

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 08 September 2009

6.30 p.m. to 8.30 p.m

Cheetham Local Services Office, Community Room

Chair: Charles Taggart

Attendance:

Charles Taggart (CT)	Panel Member (Vice-chair)
Sue Ratchford (SR)	Panel Member
Jim Burke (JB)	Panel Member
Mavis Wilkinson (MW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Cllr Ken Barnes (KBa)	Panel Member
Cllr Naeem Ul Hassan (NH)	Panel Member
Mike Stevens (MS)	Director of Neighbourhood Services
Claire Tyrrell (CMT)	Head of Neighbourhood Services
Jacqui Tomlinson (JT)	Local Services Manager
Danny Whitelock (DW)	Repairs Services Manager (Wilton)
Kenny Bond (KBo)	Home Improvement Manager
Julie Goreham (JG)	Resident Involvement Officer
Janice Fitton	Observer
Sylvia Parfitt	Observer
Carol Connolly	Observer
Michael Green	Observer
Samuel Jacob	Observer
Brian Nuttall	Observer
Sunday Martins	Observer

From 6.00pm refreshments were provided and officers were available to answer questions. The meeting commenced 6.30pm.

Item	Description	Action
1	Welcome and introductions	
1.1	CT welcomed attendees to the meeting. He asked the observers to leave while the confidential minutes were approved.	
1.2	The confidential minutes of the August meeting were approved.	
1.3	a) CT welcomed the observers back to the meeting and introductions were made.	
1.2	b) Quorate was confirmed	
1.3	c) CT explained the meeting rules	
2.	Apologies for Absences	
2.1	Apologies had been received from Marjan Bazargan and Steve Kirkham. NH apologised that he would be leaving early.	
3.	Declaration of Interests/Confidential Matters	

3.1	There were no declarations of interest. Confidential items had been discussed under 1.	
4.	Minutes of last meeting 04 August 2009	
4.1	The minutes were approved.	
5.	Matters arising	
5.1	5.1 – JG reported that the funding had come through from British Gas. The ice rink is provisionally to be held on the Riverdale estate on 26 and 27 October. Dates to be confirmed 14/09/09 and then publicity would be arranged.	
5.2	5.2 – KB asked if Arthur Kay had provided the maps. CMT is meeting with him on 23/09/09 and will be asking for them then. JB expressed concern that strimming was not being carried out around trees. CMT will raise it at the meeting.	CMT
5.3	6.1 – CT expressed concern that the On Call Manager had not come to the meeting. CMT explained that Lee Dobbins had planned on attending the last meeting, but unfortunately had to give late apologies, he would be invited to the November meeting.	CMT
5.4	5.5 – CMT explained that now the NSOs were working to their new patches the names and areas could be put on the website but staff photographs would only be put on the site when staff members gave permission.	CMT
5.5	8.1 – CMT explained that the Resident Involvement Agreement is going to sub-committee.	
5.6	15.2 – CMT reported that this has been added into the programme.	
5.7	17.2 – CMT confirmed this had happened, as could be seen by the numbers of observers!	
5.8	16.2 – MW asked if there were any further changes to staffing since the previous meeting. JT reported that there are not.	
5.9	17.10 – CMT explained that she had been unable to print off additional copies of the constitution to bring them but these had been posted out and would be sent again to those who had not returned them	
5.10	17.8 – KBa reported that the government had approved the council's funding bid to build 32 bungalows in Higher Blackley and Charlestown, Northwards will manage the properties on behalf of the council.	
6.	Tenants Scrutiny Committee (Claire Tyrrell)	
6.1	CMT explained that Northwards is looking into the idea of a tenant's scrutiny committee where residents would have a greater role in scrutiny of Northwards policies. CMT explained more about the process and asked for panel members opinions. A working group of volunteers from each panel would be set up to look into how it might work. SR thought it sounded a good idea and was needed. CMT felt it would help Northwards to keep up-to-date with new ideas and increase the skills of tenants who are already involved. JB asked if it would be linked with the TSA. CMT explained that it would. She explained that Board members would not be able to stand on the committees due to a conflict of interest. JB and CT volunteered for the working group. MaB would like to come if possible, but	

