

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

**Minutes of Meeting held at 1.30pm, 17 April 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
	Carol Downes (CD)	Panel Member
	Mavis Harris (MH)	Panel Member
	John Ward (JW)	Panel Member
	Joan Fitzgerald (JF)	(Board Member)
	Larry Patrick (LP)	Director of Property Services
	Tara Kelly (TK)	Equality & Diversity Officer(part)
	Seema Kohli (SK)	Quality & Customer Care Manager (part)
	Julie Wilson (JWi)	Head of Neighbourhood Services
	Michael Hutton (MHu)	Local Service Manager
	Gary Walsh (GW)	Repairs Service Manager
	Diane Roberts (DR)	Governance Support Manager (minutes)
	David Heys (DH)	Home Improvements Manager
	Pat Scappaticci (PS)	Retirement, Housing & Caretaking Manager
	Rhonda Finlayson (RF)	Resident Involvement Officer (part)

ITEM	SUBJECT	ACTION
1	Refreshments and Questions to officers	
2	Welcome and Introductions Introductions were made. A full quorum was in attendance. A minutes silence was held for Vera Salvatore.	
3	Apologies for Absence Apologies given by: Peggy Yuill and Dorothy LeMoignan. Hazel Entwistle is on extended leave.	
4	Declaration of Interests/Confidential Matters There were no declarations of interest.	
5	Minutes of Last Meeting Mavis Harris was in attendance, but had been omitted in error from the record.	
6	Matters Arising Item 8 – LP Report on Gas Servicing – For seven months there have been no properties which have not been serviced for 15 months or more.	

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	<p>LP explained the Access Process report. The Audit Commission highlighted the annual gas servicing as a strength and this has been maintained.</p> <p>Item 14 –The minutes were enclosed. JB highlighted the Issue Sheets and asked that these be given to MHu.</p> <p>Item 7 – A Pilot panel agreed Charlestown N. Kitchen. GC offered the Broadmoss Centre as a base if required to Lucienne (MWL)</p> <p>Item 12 – JWi updated the panel about the Cancer Awareness bus. This is on hire for four weeks only. JWi has delegated arranging a bus and tour to RF. RF will get in touch with the panel.</p>	<p>DR</p> <p>RF</p>
7	<p>Customer Satisfaction Survey</p> <p>SK presented the report and highlighted the action plan. As reported last month there will be a further survey in June this year.</p> <p>JB thanked SK for having done a good job.</p> <p>The panel had no questions.</p>	
8	<p>Single Equality Scheme and Equality Action Plan</p> <p>TK explained the report. Before explaining this Barrier training was discussed, the common action points and the recommendations. TK asked the group if the panel would like to pilot one of the recommendations. A discussion followed about inclusion of people from other backgrounds in Area Panels.</p> <p>JF reported a meeting with JWi. In the past new tenants were invited to meet at White Moss Road, but take up was low. It was agreed in future that two meetings per annum be held for all new tenants, asking if they have any issues.</p> <p>TK suggested Area Panel members may wish to link with the RIO to meet other community groups.</p> <p>LP advised resident involvement is about different levels of involvement as not everyone wants the same level.</p> <p>Riverways panel have discussed how to get BME residents involved and ways to do this. We should not assume what everyone wants.</p>	<p>PANEL</p>

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	<p>Repairs testing has suggested BME tenants have the same concerns but we should again not assume this.</p> <p>GC advised in Multi storeys they have a notice board and have social contact with all residents.</p> <p>TK –asked how young people can inform the Area Panel. It has been suggested about making a film with the RIO’s to show what they like or dislike about where they live. JB advised RIO’s are doing this. TK explained this is in the action plan, and asked if the Area Panel would like more involvement to contact the RIO’s.</p> <p>MH advised in the past teenagers were invited but parents didn’t follow this up. JB is involved in ASB issues on school buses and asked that we avoid duplication. TK - advised of the need to inform each other about what is happening.</p> <p>JWi and the panel discussed the range of involvement: RF is arranging a tour and sponsorship for leisure youth activities so it is an opportunity for communication. TK/RF are to liaise. Action plan – If members want to comment, they can contact TK with any feedback. TK also gave a short update on: International Food and Dance – Abraham Moss on 29th May at 1pm – 8pm. British and Across the World celebration. If the Area Panel want to be involved in events, it is an opportunity for them to raise the profile of the Area Panel and TK asked them to spread the word. TK is to forward leaflets and posters. Panel agreed to help with distribution. TK and SK left the meeting.</p>	<p>PANEL</p> <p>RF PANEL</p> <p>PANEL</p>
9	<p>Environmental Works 2008 Update DH gave an update report. Groundwork have now provided a detailed programme. DH will report back at the next meeting. The Balance available to spend is £160,000. JWi has got a high level of bids. The next panel meeting is to agree priorities. JF explained to MH that a bid for an All-Weather pitch is required. JWi reported that Friends of Dam Head have a plan but it is subject to getting funding. There is no money allocated. It was agreed a further discussion will be held outside the meeting.</p>	

