

## Riverways Area Panel

Date: 20 May 2009

4.00pm – 6.00pm

Venue: Cariocca Business Centre, Miles Platting

Chair: Pat Glazebrook

### MINUTES

#### Attendance:

Pat Glazebrook (PG)	Panel Member
Alice Needham (AN)	Panel Member
Barbara Grey (BG)	Panel Member
Fred Steadman (FS)	Panel Member
Rose McCarton (RM)	Panel Member
Anne McBride (AM)	Panel Member
Marlene Garnett (MG)	Panel Member
Edith Webster (EW)	Panel Member
Julie Barton (JB)	Panel Member
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Michael Hutton (MH)	Local Services Manager
Dave Collier (DC)	Repairs Services Manager
David Travis (DT)	Principal Technical Officer
Mike Stevens (MS)	Director of Neighbourhood Services
Paul Maidment (PM)	Head of Home Improvements Riverways
Lee Wilbraham (LW)	Wates
Julie Goreham (JG)	Resident Involvement Officer (Wilton) – Minutes

Item	Description	Action
1	<b>a) Welcome and Introductions</b> PG welcomed all attendees.  <b>b) Confirm Quorate</b> Meeting was quorate.  <b>c) Meeting Rules</b> PG confirmed the meeting rules.	
2	<b>Apologies for Absence</b>	
2.1	Apologies received from; Kath Hope, Sharon McBride and Larry Patrick.	
3	<b>Declaration of Interests/Confidential matters</b>	
3.1	None	
4	<b>Minutes of the last meeting – 22 April 2009</b>	

4.1	Edith had sent apologies for the last meeting. With this amendment the minutes were agreed as a true record.	
5	<b>Matters Arising</b>	
5.1	5.1 EF explained that we are awaiting the funding. The event is planned for the summer holidays, however, we will explore combining the Brookdale Park event with the festival there.	EF
5.2	5.2 EF explained that Northwards will be working to better publicise successes of work around ASB. This has already started e.g. at Delaford Walk publicity about an injunction has been sent out. MH is looking at cases which have closed within the past month and ways to publicise their outcomes. Examples of what is being sent out will be brought to the panel. MG felt that the publicity around Delaford Walk was already having a positive effect – three gardens in that area had been tidied since publicity went out. EF reported that there had been local press coverage of the injunction also.	EF
6	<b>Recycling Awareness Team – Jessica Earley</b>	
6.1	Speaker was not in attendance, so this will be rearranged for a future meeting.	
7	<b>Business and Delivery Plan Update – Mike Stevens</b>	
7.1	MS circulated the summary business plan which had been produced for the area panels. This gave feedback from the business planning event in January and TSA Local Conversation in March. It is a work in progress with actions needing to be added, but comments are welcome to MS or EF on the content. A complete version will be brought to the next meeting. Panel members expressed general support for the layout/content.	
7.2	FS asked if there would be anything in the plan about dog issues which was a large problem in Newton Heath. EF reported that Bob Caine had been working with the Dog Wardens and James in Harpurhey.	
8	<b>Quarterly 4 Performance Report – Emma Foster</b>	
8.1	EF reported that overall performance is good with many targets showing “green”. There are some question marks in the figures where information will be collated during the customer satisfaction survey in the summer.	
9	<b>Inspection Action Plan Update</b>	
9.1	No comments were made on this information item	
10	<b>Customer Satisfaction Survey</b>	