	expressed concern that an additional committee might stretch resources of volunteers.	
7.	Action Plan Review (Claire Tyrrell)	
7.1	CMT explained that this had been updated. She asked the panel to consider whether they were happy with the frequency of panel meetings. Panel members preferred to continue meeting monthly. CMT asked if they were happy with the time and day of meetings, panel members agreed these should remain the same.	
7.2	CMT asked if surgeries should remain in the action plan. KBa and JB felt that these would not be well attended and it was agreed to remove this action.	
7.3	CMT asked if the suggestion box action should remain in the plan. JB felt that it would be useful if they were in post offices. MW explained that their tenant's group box worked well. Panel members discussed the idea and concluded that it was best left at a local level and ideas/issues could come through tenants and residents groups and other means.	
7.4	MW thought it would be a good idea if panel members visited tenants and residents groups to talk about the panel. JG to write on behalf of panel to see if tenants and residents groups would be interested in having a panel member attend one of their meetings.	JG
8.	Community Update and Governance (Charles Taggart/Julie Goreham)	
8.1	a) JG explained that due to IT difficulties she had been unable to complete and print copies of Revolve. She apologised and explained that these would be posted out as soon as possible.	JG
8.2	b) JG reminded panel members that the panel AGM was being held on 6 October. She will contact those who are up for rotation to check if they are wishing to continue on the panel. She reminded the panel that there are currently three vacancies and invited observers to ask for more information after the meeting if they were interested in these roles.	JG
8.3	c) JG asked any panel members yet to complete the Fair and Equal Service forms to do so.	Panel members
8.4	d) JG explained that the chair and vice-chair meeting had been discussed in the previous meeting, but the minutes were now enclosed in the papers for information	
8.5	e) JG confirmed that the training would take place on 28 and 29 October at the Woodthorpe Hotel. Further details would be sent to panel members. Members of the other area panels would be invited to attend.	JG/Diane Roberts
8.6	f) JG reported that Hayes have started the recruitment process for NTV members.	
8.7	g) JG thanked those who had returned their constitutions and will send copies out as 5.9	JG
9.	Repairs Update (Danny Whitelock)	
9.1	DW explained that the full report would be brought next month.	
9.2	DW gave an update on staffing issues in the Repairs team. Jimmy Bolton who was covering Higher Blackley has left to join the Empty Homes Team and has been replaced by Sarah Smalley. Mark Berry	

	who was covering Cheetham, Crumpsall and Blackley Village has left to join the Post Inspections Team and has been replaced by Brian Flynn. Bernard Roberts remains as the Senior Surveyor for Wilton.	
10.	Major Works Update 2008 (Kenny Bond)	
10.1	KBo reported that there are no problems at present with the schemes though the start dates for two of the schemes had slipped.	
10.2	MaB raised concerns that contractors had been turning up on the Chain Road scheme without appointments or I.D. During one incidence the contractor became irate and rude. KBo asked for the details after the meeting, and MaB asked for a report back to the next meeting.	KBo/Steve Kirkham
10.3	JB reported a concern about the roofing contractors on Cecil Road area. MS said that this would be looked into.	KBo/Steve Kirkham
11.	Environmental Works Programme (Claire Tyrrell)	
11.1	CMT reported that works on Centaur Way had been completed.	
11.2	CMT reported that the design had been completed on Central House	
11.3	Work are underway on Torcross/Finingley.	
11.4	The Hendham Vale sign has been delayed by re-submission to planning. JB queried the cost of the sign. JG explained the cost was for the entire project, not just the sign.	
11.5	KBa explained that he had spoken to Higher Blackley Rebels FC about the Glenthorn scheme and they had offered to put a fence in at a cheaper rate. MaB had consulted with residents on Glenthorn who wanted a fence and not a gate onto the common. CMT explained that the proposed fence could be taken to residents to see if they are happy with it. KB asked if the scheme could be brought forward, or if a temporary fence could be put up by Higher Blackley Rebels at a cost of £60.00. CMT explained that costs could be covered out of the revenue budget if the person carrying it out was an approved contractor. As this was unlikely she would speak to Steve Kirkham about bringing the scheme forward.	CMT
11.6	CMT reported that orders have been raised with Groundwork Trust for the schemes they will be working on.	
11.7	SR had asked Steve Kirkham if it would be possible for paving in the washing lines areas in Crossfell Avenue to make them useable. KBo was getting a cost for the paving. JG suggested approaching Manchester Working to complete the labour. JG to speak to Jason Easy at Manchester Working. KB wondered if it was work that could be carried out during the Northwards staff volunteering days. JG explained that panel members could put schemes forward for these staff days and there would be further details in Revolve.	JG
12.	LSM Update (Jacqui Tomlinson)	
12.1	ASB JT distributed the LSM report and explained that ASBO leaflets will be distributed for the ASBO case.	
12.2	CMT reported that possession had been granted for a Cheetham property which had not been maintained by the tenant. The individual could be sent to prison. Northwards can now tidy the	

	property and garden and recharge the tenant. JT explained that a press release will be issued to publicise the case.	
12.3	Voids JT explained that the voids figure is on target, with sign-up dates booked in for properties which are ready to let.	
13.	Quarter 1 Performance Management Report (Mike Stevens)	
13.1	MS invited questions and comments. MaB hoped that the satisfaction with the Call Centre will increase now the new centre is in place. MS explained that there had been improved performance in call answering and waiting times and the quality of service so far. JT felt that communication between local services and the call centre had improved.	
14.	Equality Actions 2009/10 – Quarter 1 Update Report (Mike Stevens)	
14.1	CMT explained that an event is being planned on these issues in October and the panels will be invited soon.	
15.	Customer Service Excellence Report	
15.1	CMT explained that the report had been included for information.	
16.	Any other business	
16.1	MW asked that the day of the week be included with meeting dates.	
16.2	MaB asked if a representative of the Rents team could attend a forthcoming meeting. CMT will try to arrange for attendance at the November meeting.	CMT
17.	Date and time of next meetings	
	<ul style="list-style-type: none"> a) Area Panel Annual General Meeting Tuesday 6 September 2009, Whitemoss Road Local Services Office b) Northwards AGM 15 October 	

Meeting closed at 7.55pm