Study Visit –this study visit is taking place on Tuesday 2/7/08. RF to ring members to get details who will be attending.</p> <p>e)Allocations and Letting Forum – Ann Duffield is leading on this. 2 volunteers were sought from the Fourways panel to meet every six weeks starting July 2008. PY and GC volunteered. PY asked for plenty of notice of when meetings will be held.</p> <p>f) Access to Service Kiosks – Debra Dalton explained the service kiosks. This is how Northwards wants to widen access to our services. The Internet access kiosks are sited in the area offices. This is to be trialled in Newton Heath. If it is successful, then we would like</p>	<p>RF</p> <p>RF</p> <p>GL</p> <p>RF</p>

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	<p>to roll this out across all areas. It will give access to Northwards, MCC website and other agencies. Northwards wants to gauge members' views.</p> <p>The following comments and questions were put forward:</p> <p>PY – In isolated areas from Whitemoss Road LSO, for example Moston Miners' or the Mill estate, there will be difficulty in placing one, so it is not perceived as competing with the library. It will be best to place it somewhere there isn't any internet access.</p> <p>DD - In Newton Heath it might be situated in the Sure Start Centre. The scheme will be promoted in the Northwards Natter. I will come back to the panel to give feedback once the pilot is completed.</p> <p>JB - Whitemoss have now got Broadband access. Uk on Line are providing sessions for children with learning difficulties in Charlestown.</p> <p>g) White Moss Youth Club – JWi said “Well Done” Johnny” congratulating JB and staff at the White Moss Club for Young People on getting the Queen’s Award. It is a prestigious award.</p> <p>JB explained they have gone through bad times now they are going through good times. He thanked panel members and the Board for their support. The Lady Mayor of MCC has sent apologies for the 27/6/08 award and invited JB and staff to attend Tea at the Town Hall.</p>	
13	<p>Customer Satisfaction Survey Action Plan</p> <p>JWi explained the Action Plan. Northwards want to do some work with other agencies and departments on identifying areas with specific concerns, for example they want to encourage responsible dog ownership. If anyone wants to discuss any issues or know anything that can be added. Members are asked to feed these through EO's.</p> <p>PY asked about No. 11 on the Action Plan.</p> <p>LP and JWi confirmed work has started on this. Greig Lees, Regeneration Manager was seeking good practice from around the UK. LP advised there is no money in the Capital programme for this work but it is important to ascertain the models that best suit our neighbourhoods and then look into funding opportunities.</p>	

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14	<p>Any Other Business</p> <p>JWi – Tackling Anti Social Behaviour & Crime and Disorder meeting on 5/7/08, Room A, North City Library – 9.30am – 12.30pm. RF to ring members.</p> <p>JF –Moorway Courts tenant group is having a problem with its computer. JWi will take this problem back.</p> <p>Andy Wood advised Manchester Working will be introducing new technology to further improve the repairs service For the introduction process he wanted a volunteer to go onto the consultation group.</p> <p>AW explained Contracting Services were using it because it cuts down on the work of completing job tickets. The computer allocates work on being told work is completed. JF volunteered.</p> <p>MH asked for a walk about to see overhanging branches on the streets. Andrew Steele, EO will be advised about this.</p> <p>JWi advised that the Wednesday club are assisting with planting rose bushes at Benmore bungalows this year.</p>	<p>RF</p> <p>JWi</p>
15	<p>Date and time of Next Meeting</p> <p>Next Panel meeting will be Thursday, 17 July 2008.</p> <p>a) It's a Northwards Knockout, - 13 September 2008 Outdoor competition with stalls. JB asked for the idea behind this.</p> <p>JF explained its to get people involved</p> <p>b) Awards and AGM – 2 October 2008. This will be Dependant on numbers but want people to put forward nominations.</p>	
	<p>End of Meeting</p> <p>With thanks to everyone the chair closed the meeting at 3.30pm.</p>	