

Northwards Housing Panel Meeting Minutes

Panel:Riverways

Date: 19th March 2008

4.00 p.m. to 6.00 p.m.

Venue: Carrioca Business Centre, Sawley Road

Chair: Vera Salvatore

Vice Chair: Pat Glazebrook

Attendance:

Vera Salvatore (VS)	Panel Member
Barbara Grey (BG)	Panel Member
Ann McBride (AM)	Panel Member
Marlene Garnett (MG)	Panel Member
Rose McCarton (RM)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	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
Larry Patrick (LP)	Director of Property Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Steve Finegan (SF)	Head of Business Support Manager
Diane Roberts (DR)	Governance Support Officer
Sharon McBride (SM)	Resident Involvement Officer (Minutes)
Julie Goreham (JG)	Resident Involvement Officer

Item	Description	Action
1.	Refreshments, questions to Officers	

Meeting Commenced: 4.00pm

Item	Description	Action
2.	Welcome & Introductions Confirm Quorate. 2.1 Chair Welcomed all Attendees at meeting. Meeting was quorate.	
3.	Apologies for Absences 3.1 Kath Hope, Sue Abbott	
4.	Declaration of Interests/Confidential Matters 4.1 None	

5.	<p>Minutes of the Last Meeting – 23rd January 2008 - Agreed 23rd January 2008 (Confidential) - Agreed</p>	
6.	<p>Matters Arising</p> <p>6.1 None</p>	
7.	<p>Tenants Incentive Scheme and Access Review Consultation (Steve Finegan)</p> <p>7.1 <u>Tenants Incentive Scheme</u> - SF explained that Northwards are looking at introducing an Incentive Scheme for Northwards Tenants. A proposal was taken to the Neighbourhood and Quality Sub-committee and this was approved but would need approval from the Panel.</p> <p>SF explained that it is essentially about rewarding good tenants and encouraging tenants to fulfil their tenancy obligations. SF informed the Panel that the criteria involves every Northwards Tenant (one per Household) receiving a card which will entitle them to discounts at local shops and stores. Everybody will automatically be included unless they fail the criteria which includes; failing to meet their tenancy agreement (e.g. rent arrears above £500).</p> <p>SF added that the success of this scheme will depend on the marketing and they are looking at holding regular competitions to promote this.</p> <p>SF reported that some similar Housing Organisations that have already introduced an incentive scheme are proving that it has beneficial results such as; a decline in ASB and tenants keeping to their tenancy agreement. MG commented that recognition is well received and is a positive move for tenants. RM had concerns about how it would be managed. SF affirmed that £40,000 has been earmarked for its implementation and that it currently costs over £100,000 per year for services relating to ASB. The Panel agreed to try out the scheme.</p> <p>7.2 <u>Access Review</u> – SF referred the Panel to the document “The Purpose of the Access Review” which outlined the purpose of the review, which looks at how Northwards can ensure that it is providing access to all Northwards Tenants and Residents. SF asked the Panel to consider how access to Northwards Services can be improved and to get in contact. Northwards plans to develop an action plan to improve these services. JH highlighted that there needs to be an access point in Newton Heath for an “On Call” phone. SF</p>	

	informed the Panel that the Access Review group was made up of volunteers from the Northwards Forums.	
8.	<p>Customer Satisfaction Survey (Steve Finegan)</p> <p>8.1 SF told the Panel that the results of the Customer Satisfaction Survey are now finalised and the results will be shared at the next Area Panel Meeting. SF reported that the results were overall very good. For any results that were not satisfactory an action plan is being produced to tackle these issues.</p>	
9.	<p>Environmental Works Update (Matt Jarrott)</p> <p>9.1 MJ issued photographs of the Environmental Schemes underway and gave an update. MJ will be bringing a written update to the next Panel. MJ highlighted one issue that is currently in proposal, which is a decision to use Waneylap or Palisade fencing for the Culcheth Lane Estate project.</p>	MJ
10.	<p>Major Works Update (Paul Blackmore)</p> <p>10.1 PB reported on the current schemes in the Riverways area. PB explained that they are all progressing well and that there are a couple of concerns that are being addressed, he added that customer satisfaction has increased from 9.5 – 9.8.</p> <p>10.2 PB reported that the Jolly Miller scheme was well under it's financial target by 17.5%. Performance wise there has been a few problems with the door manufacturing which has meant that door installation has stopped until the issue has been resolved with the manufacturer.</p> <p>10.3 PB explained that again there has been problems with door manufacturing on the Livesy St scheme and that it is due to the different designs in properties. JH said it was good that this had been picked up at this stage rather than facing problems later on once they had been installed.</p> <p>10.4 AM revisited the problem of the problems being encountered by Tenants that have had the new UVPC windows installed and that some tenants are unable to put up net curtains. EF reiterated that a clearer message needs to be sent out to Tenants and Contractors – if the contractors take down the curtains then they need to put them back up.</p> <p>10.5 LP reported that The Lord Group has now merged with Connectic and this will have no effect on current services.</p>	
11.	<p>Repairs Update (Dave Collier)</p>	

