

Northwards Housing Panel Meeting Minutes

Panel:Riverways

Date: 16th July 2008

4.00 p.m. to 6.00 p.m.

Venue: Carrioca Business Centre, Sawley Road, Miles Platting

Chair: Kath Hope

Vice Chair: Pat Glazebrook

Attendance:

Alice Needham (AN)	Panel Member
Pat Glazebrook (PG)	Panel Member
Kath Hope (KH)	Panel Member
Rose McCarton (RM)	Panel Member
Larry Patrick (LP)	Director of Property Services
Debra Dalton (DD)	Performance Improvement Officer
Seema Kohli (SK)	Quality Customer Services Manager
Paul Maidment (PM)	Head of Home Improvements
Gary Walsh (GW)	Repairs Service Manager
Diane Roberts (DR)	Governance Support Officer
Rob Doherty (RD)	Local Services Manager
Sharon McBride (SM)	Resident Involvement Officer (Minutes)

Observers:

Mark Burke (MB) Victoria Square
Andy Jackson (Interpreter)

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	Apologies received from Ann McBride, Barbara Grey, Emma Foster and Claire Tyrrell.	

4.	Declaration of Interests/Confidential Matters	
4.1	None.	
5.	Minutes of the Last Meeting – 18 June 2008 – Agreed as a true record 18 June 2008 (Confidential) – Agreed as a true record.	
6.	Matters Arising	
6.1	RM referred to page 6 of the minutes under item 10.1 and 10.2 it should have read RD and not RB.	
6.2	RM referred to page 6 item 10.3. RM said she runs a youth activity group where youth development workers work together to produce a booklet with all the activities that are going on in the area for young people.	
7.	Tenant Incentive Scheme – Debra Dalton	
7.1	DD reminded the Panel about the report that had been presented at Feb 2008 Panel meeting regarding the Tenants Incentive Scheme. Since the meeting, concerns had been raised via Fourways and Wilton Panels about the scheme which resulted in the scheme going back to the drawing board. A Report has been approved by the Neighbourhood and Quality Sub Committee on 27 June 2008 about the updated version of the Incentive scheme. DD outlined the new scheme which included; a quarterly cash prize draw, competitions, large cash incentive prizes and prizes covering each separate panel area.	
7.2	KH welcomed the idea to recognise good tenants. RM commented that it was complicated due to the criteria that had to be met. Furthermore, that it's good to recognise good tenants but also publish about the bad tenants and how they have been dealt with. RM was surprised about the £1000 cash prize. DD explained that they are trying to attract as many tenants as possible onto the scheme and it was agreed that this was a good incentive. LP added that although the cash prize seems a lot, it is a small amount in comparison to what Northwards loses in costs relating to problem tenants and arrears costing Northwards around £100,000 a month. In addition to this, LP highlighted that it is important to make the criteria complicated to avoid people slipping through the net and the prizewinner being able to claim but seen as a nuisance as this would be a public relations disaster.	
7.3		
7.4	DD highlighted some of the amendments to the scheme.	
	DD said that the scheme will be reviewed in 12 months. KH	

	added that anything to show appreciation for good tenants is a step in the right direction.	
8.	Customer Profile – Seema Kohli	
8.1	SK refered the Panel to the updated Customer Profiling report. This included an executive summary, with a breakdown of results in table format and also a Riverways Profile Summary.	
8.2	SK explained that Northwards are working towards increasing the response rate from 61% to 100% and this will be looked at in October 2008 and an update will be given.	
8.3	RM queried why this would be necessary as this information could already be available via elsewhere, e.g. Manchester City Council. SK affirmed that Northwards was not given access to this information. LP added that although in the past equality and diversity monitoring has been carried out by MCC only certain officers could access this and that particularly on disability needs change over time.	
9.	Major and Environmental Works Update – Paul Maidment/ Pot of Gold Funds – Diane Roberts	
9.1	PM referred the Panel to the report and explained that there are 13 live schemes. PM explained that the Livesey St, Winston Rd and Cannons Grove window schemes had encountered problems due to ill-fitting doors and delays in painting. PM affirmed this will be completed in 2 weeks.	
9.2	Discussion took place about the schemes and PM explained about two proposals that had been rejected which was the Anita St scheme and this was because there were mainly private properties. Also the grassed area at DarWalk was rejected as the proposal was to flag this which was seen as taking away green space.	
9.3	PM will be taking the proposals to the Property and Procurement Sub-committee and will feed back to the Panel.	PM
9.4	Discussions took place about an amount of cash left to spend in the Riverways area on Environmentals and suggested having another meeting to discuss. RM suggested that it would be a good idea to go out and visit specific areas that are in need of environmental works to help Panel visualise the works.	
9.5	DR reminded the Panel about the Pot of Gold Event that took place in Feb 2008 where each Area Panel was allocated £30,000 each to spend in their community. DR reported that CCTV had been suggested but this would need on going running costs of £3,500 per year so would not	