10.1	No comments were made on this information item	
11.	<b>Repairs Update – Dave Collier and David Travis</b>	
11.1	DC invited any questions on general repairs issues	
11.2	DT explained that Corgi registering for gas service operatives is now called Gas Safe and registered staff will show a Gas Safe register card. RM asked why the system has changed. DT explained that it had been put out to tender by government. MG asked if the cards were photo ID, DT confirmed they were. PG asked if British Gas operatives would carry the cards. DT explained that all gas service operatives must carry the card. DT circulated fliers with further information.	
11.3	BG asked about the differences paid in gas bills when it is paid with the rent. EF explained that there are gas charges for heating and hot water and a flat fee for those with a cooker. AM was aware that some tenants with gas cookers are not paying the fee for this. The panel discussed how a piece of work could be carried out to investigate this, but it was felt this could be a large piece of work with small re-claimed costs. MS informed the panel that they could report of any individuals who they knew were not paying their charges to be investigated.	
11.4	JB reported that tenants in Victoria Square are discouraged from using gas but most still have the meters in their properties which are taking up space. DT explained that British Gas still own the meters and so tenants wishing them to be removed should contact them to arrange this.	
11.5	DC informed the panel that his team had begun holding regular meetings with Manchester Working about central heating in order to prepare for next winter. They are working to ensure that there are enough parts and labour for any necessary repairs. Manchester Working have committed to paying for overnight delivery of parts where necessary. RM and PG welcomed this news. DC explained that there will be an item in the autumn edition of Northwards Natter to encourage tenants to test their boilers in September/October so that some of the problems can be identified at that stage and dealt with before the cold weather comes.	
12	<b>Major Works Update – Paul Maidment</b>	
12.1	PM referred the Panel to the Home Improvement Summary Report and highlighted the main points on the schemes. JB felt that the Victoria Square scheme had been moving slowly but that Seddons had been doing a good job. PM explained that many of the schemes had had good feedback, with some receiving satisfaction scores of 10 out of 10. Where these are achieved the result is validated by making phonecalls.	
12.2	FS had heard some complaints about fans which had been installed which are not closing as they should. PM will ask a colleague to get	PM

	in touch with FS.	
<b>13</b>	<b>Environmental Works Update – Paul Maidment/Emma Foster</b>	
13.1	PM reported that residents had been consulted on the Kingsbridge play area. The residents do not want a garden but instead want the area tidying up, garage site removed and space for parking. PM asked the panel if he could cost this option and bring it back to the next panel for approval. It is likely to come in at a lower cost. The panel agreed. PG asked if savings would go back into the environmental budget. PM confirmed that they would. He is asking Wates to look at contributing to additional projects such as planting which will also get residents involved.	<b>PM</b>
13.2	PM reported that plans for Troydale ‘MUGA’ are progressing well. The plans will be going out to residents shortly and work should be able to start in 4-6 weeks. PM will bring the plans to the next meeting.	<b>PM</b>
13.3	PM reported that work is completed on Eastmore/Stanford and feedback so far is good. The panel has got a good name in the area for supporting the scheme.	
13.4	PM reported that plans for Anita Street are in progress.	
<b>14</b>	<b>Environmental Works Programme 2009 Paul Maidment/Emma Foster</b>	
14.1	PM had asked the contractors to create a draft scheme programme and circulated some copies. He was aware that an accident had occurred on the paving at Woodgarth so this would be moved up the list to be completed as soon as possible.	
14.2	PM explained that he wanted to work with tenants and residents groups to put in for CASH grants for the estate signage. RM suggested that the signs could be put up at the end of the other environmental works on the estate. MG felt that tenants groups would be wanting to bid for other projects from CASH grants too. EF felt that it was worth trying to bid for the money to make the panel’s money go further, and explained that the signage work would be carried out anyway. PM suggested that the panel could put forward bids for areas where there was no tenants group.	
14.3	PM explained that the programme will be sent out with the next minutes, and that he would like to agree a letter to be sent out to inform tenants of the work that will be taking place, and to begin the consultation process. RM felt that the “funded by the panel” sandwich boards should be on display for every project. PM will buy more boards.	<b>PM</b>
14.4	PM informed the panel that Wates is trying to employ more local people. They may also work with Community Payback to deliver the schemes at the best price.	