	<p>11.1 DC informed the Panel that there had been a few problems regarding heating which was due to Manchester Working operatives having to take leave as it is coming up to April (all leave for Apr 2007 – Mar 2008 has to be taken by the end of March 2008).</p> <p>11.2 DC informed the Panel that Helen Walsh (The Surveying Manager) is now on Maternity leave, if there are any problems DC asked the Panel to see him at the end of the meeting.</p> <p>11.3 LP announced that a report will be going to the Resources and Audit Sub Committee to propose repair visits for Wed evenings and Sat mornings to open up access for more tenants.</p>	
12.	<p>LSM Update (Rob Doherty)</p> <p>12.1 RD issued a summary of ASB and Voids in the Riverways area and gave an update.</p>	
13.	<p>Chair/Vice Chair Update (Vera Salvatore/Pat Glazebrook)</p> <p>a) issue sheet b) Area Panel Social Event 2008 c) Training and Development d) Recruitment</p> <p>a) DR reported that discussions had taken place about including an “issue sheet” within the Panel Papers. This would be for issues to discuss outside the meetings so that the meetings are managed better. The Panel agreed it was a good idea.</p> <p>b) DR said that there have been suggestions to do a 40’s themed social event and asked if the Panel liked this idea or had any other ideas. It was suggested to do it at the end of Aug early Sept. DR said the Tenants Conference has been planned for around this time so a degree of flexibility will be needed.</p> <p>c) DR informed the Panel that they had been through what training and development has been done and what is planned. DR added that Board Training is open to all Area Panel Members.</p> <p>d) DR reported that they have done a recruitment drive for Area Panel members. For Fourways a general advert was put in the Advertiser and Wilton did an Open Panel Meeting on 18th March 2008.</p>	
14.	<p>Governance – Confidential (Diane Roberts)</p> <p>14.1 Separate minutes.</p>	

15.	<p>Community Update (Sharon McBride)</p> <p>a) Revolve b) Tenants Conference c) Visits to other Panel Meetings and Study Visits d) Area Panel Publicity leaflet e) Area Panel logo f) Forum Group Promotion g) International Day</p> <p>a) Revolve (The resident Involvement Newsletter) was issued to the Panel</p> <p>b) SM explained that Northwards are holding a Tenants Conference and have a volunteer planning committee that are assisting with this. SM recently went out along with 2 members of the planning committee to visit possible locations for the Conference. The next Meeting is 3rd April 2008.</p> <p>c) SM reminded the Panel that they are welcome to visit the other Panels if they wish and should contact her if they want to do this. In addition to this, SM asked the Panel to start considering what they would like to include in their Study Visit which is expected to take place in the next few weeks. EF asked the Panel to feed through ideas, SM said she will issue an email and a letter as a reminder which will include an idea sheet which can be returned to SM.</p> <p>d) DR drew attention to the draft design of the Area Panel Leaflet – The Panel liked the design.</p> <p>e) DR referred the Panel to the draft designs of the Area Panel logos which would give each Panel their individual identity. DR explained that all Panels will need to agree a series. VS wasn't keen on the "fish design" but thought a "bridge with a river flowing underneath" would be more appropriate.</p> <p>f) SM asked for volunteers to attend any of the Northwards Forums so that they could promote the Panel to attract new members. SM to bring dates and information about each Forum to the next Panel meeting.</p>	<p>SM</p> <p>SM</p>
16.	<p>Business Delivery Plan</p> <p>16.1 This was enclosed in the Area Panel Papers</p>	
17.	<p>Inspection/Re-inspection Action Plan Update</p> <p>17.1 This was enclosed in the Area Panel Papers</p>	

18	Right to Manage Update 18.1 This was enclosed in the Area Panel Papers	
19.	Communications (Diane Roberts) a) The Big Word – Details enclosed in the Panel Papers with instructions of how to use b) Hearing Loop – A Hearing Loop is now available and can be used at Northwards meetings, please let the relevant officer know if this is required. c)	
20.	AOB 20.1 None	
21.	Date and Times of Next Meetings a) Moving Forward Workshop Area Panel Members – 7 th April 2008, 11.30am – 4.00pm, Abraham Moss Conference Rooms. b) Performance Management – Board Training – 8 th April 2008, 6pm – 8.30pm Board Room Hexagon Tower. c) Regeneration Tour – joint Area Panel and Board 12 th april 2008, 9.30am – 12.30pm followed by lunch, Hexagon Tower d) Study Visit – to be confirmed e) International Day – 29 th May 2008 – Abraham Moss f) Panel Meeting – 16 th April 2008, 4.00pm – 6.00pm – Cariocca Business Centre.	

Meeting Closed 6.15pm