

## Riverways Area Panel

Date: 22 April 2009

4.00pm – 6.00pm

Venue: Cariocca Business Centre, Miles Platting

Chair: Kath Hope

### MINUTES

#### Attendance:

Kath Hope (KH)	Panel Member
Pat Glazebrook (PG)	Panel Member
Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Marlene Garnett (MG)	Panel Member
Julie Barton (JB)	Panel Member
June Hitchen (JH)	Councillor
Larry Patrick (LP)	Director of Property Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Michael Hutton (MH)	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	<b>a) Welcome and Introductions</b> KH welcomed all attendees.  <b>b) Confirm Quorate</b> Meeting was Quorate – it was explained that under “The Memorandum of Articles” PG could stand as a Tenant.  <b>c) Meeting Rules</b> KH confirmed the meeting rules.	
2	<b>Apologies for Absence</b>	
2.1	SM informed the group that Pam Greatorex has expressed that she would like to step down from the Panel. Apologies received from; Ann McBride, Fred Steadman and Alice Needham.	
3	<b>Declaration of Interests/Confidential matters</b>	
3.1	None	
4	<b>Minutes of the last meeting – 18 March 2009 and 18 March 2009 (Confidential)</b>	

4.1	Agreed as a true record	
5	<b>Matters Arising</b>	
5.1	5.1 Ice Skating Event in the Riverways Area (funded by British Gas) – EF explained that the event has had to be rescheduled due to the funding not being received in time. EF affirmed that the event has been planned to take place in the car parking space at the back of Netto in Newton Heath and will update with rescheduled date when this is known.	EF
5.2	6. KH commented that she felt she had not seen the wardens as often since they expanded the services into Fourways, and Wilton. KH expressed her feelings that there had been an increase in ASB due to this. The area panel were updated on ongoing work with partners to address some of the issues that were identified. EF explained that the wardens are targeting hotspot areas that are identified through both the local services teams and via meetings such as LTM. Their work is much more targeted now, and does not just revolve around street patrols, allowing them to focus where most needed. A general discussion ensued about the increase in ASB generally, legislation, courts and publicity and working in partnership. It was agreed that it was important to ensure that tenants and residents are kept updated with good news stories. EF and MH will ensure that where appropriate leaflets will be circulated to residents.	EF
6	<b>Recycling Awareness Team – David Sabet</b>	
6.1	Deferred to a future meeting	
7	<b>Business and Delivery Plan Update – Larry Patrick</b>	
7.1	LP summarised that the key community issues on the Business and Delivery Action plan are; increased action on anti-social behaviour, certain improvements around the environment, increased resident involvement opportunities, more activities for older people, engagement with young people, continued improvements through decent homes works, provision of fencing and specific work around flats.	
8	<b>Repairs Update - Dave Collier</b>	
8.1	LP explained that the hand held machines to gather customer satisfaction on repairs have not been distributed to all teams yet as they have to be gradually introduced. Therefore, the old mail out system where tenants receive feedback forms in the post is running in parallel with the new system while it is being introduced, this will result in tenants still receiving the forms in the post. LP reported that	

