

Northwards Housing Fourways Area Panel Meeting

White Moss Local Services Office – 5 Feb 2009 – 1.30pm – 3.30pm

Minutes

Chair: John Biggs

Attendance:

John Biggs (JB) – Panel Member
Grace Choularton (GC) – Panel Member
Carol Downes (CD) – Panel Member
John Ward (JWa) – Panel Member
Peggy Yuill (PY) – Panel Member
Joan Fitzgerald (JF) – Board Member
Larry Patrick (LP) – Director of Property Services
Julie Wilson (JWi) – Head of Neighbourhood Services (Fourways)
Michael Hutton (MH) – Local Services Manager
David Heys (DH) – Head of Home Improvements (Fourways)
Gary Walsh (GW) – Repairs Services Manager (Fourways)
Sharon McBride (SM) – Resident Involvement Officer (Minutes)

Item	Description	Action
1	<ul style="list-style-type: none">a) Remembering Pam Angelucci – JB asked the Panel to observe one minute silence to remember Pam who sadly passed away in December 2008.b) Thanks to Hazel Enwistle – JB informed the Panel about Hazel's decision to step down from the Panel as co-optee as she is going to live in Jamaica for 6 months. Hazel has indicated that she would like to be considered as a co-optee to the Panel upon her return.c) Welcome and introductions – JB welcomed that Panel and introductions were made.d) Confirm quorate – Meeting was quorate.e) Meeting rules – JB confirmed the meeting rules.	
2	Apologies for absences	
2.1	Mavis Harris, Dorothy Le Moignan and Jack Dawson.	
3	Declarations of interests/confidential matters	
3.1	None	
4	Minutes of the last meeting – 20 November 2008	
4.1	Agreed as a true record	
5	Matters Arising	

5.1	5.1 – Suggestions for British Gas Partnerships funds – JWI confirmed that she had discuss and agreed with Panel members to host a fun day in the Moston/Charlestown border area. The Panel members agreed.	
5.2	7.3 – Waiting times for parts for heating repairs – PY highlighted that this is an on-going concern and was unhappy to see that this issue had received negative publicity in the “Advertiser” newspaper. LP explained that even though that it has been an exceptionally cold winter, there have been far fewer problems than last year. LP explained about encountering problems with boilers that have been obsolete due to tenants refusing to have them changed which has caused the waiting times for the repair works. LP added that Northwards has put in a complaint to the editor regarding the article in the Advertiser.	
5.3	8.2 – Hand rails – JWI informed the Panel that hand rails have been fitted in agreed places but due to further demand, Groundwork are currently costing additional rails and will come back with details to be considered for further funding.	
6	Inspection Update – Larry Patrick	
6.1	LP reported that as of Monday 9 February 2009, the Audit Commission will issue a Press Release and the report will be issued on the Audit Commission website regarding Northwards Housing inspection result of 3 stars plus excellent prospects for improvements. PY said she would like to thank staff on behalf of the tenants for their hard work. LP added that the result was also down to residents, contractors and partner agencies who helped to achieve this too.	
7	Repairs Quarterly Update – Gary Walsh	
7.1	GW referred the Panel to Repairs Performance 2008/09. The results for November/December indicate that overall, the improvement in the day-to-day repairs performance has been maintained.	
7.2	GW referred the Panel to The Fourways Consultation Document on Proposed Revisions to the Empty Homes Standard. GW explained that Northwards want to carry out further consultation with tenants and residents’ groups through Area Panels on the Proposed revisions to the existing standard and provide the opportunity for feedback. GW asked for comments before 5 March 2009. JB asked Panel members to bring suggestions to the next Panel Meeting.	GW/Panel
8	Major Environmental Works Update 2008 – David Heys/Julie	

<p>8.1</p> <p>8.2</p> <p>8.3</p>	<p>Wilson</p> <p>DH referred the Panel to the report and explained that the customer satisfaction questionnaires had been receiving good scores in December 2008. There was one concerning result overall (Dam Head kitchen/Bathroom schemes) and this was due to delays in handovers of properties in December but they have since caught up.</p> <p>DH gave an update on the Home Improvement Programme, comments were made about the following projects: Moston: Bradford Court – Kitchen and Bathrooms – The roof is now water tight but there has been a hold up because of the cold weather. Moston – Moston Corrolites – works had been delayed due to bad weather. Charlestown – Clifford Lamb Court – Kitchens and bathrooms – works to be completed imminently. Whitebeck Court Refurbishment – Northwards are contributing £1.3 million to the £6.7 million from MCC to refurbish the block. The block is planned to be adapted for older people with Adult Services being delivered from the block.</p> <p>DH informed the Panel that £120 million out of £201 million has already been spent on the Decent Homes Programme. Currently, there are 8,800 properties that have met the Councils Decent Standard. There were 6,000 internal improvements and 7,200 external improvements by the end of December 2008.</p>	
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p>	<p>Environmental Works Programme 2009 – David Heys/Julie Wilson</p> <p>DH highlighted the progress of the environmental works. JWI informed the Panel that they need to start collecting ideas for new projects for the next 3 years. JWI explained that there is £150,000 to spend of projects in the Fourways Area next year, £220,000 the following year and £375,000 the year after that.</p> <p>PY suggested that the Panel has a bus tour to look at proposals before any decisions are made.</p> <p>It was decided that the deadline for proposals is 5 March 2009 and that a bus tour to visit the proposals would take place in the 2nd week of March 2009.</p>	
<p>10</p> <p>10.1</p>	<p>LSM Update – Michael Hutton</p> <p>MH issued the Void update and explained that they are currently undergoing an analysis to identify any reasons for voids where</p>	

