

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

**Minutes of Meeting held at 1.30pm, 17 July 2008  
White Moss Road Office**

**Chair: John Biggs**

<b>Present:</b>	John Biggs (JB)	Panel Member (Chair)
	Grace Choularton (GC)	Panel Member
	Dorothy LeMoignan (DM)	Panel Member
	Pam Angelucci (PA)	Panel Member
	Carol Downes (CD)	Panel Member
	John Ward (JW)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	Hazel Entwistle (HE)	Panel Co-optee
	Joan Fitzgerald (JF)	(Board Member)
	Julie Wilson (JWi)	Head of Neighbourhood Services
	Michael Hutton (MHu)	Local Service Manager
	Gary Walsh (GW)	Repairs Service Manager
	David Heys (DH)	Head of Home Improvements
	Debra Dalton (DD)	Performance Improvement Officer
	Larry Patrick (LP)	Director of Property Services
	Julie Goreham (JG)	Resident Involvement Officer
	Seema Kohli (SK)	Quality/Customer Service Manager
	Rhonda Finlayson (RF)	Resident Involvement Officer (minutes)

**Observer:** Charlotte Grant (CG)

Moorway Court TA

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Refreshments and Questions to officers</b>	
<b>2</b>	<b>Welcome and Introductions</b>	
<b>2.1</b>	JB welcomed everyone and the members and an Observer were invited to introduce themselves. A full quorum was in attendance. JB explained meeting rules.	
<b>3</b>	<b>Apologies for Absence</b>	
<b>3.1</b>	Apologies were given by: Vivien Backhouse, Mavis Harris and Jack Dawson.	
<b>4</b>	<b>Declaration of Interests/Confidential Matters</b>	
<b>4.1</b>	There were no declarations of interest or confidential matters.	
<b>5</b>	<b>Minutes of Last Meeting</b>	
<b>5.1</b>	The Minutes of 19 June were approved. There was one amendment: Amy Ward's name was missed from the attendance list.	

ITEM	SUBJECT	ACTION
<p><b>6</b></p> <p><b>6.1</b></p> <p><b>6.2</b></p> <p><b>6.3</b></p> <p><b>6.4</b></p>	<p><b>Matters Arising</b></p> <p>JF asked if the Riverways Panel Study visit was to be discussed on the agenda. It was for discussion at <b>Item 13 – Community Update and Governance.</b></p> <p><b>Item 5 –</b> JWi advised a follow-up consultation Walk-About was done on the Mill Estate on <b>1/07/08</b> by Groundwork. This followed the Tea Mobile trailer event held on <b>16/5/08.</b></p> <p>JWi apologised for short notice, due to the officer from Groundworks being ill, for a Drop-In Consultation event to be held by Groundwork at New Moston Library, 2pm – 4pm, Saturday, <b>19/7/08.</b> JWi and RF will attend. JF gave her apologies, she attended the Walk-About on 1/7/08</p> <p>JG has spoken to a further six residents from Moston and New Moston. Two are from the Mill Estate. RF advised she is to attend a meeting with two of these residents on <b>23/7/08</b> at White Moss Road.</p>	<p><b>JWi/RF</b></p> <p><b>RF</b></p>
<p><b>7a</b></p> <p><b>7.1a</b></p> <p><b>7.2a</b></p> <p><b>7.3a</b></p>	<p><b>Youth Involvement – Julie Goreham</b></p> <p>JB asked members if an item on Youth Involvement could be included at this point in the meeting. A slot had not been allocated on the agenda. This item was discussed in June, and it was agreed young people would be invited to attend this meeting. JG circulated a handout.</p> <p>The three young people who were to have attended today's meeting did not attend. JG had contacted the school, and was advised that owing to 2 days' strike action, 16/07/08 and 17/07/08; pupils had not attended School. They will be invited to another meeting.</p> <p>JG worked with the Youth Service, Youth Action Group and young people from White Moss Club for Young People. The young people had compiled a "Moan Sheet" and had made comments about what they like and dislike about the areas in which they live. Their views stated::</p> <ul style="list-style-type: none"> <li>a) There is little or no support for young people</li> <li>b) There is little to do/ few activities for young people in the area</li> <li>c) Children displaying bad behaviour were often mentioned by the media and seemingly are rewarded for it</li> </ul>	