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	JB noted the good work being carried out in the area through the Area Panel.	
10	<p>Major Works Update DH reported on the 07/08 final year £58m spent, and the previous year a total of £85m, we are almost half way there. The Non-decency target is 10%, and the actual figure is 13%. MH asked if there are enough funds to complete the work. LP reported work is ahead of schedule and programme and there are enough funds to meet the target. DH explained the report. If the area panel have questions they can contact DH as he distributed his phone number.</p>	
11	<p>LSM Update M Hu presented his report.</p> <p>Voids now stand at 34 which is the lowest figure ever. ASB – There are 57 live cases. 11 with ASBAT and 1 case with Mediation.</p> <p>Staff – Janine McHale will be leaving White Moss Road LSO – JF is sad she is leaving but congratulated her. Recruitment is in progress.</p> <p>MHu - Walkabout tracking sheet JF – Queried the Haverfield Road shops situation. JWi advised this is with Valuation and will be followed up. There are no plans to close them but there are lease issues. JWi advised Councillors are involved.</p> <p>CD asked how are areas chosen? MHu reported it is the whole area. JWi explained how the area is split, and that the report is about the state of the area not a wish list, plus what work is being done. This is continually being updated.</p> <p>CD asked that Road Name plates be replaced. JWi has requested this but will request again. MH has noticed Environmental Officer on walkabout. JWi advised this is a good method to ensure that reports do not slip through the net, due to staff changes, etc. MH asked about lights – JWi Environmental Officers are dealing with this.</p> <p>JB - advised when panel members to use the freephone line to Amey JB - Is concerned about the high level of ASB cases. MHu advised in comparison to other areas there are less cases, and the more serious cases are referred to ASBAT.</p>	

ITEM	SUBJECT	ACTION
12	Estate Based Service Review JWi presented the report. Pilot areas will report back in one year.	
13	Community Update <ul style="list-style-type: none"> a) REVOLVE was circulated to members and will be sent to all Fourways tenant and resident groups. b) Tenants' Conference – DR updated members it will be held on 13/9/08. Steering Group will meet again on Tuesday 22/4/08. c) Visits to other Area Panels – DR reminded members of this option. d) The Riverways' date is to be announced. e) Area Panel logo – the panel asked that a further design be done. f) International Day – TK had already reported on this. DR also circulated Trafford Hall Tenant Training Programmes and encouraged Area Panel members to contact the RIO if interested. The Resident Involvement Agreement was circulated. The Northwards DVD was circulated. The STOP-Check ID was well received. LP explained the provision of this. 	RF
14	Area Panel Work Programme This was agreed. DR explained this is flexible and asked the Area Panel to say if they would like any items or training added to it.	
15	Confidential Items There were no observers.	
16	Any Other Business PA gave a compliment about the repairs service she has received. GC – Multi-storey, number of tenant groups when GC requests it are not noted/recorded. This can cause trouble. JWi said panel agreed to discuss all proposals and they will be noted in the minutes as in previous years. GC wanted copies of the minutes to go to TA's. DR explained RIO's do this but she will remind them. JF – Advised the Regen Tour was on Saturday 12/4/08. It was a pity not many Area Panel members attended. Another tour is being considered in September. DR updates the plan annually to see progress.	

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	<p>JF – Charlestown ward – 18 people attended the In Bloom meeting and they are - Going for Gold! A DVD is being done by WMYC to show progress. JF Choir in May – Watch this space. JB extended a welcome to Gary and hoped he had enjoyed the meeting. JB – Asked about the shops at White Moss – JWi advised Council is looking at the future of these and people will be consulted. Pat Scappaticci – Northwards Retirement Service provided the panel with information – Pat advised the Area Panel can contact (T) 0161 255 8250, and ask for C.A.S. This is a Social Services pilot of 4/5 months, a Community Alarm Service package for a range of older/vulnerable people and explained the service.</p>	
17	<p>Date and Time of Next Meetings Next Panel meeting will be Thursday, 22/5/08. The Moving Forward event will be on 17/5/08.</p>	DR/RF
	<p>End of Meeting With thanks to everyone the chair closed the meeting at 3.20pm.</p>	