10.2	<p>there could be blockages. PY added to take into consideration elderly that may pass away in Dec and Jan.</p> <p>MH also issued an update on Anti Social behaviour, informing the Panel on current cases.</p>	
10.3	<p>MH updated the Panel on Staff at White Moss LSO.</p>	
11	<p>Community Update and Governance – Sharon McBride</p> <ul style="list-style-type: none"> a) Northwards Conversation – Wed 4 March 2009 – Sheridan Suite, Oldham Road. SM reminded the Panel about the event planned to inform tenants and residents about the Tenants Service Authority and explained that if anyone still needs to book to contact Diane Roberts 227 3033 or to give SM names at the meeting. b) Area Panel Action Plan Review – SM asked for volunteers to review this piece of work. JF said would be ok to do this after 6 March, PY and GC also volunteered. c) Resident Involvement Agreement review – SM asked for volunteers. PY and JF already have volunteered to do this at the Resident Involvement Forum. GC and JB also volunteered to this. d) Revolve – Revolve was issued e) Observers – None f) Vacancies – Vacancies – Confidential – JW explained that as Hazel Entwistle had stepped down from the Panel as co-optee that they will need to look replacing her. It was suggested that a member of the new Anfield Rd Tenants Assocaite comes and observes at the Panel with a view as being co-opted on. The Panel agreed. Due the sad loss of Pam Angelucci, a tenant vacancy has arisen for the Panel. It was put to the Panel that because the Panel AGM was only recently held, it was suggested that Charlotte Grant fill this vacancy as she came second in the vote at the Panel AGM. The Panel agreed. g) Gardening Competition – MH explained that he had helped to organise the gardening competition last year for the 3 Area Panels and that he would speak to Claire Tyrrell to arrange. 	MH
12	<p>Customer Satisfaction Survey – Julie Wilson</p> <p>JWI referred the Panel to the enclosed report. JWI discussed issues that were highlighted such as the net satisfaction with the overall service is lower than average in the Charlestown Area. JWi explained that this is not inconsistent with State of the Wards data, in which satisfaction ratings for Charlestown are generally below average. Northwards are already engaged in a range of actions, linked in through Ward Coordination, to increase</p>	

	<p>community engagement, respond to changes in the Ward and address local issues and concerns.</p> <p>JWI commented that she is also the Ward Coordinator for Charlestown, and this will assist in ensuring that Northwards are well linked into Ward-based initiatives and multi-agency working.</p>	
13	Neighbourhood Wardens – Julie Wilson	
13.1	<p>GC informed the Panel that she had attended a meeting where the Wardens introduced themselves and explained what they can do to support tenants. PY added that she was impressed that Wardens stop and talk to tenants and explain about what their role in the community is. JWI explained that the Wardens are the eyes and ears of the community but explained that they are not a response service. JWI explained about the differences between Wardens and PCSOs. The Panel agreed to invite Tony Dalton who is the Warden Manager to come to the next Panel meeting to do a 10 minute presentation about the Warden Service.</p>	JWI
13.2	<p>JB added information about “Street Life” organisation that are working with young people that aren’t in school/have left school to support them getting into education or work. JB commented that he had seen some successes because of this scheme.</p>	
14	Community Facilities Review – Julie Wilson/Sharon McBride	
14.1	<p>JWI explained that Claire Tyrrell is currently reviewing the Community Facilities that Northwards Housing provides. SM added that she had recently been out to the Northwards Community Facilities to conduct a questionnaire the management committees of the facilities and will update on further progress at a later date.</p>	
15	AOB	
15.1	<p>Handy Man Service – LP informed the Panel about proposals for a “Handy Man Service”. LP said they have had costings from Manchester Working to supply this service and will be putting in a bid for funding to get the scheme off the ground. LP said that criteria to receive this service will be the same as that of what is required for the Concessionary Gardening.</p>	JWI
15.2	<p>JWI informed the Panel that the second floor flats on Dam Head will have the windows cleaned twice a year in Feb and in Aug.</p>	
15.3	<p>JB reported back about the Chairs and Vice Chairs meeting that</p>	

15.4	he attended on 26 January and said it went well.	
15.4	JB requested that taxies booked for Area Panel members also have a return booked at the same time to avoid delays.	
15.5	CD enquired about the donations that were collected for the Ice Rink event at Dam Head and how this would be donated/spent. JF affirmed that £300 was collected and this will be reinvested into Dam Head Community via DAMRA.	
16	<p>Date and Time of next meetings</p> <p>a) Area Panel Meeting – 5 March 2009</p> <p>b) ASB and Crime Forum – Saturday 7 February 2009 9.30 – 12.30 at Waterloo Centre, Cheetham Hill.</p>	

Meeting Closed 3.30pm