

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 22nd January 2008

6.30 p.m. to 8.30 p.m.

Venue: Whitemoss Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

Anne Heywood (AH)	Chair
Joan Wilson (JW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Jim Burke (JB)	Panel Member
Mike Bolshaw (MiB)	Panel Member
Melanie Beckford (MeB)	Panel Member
Charles Taggart (CT)	Panel Member
Cllr Naeem Ul Hassan (NUH)	Councillor
Cllr Ken Barnes (KB)	Councillor
Feimatta Conteh (FC)	Groundworks
Steve Kirkham (SK)	Head of Home Improvements
Mike Stevens (MS)	Director of Neighbourhood Services
Claire Tyrrell (CMT)	Head of Neighbourhood Services (Wilton)
Jackie Tomlinson (JT)	Local Services Manager
Helen Walsh (HW)	Surveying Manager
Dave Collier (DC)	Repairs Services Manager
Sharon McBride (SM)	Resident Involvement Officer (Minutes)

Meeting Commenced: 6.30pm

Item	Description	Action
1.	Welcome & Introductions Confirm Quorate. 1.1 Chair Welcomed all attendees to the meeting. Meeting was Quorate. Julie Goreham the new Resident Involvement Officer was in attendance and introductions were made.	
2.	Apologies for Absences 2.1 Sue Ratchford	
3.	Declaration of Interests/Confidential Matters 3.1 One Confidential Matter to be discussed under item 11	
4.	Minutes of last meeting 20th November 2007 Item 13.3 (KB requested that the standard on void gardens be firmer) – CMT explained this will be going to a sub	

	<p>committee meeting in March 2008. KB asked if this could come to the Panel to be approved. CMT agreed.</p> <p>Item 17.1 (KB requested that Northwards makes it a policy not to have more than one property dedicated to Homeless Families.) MS confirmed that this had been taken to the sub-committee and the policy had been confirmed: properties “recycled” after two years and no more than one property per street. This will appear in the NQS Sub-Committee minutes.</p> <p>MiB said that he had raised an item under AOB but this had not been minuted. MIB had asked if Northwards policy is to take action on an ASB area if the perpetrator is in their 80s. MS confirmed that action would be taken; though what action exactly clearly depended on the circumstances of the case.</p>	
5.	<p>Matters arising</p> <p>5.1 None</p>	
6.	<p>Environmental Works Update (Steve Kirkham) Groundworks will be attending</p> <p>6.1 FC explained Groundworks role as a consultants and also about how they are funded. FC added that sometimes they have to receive match funding for some projects.</p> <p>6.2 JB raised a concern about the lack of support in Blackley In Bloom. SK explained that Groundworks may be able to assist by bringing in match funding.</p> <p>6.3 JW raised an issue about drainage problems on Acre Top Road. SK explained that this would need to go through the local office and not the Environmental schemes.</p>	
7.	<p>Environmental Works Update (Steve Kirkham)</p> <p>7.1 SK referred the Panel to Northwards Housing Investment Overall Programme Traffic Light Report 2007/2008. Financially the programmes are doing well stating that they are 96% financially comfortable. For progress there were good results with 78% of the progress stated as being comfortable. There had been slight problems due to the bad weather. Overall the Contractors performance was good but where there had been concerns and these are being dealt with at project level.</p> <p>7.2 Installation of CCTV and Connection to Control Room – SK explained that there had been some issues relating to this work. The completion has now been rescheduled to 29/02/2008 and monthly meetings are being held with the liaison group to resolve any problems.</p>	

	<p>7.3 Cheetham Queens Road Maisonettes (New pitched roof, external insulation improvements, windows, asphalt repairs to balconies – SK reported that there had been initial problems early on with the railings but the work is now back on track.</p> <p>7.4 Crumpsall Crescent Road Estate – Environmental works, walls, railings etc. Crescent Rd, Mawdsley Dr, Celia St Area – JB queried the omission of £25k for the expected car park works. SK said car parking had been omitted so this figure had been put back into the budget. SK notified that this project had now a revised completion date which is 15/03/2008 due to bad weather and resource issues (names shortage of bricklayers). However, overall the project is going ok.</p> <p>7.5 Higher Blackley – Chain Road Remaining Windows (Window replacement scheme). SK reported that there had been no issues with this project.</p> <p>7.6 Riverdale South Estate – (Kitchen or bathroom replacement, rewiring and boiler replacement as required. Riverdale, Sandyhill, Bridgenorth Rd area)- SK informed the Panel that the works have now been completed, however there were concerns over the return of the tenants' completed paperwork. At the moment, there has been some good satisfaction scores.</p>	
8.	<p>LSM Update (Jackie Tomlinson)</p> <p>8.1 JK distributed the Weekly Management Voids Report and asked for comments. JB queried about charges to tenants that leave items in their properties when they leave. CMT responded that she would be attending a meeting on 06/02/2008 to go through these charges. MB suggested that once the charges have been agreed that they should go in the Northwards Natter.</p> <p>8.2 JT reported that Northwards currently has 47 cases with ASBAT and 26 of these are based in Cheetham Hill. JT added that there is a dedicated ASBAT officer at the Cheetham Hill Local Services Office. JT reported that since November's Panel there has been four injunctions obtained and one noise abatement notice.</p>	CMT
9.	<p>Community Update (RIO)</p> <p>9.1 Northwards Natter – CMT explained that unfortunately, no-one from the Area Panels was available to attend an ideas meeting for the content of the Area Panel slot that had been previously agreed within the Area Panel Action Plan.</p>	