	<p>be effective. DR explained that the Panel will need to think about what they would like to spend this money on and gave an example that Wilton have looked at spending £10,000 in each ward for youth activities. DR added that if the money is not spent this year it will be lost. RM was concerned about the length of time it takes in organising plans with agencies so they may not have enough time. It was agreed to discuss the Pot of Gold before the Panel Briefing Session on Wed 2nd Aug 2008 at Hexagon tower at 11.30pm. DR advised that the Panel bring a list of ideas.</p>	
10.	Repairs Quarterly Update – Gary Walsh	
10.1	GW issued a report on the Northwards Responsive Repairs Key Performance Indicators Statistics and explained that 8 are improving and 7 are declining. GW said that he and Dave Collier will be meeting on a monthly basis to address this issue.	
10.2	LP asked the Panel if they require all of these indicators contained in the report or just some specific ones. RM asked for just a summary as it wasn't necessary to go into full detail. DR suggested it could be done in the format of the "smiley face" report as Paul Maidment does for the Environmental works update.	GW
10.3	KH asked how many staff are available for emergency on-call. GW to feedback	GW
11.	<p>Chair/Vice Chair Review Meeting – Pat Glazebrook/Diane Roberts</p> <p>a) Minutes of the last meeting – PG referred the Panel to the Minutes and asked for comments.</p> <p>b) Area Panel Stall and It's a Northwards Knockout – 4 Volunteers – DR explained that at the event there will be an Area Panel stall and 4 volunteers are needed. This will be to inform people about what the Panel does and try to attract new members. KH, PG and RM volunteered. RM mentioned about badge making which could be a good idea for something to do on the day.</p> <p>c) Area Panel Sandwich Boards for Environmental Works – The Panel agreed this was a good idea</p> <p>d) Training – attendance, time, date and venue arrangements. DR asked Panel where we are going wrong as there wasn't a successful take up of the training that has been offered to Panel members. RM explained that time commitments are a problem but will attend what she can, KH agreed with this. DR suggested it could be an idea to make one or two sessions compulsory as the aim of the training is to assist panel members in improving their Panel</p>	

	<p>member skills and to help the panel operate more effectively.</p> <p>e) Constitution review – DR reported that issues had arisen about Panel observers. It can take up to 8 weeks for observers to attend. DR said a sub-group is going to be set up to resolve the issues. DR asked for volunteers but KH pointed out that there were certain members not in attendance so it would be only fair to ask when everyone was present. DR to arrange to contact Riverways Panel</p> <p>f) Moving Forward – DR referred the Panel to the document enclosed in the Panel papers and explained that this was an important document</p> <p>g) Removing Barriers – Again, DR referred the Panel to the document and explained the importance of moving forward on the recommendations.</p>	DR
12.	LSM Update	
12.1	RD issued the LSM report and went through the highlights. RD explained about the change of contractor for the securing of void properties and that the scheme is in the process of being pilot RD explained there is a security pilot in the Monsall Street area with Newton Door taking over from Safe estates. One of the key factors in the new pilot is that steel security is not being used. Polymer (plastic) boards are being used.	
13.	Community Update and Governance – Sharon McBride/Diane Roberts	
	<p>a) Revolve – Newsletter issued</p> <p>b) Recruitment and Vacancies – A meeting still needs to be arranged to discuss. DR and SM to liaise</p> <p>c) Observers (confidential) – No requests</p> <p>d) Riverways Area Panel Study Visit – SM reported about the visit and thanked those involved for their support. There had not been as many Panel Members as anticipated in attendance on the day. Those that did attend said they enjoyed it and it gave them ideas for schemes in the future.</p> <p>e) Respect Event – DR referred the Panel to the report in the Panel papers and reported that positive feedback had been received about the event.</p> <p>f) Area Panel AGM Planning and Rotation of Members – DR referred the Panel to the Rotation of members in the Panel papers</p> <p>g) Tenant Board member Recruitment – DR referred the Panel to the publicity for the recruitment for a Board member.</p> <p>h) Board AGM and northAwards – volunteers for Panel and flyers – report enclosed in Panel Papers.</p> <p>i) RHS Tatton Park – Victoria Square – DR explained</p>	DR/SM

	that there had been pods left over from this event and asked the Panel to think about where they could be located with a plaque on them.	
14.	Re-inspection Programme – Diane Roberts	
14.1	A briefing on re-inspection and Performance Management on Wednesday 20 August 2008 12.30pm – 3pm. It was agreed to hold this meeting in place of the monthly area Panel meeting. The Panel were invited to attend	
15.	AOB	
15.1	RD said he would like to discuss the customer Satisfaction issue at the next Panel meeting. From the survey it was highlighted that litter was an issue for residents and RD would like to discuss this.	RD
16.	Date and Time of Next Meetings	
	<ul style="list-style-type: none"> a) Area Panel Social – 24 July 2008 b) August Panel Meeting Cancelled – A Briefing on Re-inspection and Performance Management will be held in August 20 2008 1pm – 3pm – Lunch provided. c) Meeting to discuss Pot of Gold – August 20 2008 11.30am (venue to be announced) d) It's a Northwards Knockout – 13 September 2008 e) Awards and AGM- 2 October 2008 f) Riverways Area Panel AGM – 22 October 2008 TBC 	

Meeting Closed 6.00pm