

## Northwards Housing Panel Meeting Minutes

### Panel:Riverways

Date: 23<sup>rd</sup> April 2008

3.30 p.m. to 5.30 p.m.

Venue: Carrioca Business Centre, Sawley Road

Vice Chair: Pat Glazebrook

#### Attendance:

Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Sue Abbott (SA)	Panel Member
Kath Hope (KH)	Panel Member
Barbara Grey (BG)	Panel Member
Cllr June Hitchen (JH)	Panel Member
Dave Collier (DC)	Repairs Services Manager
Matt Jarrott (MJ)	Home Improvement Manager
Paul Blackmore (PB)	Home Improvement Services Manager
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Seema Kohli (SK)	Quality and Customer Services Manager
Tara Kelly (TK)	Equality and Diversity Officer
Diane Roberts (DR)	Governance Support Officer
Sharon McBride (SM)	Resident Involvement Officer (Minutes)

Item	Description	Action
1.	<b>Refreshments, questions to Officers</b>	

#### Meeting Commenced: 3.30pm

Item	Description	Action
2.	<b>Welcome &amp; Introductions</b> <b>Confirm Quorate.</b>  2.1 Vice Chair Welcomed all Attendees at meeting. Meeting was quorate. Before the meeting commenced, PG asked attendees for one minute silence as a mark of respect and remembrance for the sudden passing of Vera Salvatore Chair of Riverways Area Panel.	
3.	<b>Apologies for Absences</b>  3.1 Marlene Garnett, Ann McBride	
4.	<b>Declaration of Interests/Confidential Matters</b>	

	4.1 None	
5.	<p><b>Minutes of the Last Meeting – 19<sup>th</sup> March 2008</b> – Agreed (10.5 – spelling mistake “Connectic” should be “Kinetic”  <b>23rd January 2008 (Confidential)</b> - Agreed</p>	
6.	<p><b>Matters Arising</b></p> <p>6.1 None</p>	
7.	<p><b>Customer Service Survey (Seema Kohli)</b></p> <p>7.1 SK referred the Panel to the Customer Satisfaction Survey Results 2007 and explained that the results were positive. SK added that at the end of the report is an action plan. SK reported that Northwards hopes to carry out the survey again at the end of June 2008 in order to do a comparison. It was noted that the results were very similar to last year’s findings.</p>	
8.	<p><b>Single Equality Scheme and Equality Action Plan (Tara Kelly)</b></p> <p>8.1 TK explained that she would like to show the Panel the proposed action plan that had been developed from the Peacemaker Report from the “Breaking Down the Barriers” session that had been held at the February Area Panel.</p> <p>8.2 TK went through the report and highlighted about “Championing” communities and how the Area Panel could champion and act as mentors to people of the community. TK added that she can provide support to assist with this.</p> <p>8.3 TK said that Peacemaker had made recommendations to Northwards on how to break down the barriers and Northwards are exploring ways of achieving this such as looking at alternative ways of advertising the Area Panel. TK also informed the Panel that they are considering doing short presentation project about the Panel as a method of including young people. TK suggested the Panel have a read through the recommendations and feedback any ideas and comments.</p> <p>8.4 Discussions took place with ideas to include young people. TK suggested making a film. KH said a Youth Forum would be a good idea to feed ideas into the Panel. RM suggested that young people need short, short results and</p>	

	<p>quick answers to keep them engaged or they could lose interest. KH added that once young people have played a part it can lead to them becoming more interested in the future.</p> <p>8.5 TK briefed the Panel about the International Day Event which Northwards will be running at Abraham Moss on 29/05/2008. All Panel members are invited.TK explained that the event will consist of different performances from different cultures from 1-5pm and then from 5-6pm there will be free international food and further performances. TK added that Northwards Contractors have offered to provide financial support. In addition to this,the BME Forum are going along to promote their group.</p>	
9.	<p><b>Environmental Works Update (Matt Jarrott)</b></p> <p>9.1 MJ distributed copies of the Environmental Works underway in the Riverways area. MJ updated on the works and explained that the Gilmerton Drive, Eastmoor Drive, Hopgarth Walk and Assheton Road schemes were now 100% Complete.</p> <p>9.2 MJ explained that for the Queensferry Estate Scheme they are in discussions with Groundworks to put proposals forward for match funding for this work. EF added that Groundworks are a company that can identify funding for communal projects.</p> <p>9.3 MJ reported that there had been delays on the Winston Road scheme due to a back log of work by the Contractor. However, the contractor is a local firm and is more cost effective.</p> <p>9.4 RM highlighted a letter that had been sent in to the Manchester Evening News postbag about the works of defensible space to Daisybank/Droylsedon Road/Culcheth Lane and Averill Street and that other surrounding areas have had no work done at all. RM added that these were words of discontent about the City Council.</p>	MJ
10.	<p><b>Major Works Update (Paul Blackmore)</b></p> <p>10.1 PB informed the Panel that 3 schemes have now been completed; (Daisy Bank Windows/Orford Road Estate Windows/Newton Heath external improvements.</p> <p>10.2 PB reported that there are now 10 schemes on-going, these include; 1 external improvement scheme, 5 kitchen and bathroom schemes, 1 environmental wall scheme and 3 window schemes and these are all progressing well.</p>	



	<p>13.4 Area Panel Logo – The Panel decided that they preferred the Top Area Panel Logo out of the three suggestions. This was carried on a majority vote.</p> <p>13.5 International Day – this was discussion under item 8.5</p>	
14.	<p><b>Area Panel Work Plan (Emma Foster)</b></p> <p>14.1 EF referred the Panel to the Area Panel Work Plan and updated on what has been planned to go on each agenda. EF. EF highlighted that it had been planned on the next month's agenda that a new Chair needs to be elected which needs to be a Tenant Member.</p>	
15.	<p><b>Confidential Items (Separate Minutes)</b></p> <p>a) Observers b) Review of training</p>	
16.	<p><b>AOB</b></p> <p>16.1 JH suggested having awards for Community Champions which encompasses all Tenants and Residents. SM explained that she had previously discussed this under item 13.2 and reiterated that Panel members could feedback to SM about suggested categories for awards.</p> <p>13.3 JH suggested sending flowers to Vera Salvatore's family on behalf of the Area Panel to let them know that our thoughts are with them. EF said this could be arranged.</p>	<b>EF</b>
17.	<p><b>Date and Times of Next Meetings</b></p> <p>a) Study Visit – to be confirmed</p> <p>b) International Day – 29<sup>th</sup> May 2008 – Abraham Moss</p> <p>c) Moving Forward– 17<sup>th</sup> May 2008, 9.30am – 12.30pm, Abraham Moss Conference Rooms. Followed by lunch.</p> <p>d) Panel Meeting – 21<sup>st</sup> May 2008, 4.00pm – 6.00pm – Cariocca Business Centre.</p>	

**Meeting Closed 5.30pm**