

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

**Minutes of Meeting held at 1.30pm, 24 January 2008
White Moss Road Office**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member (Chair)
	Grace Choularton (GC)	Panel Member
	Pam Angelucci (PA)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	Carol Downes (CD)	Panel Member
	Hazel Entwistle (HE)	Panel Member
	Dorothy LeMoignan (DLM)	Panel Member
	Joan Fitzgerald (JF)	(Board Member)
	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services (part)
	David Heys (DH)	Head of Home Improvements (Fourways)
	Julie Wilson (JWi)	Head of Neighbourhood Services (Fourways)
	Michael Hutton (MH)	Local Service Manager
	Helen Walsh (HW)	Repairs
	Diane Roberts (DR)	Governance Support Manager (minutes)
	Feimatta Conte (FC)	Groundwork

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Introductions were made. A full quorum was in attendance. The Chair welcomed everyone and wished all a happy new year.	
2	Apologies for Absence Apologies given by: John Ward and Mavis Harris	
3	Declaration of Interests/Confidential Matters There were no declarations of interest. Item 11 was declared confidential. MS was due to attend the meeting for this section, it was agreed to move up the agenda.	
4	Minutes of Last Meeting The minutes of Fourways Area Panel meeting on 22 November 2007 were approved as a correct record.	Approved

ITEM	SUBJECT	ACTION
5	<p>Matters Arising DLM raised that two issues she had mentioned were not in the minutes. Jwi explained that individual addresses are taken outside the meeting and that business for the panel as a whole is recorded. It was agreed that such issues would be recorded on a separate page and would not form part of the formal minutes.</p> <p>8.5 Decorating Vouchers JF asked if the B&Q vouchers had been used up. DH explained that existing schemes would use B&Q vouchers to avoid confusion. All new schemes were using Johnstones vouchers.</p> <p>10 Community Update JF asked for an update. Jwi reported that the Mill Estate Residents do not wish to form a recognised group. JF raised concerns about the absence of the Resident Involvement Officer for Fourways. Jwi agreed to raise this with MS.</p>	Jwi
6	<p>Environmental Works Update DH presented the report. He reported that £160k is available. The Panel suggested a number of different schemes. Jwi has a record of many of these schemes, but asked that the Panel to submit ideas to her by 31 March 2008 plan to be agreed at April meeting. JF highlighted the opening of the Older Persons Playground at Dam Head park on Wednesday at 1.30pm, leaflets were distributed.</p> <p>FC from Groundwork explained how Groundwork are working in partnership with Northwards to deliver some schemes and gave an update of progress.</p> <p>FC left the meeting.</p>	Panel
11	<p>Governance – (Confidential) See confidential minutes</p>	
8.	<p>Local Service Manager Update</p> <p>MH presented the report. The Panel celebrated the drop in the number of voids in the Fourways area. The Panel noted the Anti-Social Behaviour and Staffing Updates. Jwi highlighted Respect Action week 4 – 9 February. ASB incidents can be reported anonymously to housing office or through Crimestoppers. A profile of activity can then be seen and action taken.</p> <p>Jwi is carrying out Estate Walk Abouts. The Environment Officer will be in touch with all Tenants Groups to arrange and complete the exercise by end of march</p> <p>MS left the meeting</p>	

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9	<p>Community Update</p> <p>The Panel received the first edition of Revolve. A monthly newsletter about Resident Involvement across Northwards. They were also pleased that this would be sent to all Tenants Groups.</p> <p>Northwards Natter</p> <p>DR presented the paper. PY raised concern that this invitation had not been received. DR apologised about this. The panel agreed the format and would let DR know of ideas. JB suggested fencing at Belthorne</p> <p>Tenants Conference</p> <p>DR reported that a Resource Pool bid had been successful and that a conference was planned for Autumn. She asked for volunteers to attend the planning meeting on 5 February. DLM and CD agreed to attend.</p> <p>DLM reminded DR that information sent to Tenants should also be sent to Panel Members. DR reported that as much as possible this is happening.</p>	
10	<p>Resident Involvement Agreement Review</p> <p>DR reported that this had been completed by the sub-group. Neighbourhood & Quality Services Sub-Committee would be asked to approve the changes. A revised copy will be sent to Area Panel Members and Tenants Groups.</p>	
12	<p>Action Plan Update</p> <p>The meeting had been postponed, a report would be brought to a future meeting.</p>	
13	<p>Repairs Update</p> <p>HW apologised that Dave Collier was unable to attend the meeting. HW will be taking maternity leave, a secondment is currently being advertised for 6 months.</p>	
14	<p>Responsive Repairs Service – Equality Impact Assessment</p> <p>HW explained why this had been carried out and the reasons for doing this. HW asked if anyone has comments or would like clarification, please contact her.</p>	

ITEM	SUBJECT	ACTION
15	Resident Involvement and Customer Care Action Plan Update The Panel noted the reports	
16	<p>Any Other Business</p> <p>PY raised concerns about the inability to report repairs on behalf of others. LP explained that this issue is being reviewed so that Tenant Representatives would be able to do this. He further reported that a review of cancellation of key repairs was being undertaken.</p> <p>Access issues for Decent Homes work was discussed. DH explained that communications were being improved.</p> <p>DLM proposed a thank you to Sharon, Nicola and Diane for their hard work at the Area Panel Christmas party.</p> <p>JF reported that tenants from Watford had visited Hendam Vale and were surprised by the level of Tenant Involvement at Northwards.</p> <p>GC raised concerns about Comsec. LP and MS are aware of this and customer care and attitude is being investigated.</p>	
17	<p>Date and time of next meetings</p> <p>Jwi gave out invitations to Respect event and encouraged people to attend, all are welcome.</p> <p>DR reminded Panel members about the Business Planning Consultation event on 2nd February.</p> <p>DR explained that the “Breaking Down The Barriers” training had resulted from the action plan. This would be held on 21 February 1.30pm at White Moss Road Office instead of the usual planning meeting.</p>	

ITEM	SUBJECT	ACTION
	End of Meeting With thanks the Chair closed the meeting at 3.40pm. He proposed a thanks and safe journey to Hazel.	
	Items for information	
	Sub-Committee and Other Panel Meeting minutes were noted	

Issues arising

DLM – 26 Ainsbury Road – tarmac

DLM -Loft insulation and rubbish

JF – Grant top up

JB – windows due on site in Charlestown, wrong number on leaflet

DLM – handrails list – JW Groundwork consultation

HE – Mortimer ramp

CD – doors on Dam Head