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	<p>d) Young people are often picked on by the community and media</p> <p>e) They want more parks and facilities.</p> <p>f) Young people displaying good behaviour should be rewarded for it.</p> <p>JF asked what guarantee have the panel got that these young people will get involved with Northwards.</p>	
7.4a	<p>JWi was concerned at the negative views expressed. JWi asked what links has Northwards got with these young people? The young people's desire for more parks is unfeasible. JG explained these young people had also come up with things that are feasible and achievable. This process with the young people, was done via the Youth Service and YAG, to ensure feedback will go back to them.</p>	
7.5a	<p>JWi thanked JG for this work and asked if it will be fed back into Charlestown and Moston Ward Coordination partnerships? Jenny Wynn works closely with them, and all have worked hard to ensure lots of activities are on offer for young people in Charlestown and Moston.</p>	
7.6a	<p>JWi advised the Youth service are producing their own leaflets. Instead of a joint activity leaflet, appropriate for the three wards. Local Councillors will be challenging this.</p>	
7.7a	<p>PY advised DAMRA did a similar study to this one done by JG. They circulated this and also invited parents and young people to come and discuss their findings.</p>	
7.8a	<p>JF asked what Youth Shelters are? It was explained youth shelters are stand alone concrete structures, an acceptable place in which young people can meet. These types of shelters are sited in Broadhurst and Crowcroft Park.</p>	
7.9a	<p>JWi suggested the agenda for the meeting the young people attend could be on themed topics of interest to themselves, instead of the usual Northwards agenda items.</p>	
7.11a	<p><b>Tenant Incentive Scheme – Debra Dalton</b></p> <p>DD attended the Fourways panel in February to speak about the Tenants Incentive Scheme. Since then the Sub-committee subsequently approved the changes to the Tenant incentive Scheme which had been made following the views and concerns of the panels.</p>	

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7.2b	<p>Members were directed to page 19 – Para E. where it states: “There must be no current legal action in place for the recovery of rent arrears or for other breaches in tenancy conditions e.g. untidy garden”. The wording needs to be clarified. Para F, members asked that “within six months”, be added. Cases that are under investigation will be excluded</p>	
7.3b	<p>Questions and comments for this item were as follows:</p> <p>PY – Item E – Enforcement stage on garden. What happens if this is only at the start of the process?</p> <p>DD – However the enforcement process is taking place.</p> <p>JWi – This item just needs rewording to state “process”</p>	
7.4b	<p>Item 15 – JW i advised this item be reworded from “kept simple” DD advised they want to be able to introduce the scheme and review it after the first year.</p>	
7.5b	<p>PY suggested Item 14 be taken out completely.</p> <p>JWi advised Northwards have to safeguard against a possibility of future problems.</p>	
<p><b>8</b></p> <p><b>8.1</b></p> <p><b>8.2</b></p> <p><b>9</b></p> <p><b>9.1</b></p> <p><b>9.2</b></p>	<p><b>Customer Profile – Seema Kohli</b></p> <p>SK explained Page 21 the Customer Profile Report to Area panels. The study on customer profile was originally done in 2007. Northwards commissioned a further Market Research study in 2008. There is a Strategy in place to review this, annually.</p> <p>PY queried Page 22, the breakdown figure of tenants by equality group in the Fourways area as being 60% of women.</p> <p>SK advised <b>14,000</b> surveys were sent out. This figure might also show that women were most likely to respond to surveys. JW i and members commented on the figure of tenants that tend to be older: Page 23, seeing 36% aged 65+ and 69% aged 45+</p> <p><b>Major and Environmental Works Update - David Heys/Julie Wilson</b></p> <p>DH had circulated pull-out handouts with the panel Minutes. Bradford Court is almost completed. There has been a problem with the roof. Moston Miners, Windows was to be completed by 11/07/08.</p>	