15	<b>LSM Update – Michael Hutton</b>	
15.1	MH introduced himself for those who had not attended the previous meeting, as the new LSM for the Riverways Area.	
15.2	As explained previously MH would be working on publicising success stories on Anti-Social Behaviour cases. Over the past month the Wardens, GMP and local services staff had been door knocking in hotspot areas as part of the respect initiative in Troydale and Queensferry. A CCTV camera had been temporarily sited on the Troydale estate. As a result of the joint working being done one arrest had taken place as well as some joint warning interviews. RM ask how effective the CCTV is. EF explained that in this case the camera has been moved temporarily and a dedicated officer is monitoring the camera to ensure that suitable footage is obtained which can be used as evidence in criminal proceedings. There have been four arrests as a result of the work so far. FS asked if the camera on Daisy Bank is working. EF confirmed that it is.	
15.3	FS raised concerns about issues on Church Street. EF felt the issues raised should be directed to the police as criminal matters, though Northwards will work with them where appropriate. She will ask the NSO to phone FS re Petrock Walk.	
15.4	MH reported on the voids figures which have increased by one on the previous month. Local services is working with the re-housing team to let the properties. MS explained that there is to be a meeting for managers to review voids to ensure that everything is being done to keep the numbers low.	
16	<b>Estate Services – Emma Foster</b>	
16.1	EF explained that the tendering process is complete. Seven tenders had been received, three were shortlisted and the contract was awarded to Street Scene Services. The contract started on 1 May 2009. Residents were included on the panel which made the decision. Cost savings should be made over the coming year and these will be reinvested in the local areas.	
16.2	EF reported that the garden enforcement process has now been in place for a year. Claire Tyrrell will be completing a review of the process and involving tenants in this to see what needs changing.	
16.3	Mobile cleaning is now in house, visiting low-rise blocks. Work is being prioritised, with specific services to be delivered on specific days. The service will be advertised in the blocks. It is hoped that in addition some capital improvements will be able to be carried out in the next financial year. Some more needy projects may be carried out through Local Services budgets. There are now two full time estate-based caretakers as well as the Environment Officers which will enable work to be completed quickly e.g. minor repairs and fly tips clearance. There may also be cost savings. RM felt that the	

	<p>scheme needs to be publicised. EF thought an article could go in the Natter. FS was concerned that the ground floor of the blocks are not being cleaned. EF will look into this. PM explained that his team was compiling an assessment of works needed in blocks where the mobile cleaning service is not taking place.</p>	
17	<p><b>Community Update and Governance – Julie Goreham</b></p>	
17.1	<ul style="list-style-type: none"> <li>a) Revolve was circulated. JG asked the Panel to forward any items for the next issue to SM or herself.</li> <li>b) Observers – None</li> <li>c) Events 09 update – JG encouraged the panel members to attend the Food and Dance festival on Thursday 28 May, 2pm – 5pm at Abraham Moss Centre in Crumpsall. JG asked for any Panel Members that would like to volunteer on the day to let her know. RM asked what volunteering would involve. JG explained this and encouraged panel members to attend as participants and to spread the word if they could not or did not want to come as volunteers.</li> <li>d) Revised Constitution – JG explained that panel approval was being sought for the enclosed constitution. If approval was given the constitution would be formally adopted at the Area Panel social in July. The panel approved this.</li> <li>e) AGM and recruitment – JG explained that this had been enclosed for information</li> <li>f) JG asked panel members to complete and return their Fair and Equal service forms. FS felt that the sexuality question was better phrased in this edition of the form.</li> </ul>	
17	<p><b>AOB</b></p>	
17.1	<p>JG distributed information from Manchester Working about their community work, and information on a TPAS event. JG explained that Manchester Working had made five spaces available to panel members on a coach to the housing fair held in Harrogate on 18 June and asked any panel members who wanted to attend to express their interest as soon as possible.</p>	
	<p><b>Date and time of next meetings</b></p>	
	<ul style="list-style-type: none"> <li>a) Area Panel Meeting – Wednesday 17 June 2009 – Cariocca Community Room.</li> <li>b) FaD 09 28 May 2pm-5pm Abraham Moss</li> <li>c) Area Panel Social and Adoption of new Constitution 15 July</li> </ul>	

**Meeting closed at 5.30pm**