

## Riverways Area Panel

Date: 19 November 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 (PG)	Panel Member
Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Ann McBride (AM)	Panel Member
Marlene Garnett (MG)	Panel Member
Fred Steadman (FS)	Panel Member
Julie Barton (JB)	Panel Member
Mike Stevens (MS)	Director of Neighbourhood Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Rob Doherty (RD)	Local Services Manager
Dave Collier (DC)	Repairs Services Manager
Ian Forshaw (IF)	Partnering Manager Manchester Working
Paul Ostell (PO)	Project Manager Manchester Working
Paul Maidment (PM)	Head of Home Improvements (Riverways)
Matthew Jarrot (MJ)	Home Improvement Service Manager
Paul Blackmore (PB)	Home Improvements Service Manager
Diane Roberts (DR)	Governance Support Officer
Sharon McBride (SM)	Resident Involvement Officer (Riverways) – Minutes

#### Observers:

Mary Todner– Audit Commission Inspector (attended in-part)

Item	Description	Action
1	<p><b>a) Welcome and Introductions</b> KH welcomed all attendees. Introductions were made. KH welcomed Mary Todner Audit Commission Inspector who had come to observe the meeting.</p> <p><b>b) Chair and Vice Chair Appointment</b> SM informed the Panel that nominations had been received for Kath Hope to be Chair and Pat Glazebrook to be Vice Chair. There had been no other nominations. Kath Hope was elected as Chair and the vote was carried on a show of hands. Pat Glazebrook was elected as Vice Chair and the vote was carried on a show of hands.</p> <p><b>c) Confirm Quorate</b> Meeting was Quorate</p> <p><b>d) Meeting Rules</b></p>	

	KH drew attention to the meeting rules and it was affirmed that all present understood the rules.	
2	<b>Apologies for Absence</b>	
2.1	Pamela Greatorex, Larry Patrick.	
3	<b>Declaration of Interests/Confidential matters</b>	
3.1	None	
4	<b>Minutes of the last AGM and last meeting – 22 October 2008</b>	
4.1	Agreed as a true record	
5	<b>Matters Arising Including British Gas Partnership Funds</b>	
5.1	<p>PM explained that there £18,000 was given to Northwards Housing by British Gas to spend on projects that benefit the community. Northwards Housing has allocated £6,000 for each Panel. PM asked the Panel to have a think about any projects that they think they could recommend such as events in the community or environmental works that would benefit the Riverways Area and pass on ideas to SM.</p> <p>EF suggested that the panel may like to consider an Ice Skating Event. An event was hosted in the Fourways area that proved to be very successful. EF to establish costing and bring back to next panel meeting in January so panel can consider and identify suitable locations. PM added that they could also consider doing smaller ice-rinks in particular areas.</p>	EF
6	<b>Business and Delivery Plan – Mike Stevens</b>	
6.1	MS referred the panel members to pamphlet that was circulated with the minutes titled 'It's your Business' and asked the panel for comments, suggestions. MS also reminded panel members of the Business Planning Event that is arranged for Saturday 17 January 2009. MS suggested any comments or suggestions can be made via SM	
7	<b>Repairs Update – Dave Collier</b>	
7.1	DC explained that they will be starting a new format on the way the present the information at the Panel from January 2009.	

7.2	<p>DC reported that there have been problems with tenants removing internal doors in properties and the intention is to write to tenants to warn them about this and explain that they will be charged for the doors to be re-connected. DC asked the Panel if there would be any objections to this. Discussions took place about removing doors and the fire hazard that it creates. EF explained that Northwards has a relationship with the Fire Service and can arrange for visits to tenants to explain evacuation plans, risk assessments etc. In addition to this, Manchester Working can also refer the Fire Service to visit tenants if they notice fire hazards. Manchester Working do risks assessments as part of the gas safety check. RM suggested health and safety should be an area to focus on as part of the business plan. The overall consensus about writing to tenants warning them about removal of doors was agreed by the Panel.</p>	
7.3	<p>DC raised concerns about the significant amount of emergency repairs that are being ordered which is having a negative impact on the service. DC explained that callers are being told that their calls will be recorded in order to monitor, in addition to this operatives are also feedback back information. In addition to this, DC said that Call Centre Managers will be authorising emergency repairs. Discussions took place about consistency of emergency repairs and KH and AN gave examples of a similar repair but both had different time spans for the job being carried out. DC affirmed that he would look into this. IF explained about the process and what constitutes to being an emergency repair. IF added that workers carrying out repairs also carry comprehensive kits and materials with them in order to carry out the job effectively and efficiently. FS commented that he understood that only tenants are allowed to report their own repairs and no one else could do this. It was explained that this was because it could be abused and there could be instances of individuals reporting repairs maliciously. MS said it would be important to take away the feedback from the Panel and report back at the next meeting.</p>	<p>DC</p> <p>DC</p>
7.4	<p>DC introduced Ian Forshaw and Paul Ostell from Manchester Working who would be discussing the new hand held repair feedback system. IF explained that there had been delays with the system but Manchester Working have learnt from previous roll outs of the system. Manchester Working wants to ensure that the system is introduced properly and effectively to avoid any errors which have been experienced in other parts of the country as a result of introducing the system too quickly. They want to ensure that they tailor the system to meet the needs of Northwards tenants. IF explained the benefits of the system such as the queuing system which eliminate “cherry picking” jobs and that it also communicates directly with the Northwards CIVICA system, enabling it to provide appointments more effectively. The system was passed around for everyone to have a look at. IF reported that they intend to introduce the system a rate of 5 per week.</p>	
8	<p><b>Major and Environmental Works Update 2008</b></p>	
8.1	<p>PM and EF went through the Major Environmental Works Update.</p>	