	<p>CMT explained that this now needs to be progressed quickly and referred the Panel to the suggested format of the Outline to go in the Northwards Natter. The Panel were asked to consider the content and make any comments.</p> <p>9.2 Tenant's Conference – CMT reported that it has been suggested that Northwards holds a Tenants' Conference this year and that they are looking at holding this in September 2008. CT asked for volunteers to attend a meeting to look at ideas for the conference. The meeting is to be held on 05/02/2008 at 1pm. Joan Wilson and Jim Burke volunteered.</p> <p>9.3 SM distributed to the Panel the first issue of a new Resident Involvement Newsletter "Revolve" developed by the Resident Involvement Team. SM explained that previously the Community update and Tenant and Residents monthly mailout did not have any set format which instigated the idea to do a monthly newsletter. SM said the newsletter would be sent to Tenants and Residents groups and also given to the Area Panels at the meetings – it will also be made available for anyone else that requests it. SM said the newsletter is a form of two way communication and hopes to include updates regarding Resident Involvement in the newsletter. In addition to this, SM said it is also to be used by tenants and residents to share their news and views and asked for any comments. JW suggested putting something in the newsletter about the Tenant Inspectors. SM responded that this could be arranged.</p> <p>9.4 It was suggested that the Panel Christmas Party should be reviewed. MS said they will be looking at another format.</p>	
10.	<p>Resident Involvement Agreement (RIO)</p> <p>10.1 CMT informed the Panel that the Resident Involvement Agreement has recently been reviewed. This was achieved via a working group of Area Panel Volunteers. CMT explained the changes that had been made and that they were really just to bring the agreement up to date. CMT thanked all the volunteers that helped review the Resident Involvement Agreement.</p>	
11.	<p>Governance – Confidential (Diane/RIO)</p> <p>Separate Minutes</p>	
12.	<p>Action Plan Update (Rep)</p> <p>12.1 CMT explained that a meeting is being held on 15/02/2008 to go through the action plan. CMT read out the actions and said that a lot of work had been done. Some of the actions were study visits (which Riverways Panel will be</p>	

	<p>holding in April 2008), and visiting another ALMO which is expected to take place in May 2008. CT went on to discuss the Barriers to Involvement (which was one of the actions on the plan) and explained that they will be holding an open meeting in March 2008, subject to Panel approval, at the Waterloo Centre to try to reach out and create interest to other groups in the Crumpsall/Cheetham area. KB was concerned that this would be effectively plucking someone from an area and that it would be more appropriate to include someone in the Panel who already has an input in community activities. CMT explained that there are already lots of community groups out there but it's about representation. MS added that the Panel are a collection of individuals and the Panel is not intended for people with a constituency, the main aim is to bring perspective, points of view and ideas. KB advised it would be prudent not to lose sight.</p>	
13.	<p>Repairs Update (Helen Walsh/Dave Collier)</p> <p>13.1 HW introduced DC the Repairs Manager from the Home Improvements Team. HW said her contact number is: 0161 795 7020. HW leaves soon for maternity leave but will return in 6 months. JW explained that there has been an ongoing problem with the drainage on Acre Top Road. HW will follow up.</p>	<p>HW</p>
14.	<p>Responsive Repairs Service (Helen Walsh/Dave Collier)</p> <p>14.1 DC referred the Panel to the Equality Impact Assessment – Existing Policies. HW explained that the purpose of the assessment is to review the policies and procedures to ensure that Northwards does not discriminate against certain groups. DC added that there has been an amendment to The Race Relations Act which is the reason why the review has been done. HW explained that in the Assessment there is a list of recommendations. Furthermore, it is a rolling document so anything can be added/omitted and asked the Panel to have a look and comment. MaB reported that in the past he has had to make phone calls to Northwards on behalf of neighbours with limited English. HW said that Northwards provides the “Big Word” service which will assist tenants of other languages.</p>	
15.	<p>Resident Involvement and Customer Care Action Plan Update</p> <p>15.1 MS referred the Panel to the Action Plan and explained that this is regularly updated. CMT explained about the Review of TRAs websites that they had little response to the questionnaire that had been sent out. The groups with websites will shortly be receiving a letter asking for feedback.</p>	
16.	<p>AOB</p>	