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9.3	Charlestown South is almost finished. Work is taking place to re-instate the greens.	
9.4	<p>JB asked if there was any chance that the work to re-instate the greens could be done before 29/07/08?</p> <p>When the judging for the Charlestown In Bloom is due to take place. DH/JWi will take this issue up.</p> <p>DH advised that in future Dam Head and Charlestown jobs will be put as separate reports to avoid confusion. Digital TV upgrading will be finished by October.</p>	<p>DH/JWI</p> <p>DH</p>
9.5	<p>JWi received feedback from Somerton Court tenants. They are pleased the front doors. DH said the Multi Storeys are also pleased with the front doors.</p> <p>HE advised 2 Cullen Grove is unhappy, she has a problem with the new back and front door.</p>	
9.6	<p>DH explained the pull out sheets with blue Bar Chart, showing all approved Environmental schemes/ works updates. These went out with panel papers. He hopes to be able to include this information with future panel papers. LP asked that it be recorded that DH's schemes were all passed. DM asked if the items shown in the blue bar have already been done.</p> <p>Members were pleased with this new method of clarification on the sheets. JB complimented DH on getting the papers included with the minutes.</p>	
<p><b>10</b></p> <p><b>10.1</b></p> <p><b>10.2</b></p> <p><b>10.3</b></p> <p><b>10.4</b></p>	<p><b>Repairs Quarterly Update – Gary Walsh</b></p> <p>GW apologised for the lateness of the live handout circulated. This was caused because of a delay in the Contractor getting the details to him, so he can have it up to date.</p> <p>LP explained the Area Panel have been given a wide sweep of information. Members are asked to give feedback about what's really useful and what isn't, next month.</p> <p>GW explained this information is due to a new computer system being produced for managers to get Manchester Working moving with Key Performance Indicators, hence producing graphs to illustrate this.</p> <p>PY – Was pleased to see that Northwards is delivering the repairs service well. JB thanked GW for providing good information to the panel.</p>	

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<p><b>11</b> <b>11.1</b></p> <p><b>11.2</b></p>	<p><b>Chair/Vice Chair Review Meeting – Peggy Yuill</b> A report was circulated with the minutes. PY advised it was a good meeting. One topic discussed was how to publicise the panel when environmental improvements were carried out that they identified, proposed and approved.</p> <p>A suggestion was made for the details to be displayed on a sandwich or notice board to inform local people who are responsible for the work having been done. LP advised Riverways Panel agreed on 16/7/08 to have a smaller version of signs for improvements to show who is funding this work. Paul Maidment had indicated it should be easy and at minimal cost. JB asked that a vote be taken on the idea that Capital Programme could pay for this. It was agreed.</p>	<p>DH</p>
<p><b>12</b> <b>12.1</b></p> <p><b>12.2</b></p> <p><b>12.3</b></p> <p><b>12.4</b></p>	<p><b>LSM Update – Michael Hutton</b> MHu circulated an LSM report and voids management table.</p> <p><b>1. Voids in the Fourways Area</b> There are currently 32 voids in the Fourways Panel area. 11 in Dam Head/Crosslee Area, 10 in the Charlestown area 11 in the New Moston Area. There are 16 ready to let voids which we are in the process of arranging sign ups for. Fourways has reduced their voids by 62% within the last year.</p> <p><b>2. Anti Social Behaviour Update</b> There are currently a total of 62 cases open and 7 of them are with ASBAT for review/progression towards legal action. There are 4 cases with the mediation services. An injunction order has been secured. 2 youths have been identified breaking into a car around Kentmere Court with the help of Commsec.</p> <p><b>3. Staff Update</b> Christine Martin-O'Hara has started as a temporary NSO as cover for Jane Carey for Crosslee.</p> <p>JB confirmed that Charlestown T &amp; R A had gone with Mohammed Ali NSO and Lisa Anderson EO on a visit to Commsec to observe the CCTV system.</p>	
<p><b>13</b> <b>13.1</b></p>	<p><b>Community Update and Governance – Rhonda Finlayson</b> a) <b>Revolve</b> - RF advised the Revolve newsletter will be</p>	