	PM referred the Panel to the display board to demonstrate the work that had been carried out throughout 2008 and thanked the Panel for their contribution in making this happen.	
9	<b>Environmental Works Programme 2009 – Paul Maidment/Emma Foster</b>	
9.1	EF and PM updated the panel on Capital Environmental Works funding for 2009/2011. There is £408k available to spend across the area. EF reminded the Panel about the criteria for Environmental works and distributed a sheet explaining what this covers. EF asked the Panel to come up with ideas and to speak to local residents and identify priorities to consider. PM reassured the panel that his team would produce and cost up the projects, but we needed ideas from residents. MJ said to contact him also as he is in touch with Keith Hedgley who can help with ideas. PM added that the Panel do not need to spend the funds all in one go. EF suggested a deadline for ideas towards the end of January so the panel can undertake bus tour and make recommendations at meeting in February 2009. EF also advised the panel that we would be writing to all TRA's and Local Members to invite them to submit ideas. We have also asked other forums to submit ideas for projects.	
10	<b>LSM Update – Rob Doherty</b>	
10.1	RD distributed the LSM update and went through some key cases on the ASB report. RD said the NSOs at Monsall have been extremely busy and currently have over 30 cases with ASBAT to progress legal action are investigating an additional 92 cases. RM commented that ASB was a bad problem. EF said Northwards has a multi-agency approach in which partners and northwards allocate significant resources to target this area. EF added that it's about challenging behaviour and identifying new ways of dealing with the cases whilst offering relevant support to assist perpetrators to change their behaviour whilst support and assisting complainants  RD went through the Void update and reported that there had been no significant changes from last month's report in October.	
11	<b>Community Update and Governance – Diane Roberts and Sharon McBride</b>	
11.1	Chair and Vice Chair meeting – DR will send the minutes to the Chair and Vice Chair	
11.2	Rotation of Panel Members – DR referred the Panel the rotation process	
11.3	Constitution review – DR explained that there had been some problems with the current constitution as it was not working in favour of getting observers to come to the panel. KH and PG volunteered to assist in the constitution review and attend a sub-group meeting.	

11.4	Induction Programme – DR explained about providing an induction for new Panel members and needed 2 volunteers to assist with this. The meeting would be 17 Jan 2009. There would be one meeting to agree what to put in the induction and then a further two half days needed. RM and MG said they will check their availability.	
11.5	Tenant Conference Steering Group – DR referred the Panel back to the success of Northwards “It’s a Knockout” tenants conference in Sept 2008. They are now getting a steering group together with the first meeting being on 15 Dec 2008 and monthly meetings there after. AM and JB volunteered to be on the steering group.	
11.6	Review of Performance – MS referred the Panel to the report, no comments were made.	
11.7	Meeting Dates and Times 2009 – DR explained that it had been suggested to change to the meeting dates and times for Panel meetings and referred the Panel to the suggested changes. The Panel agreed that they would prefer to stay with the present dates/times which are the 3 <sup>rd</sup> Wednesday of every month.	
11.8	Revolve – Revolve was issued.	
11.9	Observers – An Observer had been agreed at a previous Panel meeting. EF to write letter to Observer with invitation to attend.	EF
12	<b>Any Other Business</b>	
12.1	KH explained that the Letter she posted to McInverney Homes was sent back to her with “wrong address”. EF said she will arrange for an officer to hand deliver.	EF
12.2	JB asked whether it was possible for Northwards to arrange for a member of staff to attend the next open meeting at Victoria Square to provide information on how the heating charge is calculated at Victoria Square. EF will arrange for next meeting	EF
12.3		
12.4	Christmas Social – 18 Dec 2008 –White Moss Office – DR asked Panel members to let her know who would like to attend. To clarify, the Area Panel Members had a social event in July at their request rather than at Christmas which is why this is a bring and share event.	
	<b>Date and time of next meetings</b>	
	<ul style="list-style-type: none"> <li>a) No Meeting in December 2008 – 2009 meetings on agenda</li> <li>b) Christmas Social – Thursday 18 December 2008 – 1pm – 5pm, White Moss Road.</li> <li>c) Business Planning – Saturday 17 January 2009, 9a.90am – 12.30pm Waterloo Centre Cheetham Hill</li> <li>d) ASB and Crime – Saturday 7 March 2009, 9.30am – 12.30pm Waterloo Centre Cheetham Hill</li> </ul>	

Meeting closed at 6.05pm