

Riverways Area Panel

Date: 17 September 2008

4.00pm – 6.00pm

Venue: Cariocca Business Centre, Miles Platting

Chair: Kath Hope

MINUTES

Attendance:

Kath Hope (KH)	Panel Member
Alice Needham (AN)	Panel Member
Pat Glazebrook (PGI)	Panel Member
Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Ann McBride (AM)	Panel Member
Pam Greatorex (PGr)	Panel Member
Fred Steadman (FS)	Panel Member
Julie Barton (JB)	Panel Member
Larry Patrick (LP)	Director of Properties Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Dave Collier (DC)	Repairs Services Manager
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Sharon McBride (SM)	Resident Involvement Officer (Riverways) – Minutes

Item	Description	Action
1	Refreshments, questions to officers – Issue sheets	
2	Welcome and Introductions a) confirm quorate – b) Meeting rules	
2.1	KH welcomed attendees and introductions were made. KH welcomed new members to the Panel, Pam Greatorex, Fred Steadman and Julie Barton. Meeting was quorate. KH explained the meeting rules.	
3	Apologies for absences	
3.1	Marlene Garnett	
4	Declaration of interests/confidential matters	
4.1	None	
5	Minutes of the last meeting	
5.1	Agreed as a true record	

6 6.1	<p>Matters Arising</p> <p>RM enquired about progress of the Pot of Gold meeting that was held at Hexagon on 2nd Aug 2008. EF explained that all proposals and costing will be brought to the next Panel meeting in document form. RM explained to the new Panel members about the Pot of Gold funding of £30,000 being given to each Panel in Feb 2008 to spend in their respective areas and that this was re-visited in August 2008 due to schemes that the panel had chosen in Feb 2008 not meeting the criteria which meant they had to look at other ways to spend the funding.</p>	
7 7.1 7.2	<p>Neighbourhood Wardens – Update Emma Foster</p> <p>EF explained that the current funding for the wardens scheme expires on 30/10/2008, however, Northwards Board have agreed to fund the scheme on the proviso that the scheme will now cover the whole of the Northwards area and not just Riverways. In addition to this, the scheme will focus it's resources on Northwards properties rather than on Private areas although this does not mean that the wardens will not react to incidents that occur on "private roads". The service will be re-configured to 4 separate teams with one team leader for each to include; Riverways, Fourways, Wilton and PFI area. The PFI area pays for itself.</p> <p>The wardens will be relocating to Riverpark towards the end of December and the new re-configured service is due to go live in January 2009. EF reported that new shift patterns for wardens are being looked at such as evenings and weekends when demand is higher. They are also looking at recruiting wardens and creating more publicity about the scheme. Some of the ideas include; junior wardens and apprentice wardens.</p>	
8 8.1 8.2	<p>Repairs Update – Dave Collier</p> <p>LP reported that from next Thursday the new hand-held customer feedback system will be going live and every repair will go through this system. DC went through the Repairs and Void Performance report 2008/09. DC explained that they had picked up issues from the report and are working to resolve these. KH pointed out that the problems do not always lie with the workmen, it's sometimes because of mis-communication from the surveyors. LP said that sometimes things do go wrong but most people get their repairs done right first time and highlighted that 85% are happy with the job that they have had carried out in their home.</p> <p>RM queried what would happen if there was no improvement from Manchester Working. LP explained that targets have never been reached and that they are aspirational targets. LP explained about "minimum tolerable levels" and that if things did get worse then they could serve a notice to terminate all or part of the service. However, both parties have a vested interest in getting it right.</p>	
9	<p>Major Environmental Works Update</p>	

<p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p> <p>9.6</p>	<p>Pot of Gold Funds Paul Maidment/Emma Foster</p> <p>PM updated on the environmental works and a description of these works was included in the Panel papers. The Panel discussed the works with a couple of issues being highlighted (what and outcome???) . A discussion took place about Harpurhey Baths and LP reported that a brief has been put in to look into retaining the front of the baths but using the rear for a sports hall/assembly hall for the nearby Sixth Form College</p> <p>KH was concerned about the defensible space works on Queensferry and said the private properties now looked an eyesore as they were not included in the scheme. LP explained that private sector funding comes from Right to Buy sales and this funding has been significantly reduced because sales are a lot lower than they had been, this leaves no money in the pot to do this work. PM said that the City are trying to pursue alternative funding. LP added that financially, Northwards can not spend money on private properties.</p> <p>EF reported that there are on-going maintenance issues with the Troydale play area and it is necessary to discuss these issues with the TA.</p> <p>The Smithfield barrier is now ready to go the fobs just need to be distributed.</p> <p>PM reported that The total Environmental works budget for Riverways was originally £922,000.</p> <p>2006/2007, agreed budget was £181,000, actual spend £181,000. 2007/2008 agreed budget was £646,000, actual spend £608,000. 2008/2009 agreed budget £102,000 actual spend – to be announced at year end. The actual spend to date is £891,000 and the difference still available is £31,000. PM suggested that it would be wise to put this aside for future schemes, the Panel agreed. Discussions took place about the uncertainty of who owns what in the Anita St area. EF explained that the majority of properties are privately owned. EF explained that a piece of work needs to be done with Leaseholders to establish what works Northwards can do in the area.</p>	<p>PM</p>
<p>10</p> <p>10.1</p>	<p>LSM Update Rob Doherty</p> <p>RD distributed the LSM report which included anti-social behaviour and void reports. RD ran through the highlights of the report. EF reported that the void turn over has now changed from 18 months ago at 85 days to this year at 37.77 days which is a vast improvement.</p>	
<p>11</p>	<p>CIH (Chartered Institute of Housing) Active Learning Programme Sharon McBride</p>	