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13.2	<p>circulated to the panel members and tenant groups.</p> <p>b) <b>Recruitment and Vacancies</b> – There is one vacancy on the Fourways panel for a tenant member. The panel wants to recruit new members from within the Moston and New Moston area.</p>	
13.3	<p>d) <b>Riverways Study Visit</b> – PY, JF, JB, DM and PA went on this study visit. It was an excellent and illuminating. All commended Sharon McBride, RIO on the hard work she'd put into planning the route, meetings with other residents, the quiz and visiting environmental schemes. LP will feedback these comments to the next Riverways panel meeting. JWi and JB also thanked Sharon McBride.</p> <p>Members felt this visit was very different in atmosphere to the event on the Mill Estate. JWi advised additional work is being done with Mill Estate residents to build up trust and confidence.</p>	<p>RF</p> <p>LP</p>
13.4	<p>e) <b>Respect Event Report</b> – JWi gave feedback on the Tackling Anti Social Behaviour &amp; Crime and Disorder event held on 5/7/08. Room A, in North City Library though its largest room, was too small to be booked again for an event. JF, JB, DM and GC attended. DM enjoyed the meeting.</p> <p>JWi advised the next event will be on Parenting Agreements. A guest speaker will be invited.</p>	<p>RF</p> <p>JWi</p>
13.5	<p>f) <b>Area Panel AGM Planning and Rotation of Members</b> - The Fourways Area Panel AGM is to be held in an alternative venue. RF to consult members about this, and to advise DR to book it. A planning meeting will also be held to arrange the AGM. A list for the rotation cycle of Fourways Area Panel members was sent with the minutes.</p> <p>The one vacancy for a tenant member has 2 years left. The Vacant Leaseholder post is for 3 years.</p>	<p>RF/DR</p> <p>DR/panels</p>
13.6	<p>g) <b>Tenant Board Member Recruitment</b> - Members were reminded Tenant Board Member recruitment is taking place. The panel were encouraged to inform people of this.</p>	
13.7	<p>h) <b>The Board AGM and northAwards</b> – volunteers are required for the NorthAwards panel.</p>	
13.8	<p>i) <b>RHS Tatton Park</b> – Victoria Square. LP advised Victoria Square have been selected to show a garden entry at the RHS at Tatton Park. An Open Day is to take place there. At the end of it, Seddons will have some 5'</p>	

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	<p>x 5' raised planters to spare. If people want these, they can contact Paul Maidment.</p> <p>It was suggested that they be put at the entrance of one of the Sheltered Housing blocks. The panel declined the offer.</p>	
<p><b>14</b> <b>14.1</b></p>	<p><b>Re-Inspection Programme</b></p> <p>JWi advised a meeting is taking place on 20/8/08 to discuss the Re-Inspection. RF to advise members about the details of the venue, and time of this.</p>	<p>RF/DR</p>
<p><b>15</b></p>	<p><b>Any Other Business</b></p> <p><b>JB</b> has met with Jez Davis, Mobilisation Officer (m) 07950 233601 and Catherine Gallagher (m) 07918 721775 from the new doctor's surgery. Up to 5 doctors are to be appointed, it depends on how many sign onto the register. PCSO's were to have been based in the surgery. JB advised there have been problems regarding this, so it now seems unfeasible. Parking conditions are also a problem, JB offered White Moss Club for Young People, for a financial consideration.</p> <p>a) GC thanked the police force for the police surgery. JWi will pass this compliment on.</p> <p>b) JB advised the PCSO's have issued a black card that is difficult to see.</p> <p>c) JF advised the choir has now been formed. It is called Charlestown Singers.</p>	
<p><b>16.</b></p>	<p><b>Date and time of Next Meeting</b></p> <p>Next Panel meeting will be Thursday, 18 September 2008 at 1.30pm, at White Moss Road .</p> <p>a) <b>Area Panel Social</b> – This will be taking place on 24 July at the Pavilion, Heaton Park.</p> <p>b) <b>August Meeting</b> – JB checked with members if they wanted an August Panel meeting. A vote was taken and it was agreed this will be cancelled.</p> <p>c) <b>It's a Northwards Knockout – 13/9/08</b></p> <p>PY asked if Northwards have now got all the volunteers. RF will check up on this.</p> <p>d) Awards and AGM – 2 October</p> <p>e) Area Panel AGM – 23 October</p>	<p>All</p> <p>DR</p> <p>RF</p>