	a response rate of 9% has been received last month which was 458 out of around 5000.	
9	<b>Major Works Update – Paul Maidment</b>	
9.1	PM referred the Panel to the Home Improvement Summary Report. PM informed the Panel about the Framework Management meeting which discusses KPIs (Key Performance Indicators) and said that Panel members are welcome to attend in the future if they wish.	
9.2	PM reported that he had written confirmation from the Homes and Communities Agency that Northwards will be receiving £4.5 million brought forward from 2010. The Council have agreed to put a number of schemes forward which will mean that the decent homes works in the Riverways area will finish earlier (will finish in March 2010 instead of 2011). PM assured the Panel that they have the capacity to do this.	
9.3	PM informed the Panel that in 2010/11 they will be looking at doing works on walk up blocks of flats.	
10	<b>Environmental Works Update – Emma Foster</b>	
10.1	EF referred the Panel to the Riverways Area Panel Environmental Schemes.	
10.2	Kingsbridge Play area – there are 2 completed designs. EF reported that there had not been sufficient feedback from residents on which design they would like so the Environment Officer will be going out to do a door knock to residents to consult.	
10.3	Troydale Play Area – PM reported that the funding, location and maintenance are now in place and the scheme is now ready to begin.	
10.4	<p>Eastmoor Drive and Stansfield Street – PM explained that these 2 schemes are both ongoing but since the work has begun they have identified 2 serious issues. The first being structural instabilities and the second being that there are other properties on the estate with the exact same fencing which is already being removed.</p> <p>PM explained that they would need to do walls at the back of properties and this would have to include private properties also as it needs to be continuous to make it structurally sound.</p> <p>Because of the problems that have arisen it has meant that the budget for this work has increased from 5% to 9% (£20,000) and would need this if the work was to continue. PM asked the Panel if they would agree to this. After discussion, the Panel agreed.</p>	
11	<b>Environmental Works Programme – Priorities 2009 – Emma Foster/Paul Maidment.</b>	

11.1	EF referred the Panel to the approved work programme and explained that they would need to prioritise the work.	
11.2	After discussion about the schemes it was decided to look at starting with the schemes on; Petrock Walk, Daisy Bank Estate, Eatmoor Estate and Shiredale Estate.	
11.3	PM said the Panel would need to consider when to do the Orford Rd scheme as this is a large chunk of the budget at £100,000. The consultation for this will be done "in-house" and it was decided to do this scheme later on in the year.	
11.4	PM informed the Panel that he would send out invites to SM about open days so that she can forward this information to resident groups.	
11.5	EF said that it had been previously discussed to visit the Scotland Hall Rd Allotments. A date was of Wed 6 <sup>th</sup> May at 11am was suggested to hold the visit.	
12	<b>LSM Update – Michael Hutton</b>	
12.1	MH introduced himself as the new LSM for the Riverways Area. MH gave an update on anti-social behaviour. Discussions took place about "you said, we did" to show that the service is being delivered.	
12.2	MH gave the void update. JH queried the delay in letting properties. LP confirmed that the biggest problem that can be for seen is that choice-based letting take a period of time.	
13	<b>Community Update and Governance – Kath Hope/Sharon McBride</b>	
13.1	<ul style="list-style-type: none"> <li>a) Revolve was issued. SM asked the Panel to forward any items for the next issue</li> <li>b) NorthAwards – SM asked the Panel to bring forward any suggestions for award categories for this year</li> <li>c) Observers – None</li> <li>d) Events 09 update – SM explained that Northwards has 3 events planned this year which will cover each of the Northwards Area. The first one (FaD 09) will take place on Thu 28 May 2009 – 2pm – 5pm at Abraham Moss in Crumpsall. SM asked for any Panel Members that would like to volunteer on the day 1.30pm – 5pm. There were no volunteers.</li> <li>e) Resident Involvement Agreement Review Update – SM explained that a focus group of tenants and residents had met with herself and Claire Tyrrell at two meetings to review the document which has now been agreed and is to be published in July 2009.</li> <li>f) Constitution and Action Plan Update – SM reported that the work for the constitution has now been done and is being</li> </ul>	

	<p>checked by Steve Wood. This will then go to the Board and then to the Area Panels in June and will be formally looked at in July before the Area Panel Social event. The action plan is being looked at and a meeting has been planned for 18 May with a group of residents.</p> <p>g) National and Northwards Conversation – both events were well attended by Northwards Tenants. There were approximately 80 Northwards Tenants who attended the Northwards Conversation as well as other attendees from other housing organisations. The feedback has gone to the TAS and they are waiting for the TAS to send out a draft report.</p>	
14	<b>AOB</b>	
14.1	None	
	<b>Date and time of next meetings</b>	
	<p>a) Riverways Area Panel meeting – Wednesday 20 May 2009 – Cariocca Community Room.</p> <p>b) Regeneration Tour – Saturday 2 May 2009-04-24</p> <p>c) FaD 28 May 2009 – Abraham Moss.</p>	

**Meeting closed at 6.05pm**