11.1	SM distributed information about the CIH Active Learning Programme and explained that the CIH are piloting a unique programme called Active Learning for Residents (ALfR). The programme gives recognition to the skills, knowledge and experiences that residents gain by being active in their neighbourhood and community and can gain qualifications through the National Qualifications Framework.	
11.2	SM asked the Panel to have a look through information about the programme and if Panel members are interested in taking part on this programme to contact her. SM follow up at the next meeting to see if there is anyone interested.	SM
12	<p>Community Update and Governance Sharon McBride</p> <ul style="list-style-type: none"> a) Revolve – SM distributed Revolve and explained to new Panel members the content of the newsletter. b) Recruitment and Vacancies – SM explained that vacancies for the Panel were now filled by Fred Steadman, Julie Barton and Pamela Greatorex. Steve St Pierre had been co-opted onto the Panel. c) Observers – No observer requests d) Area Panel Study Visits – SM explained that Wilton plans to have their Study visit in November 2008 and Fourways in February 2009 and asked Panel members to note this in their diaries. LP added that Riverways Panel study visit had received a lot of praise from Fourways Panel. e) Area Panel AGM and Planning and Rotation of Members – SM highlighted that the Riverways AGM would take place on 22 October 2008 and referred members to the “Rotation of members” contained in the minutes. SM explained that all those members that have 1 year rotation will need to let her know if they intend to re-stand and also those members that joined the Panel throughout the year. KH, PGr, FS, JB, PGI and RM confirmed that they would like to re-stand. f) Board AGM and NorthAwards – SM had previously phoned Panel members to invite them to Board AGM and NorthAwards and she distributed formal invites to the Panel. SM explained that it is important that Panel member RSVP because places are limited and without an RSVP it will be assumed that they will not be coming. g) It’s a Northwards Knockout Review – Discussions took place about the event on Saturday 13 September. Those who attended said they had a great time, RM said it was a real success. PGI noted that she wasn’t aware that there had been a steering group for the event. 	
13	<p>Re-Inspection Programme Update from Briefing and News</p>	
13.1	EF reported that many Panel members attended the Briefing session and updated the Panel on what was discussed. Northwards Executive Team met on 25 August with Lesley Barnard who has	

	worked for the MCC Strategy Team. The key points that were discussed were; the scope of the inspection, advice that a pre-inspection meeting will take place on 13 November and any particular areas that they want to pay particular attention to. Greig Lees will be going to the meeting on 13 November and will be drawing up an itinerary for a tour of the area. The inspection timetable is as follows: Wednesday 19 November – Friday 28 November and there will be 3 feedback sessions. The inspectors will speak to frontline staff, have a partners lunch, shadow staff and mystery shopping. The final report is due out in March 2009.	
14	AOB	
14.1	EF reported about the Operation “Jolly Jolly” which was featured in September Revolve. EF said the staff involved took their own initiative and did a brilliant piece of work cleaning up the estate and getting residents and local kids involved.	
14.2	EF announced that Northwards has agreed to sponsor a newly set up club “Harpurhey United”. This has been sponsored via the Crime and Disorder budget. The team are registered with M/C FA and they plan to expand teams next year. They are based at Mount Carmel School. Sports Development are heavily involved. It was suggested to put in the next edition of Northwards Natter and Revolve.	
14.3	AM mentioned about the decision to name a street after Ivy Graham, called Ivy Close. However, the Panel thought it should be named Ivy Graham Close as there are lots of streets named “Ivy”. KH agreed to write a letter on behalf of the Panel to address the issue.	KH
14.4	PM said he will ask Tracy and Dawn to link up with SM on the community benefit events they are involved with as at present this information is not being fed through.	PM
14.5	PM also mentioned that Seddons are looking at possibly sponsoring a local football team.	
14.6	PM said that whilst the works are being undertaken on Troydale, they are keen to an “In memory of..” plaque for Ivy Graham in stone. They have spoken to tenants who are keen on this idea.	
14.7	EF said a Performance Management Meeting has been proposed for Saturday 18 October 2008 in the morning and that they want as many people to attend.	
15	Time and date of next meetings: a) Board AGM and northAwards – 2 October b) Riverways Panel AGM – 22 October	

Meeting Closed at 6pm