

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 06 October 2009

6.30 p.m. to 8.30 p.m

Whitemoss Road Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

Anne Heywood (AH)	Panel Member (Chair)
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
Melanie Beckford (MeB)	Panel Member
Brian Nuttall (BN)	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)
Steve Kirkham (SK)	Head of Home Improvements (Wilton)
Gary McFarlane (GM)	Northwards Wardens
Julie Goreham (JG)	Resident Involvement Officer
Carol Connolly	Observer
Michael Green	Observer

From 6.00pm refreshments were provided and officers were available to answer questions. The Annual General Meeting took place 6.30-7pm. The meeting commenced at 7pm.

Item	Description	Action
1	Welcome and introductions	
1.1	a) AH welcomed attendees to the meeting.	
1.2	b) Quorate was confirmed	
1.3	c) AH explained the meeting rules	
2.	Apologies for Absences	
2.1	Apologies had been received from Councillor Hassan.	
3.	Declaration of Interests/Confidential Matters	
3.1	There were no declarations of interest and no confidential items would be discussed.	
4.	Minutes of last meeting 08 September 2009	

4.1	The minutes were approved.	
5. Matters arising		
5.1	5.2 – CMT distributed examples of the maps that Arthur Kay could produce and asked if the format was suitable. She explained that GIS data was currently being collected for all areas which would enable more detailed maps to be produced in future. KB asked for maps of Blackley in this format. CMT will ask for Cheetham and Crumpsall also.	CMT
5.2	5.3 – CMT asked the panel about speakers over the coming meetings. It was agreed to invite Susan Crawshaw and Lee Dobbins to the November meeting and Arthur Kay to the January meeting.	CMT
5.3	5.4 – CMT explained that the list of NSOs would be loaded onto the Northwards website.	CMT
5.4	10.2 – SK reported that investigations were underway regarding the operative who had used abusive language towards a tenant. This issue was being taken very seriously. MaB expressed concern that the tenant had emailed Northwards some days earlier but not heard back. SK will look into this and thanked MaB for bringing the issue to his attention. AH asked if operatives who receive abusive language from tenants are able to walk away from a job. SK explained that they were.	SK
5.5	10.3 – SK had spoken to the contractors on this issue.	
5.6	11.7 – JG had spoken to Jason Easy from Manchester Working who hoped they would be able to assist with this project, which was on Acre Top and Munn Road (not Crossfell as previously stated).	
6. Northwards Wardens Update (Gary McFarlane)		
6.1	GM explained that the Wardens service was becoming embedded into Northwards Housing. They were having success with issuing fixed penalty notices for dumped rubbish and dog fouling. The Wardens will be holding an Open Day and will invite panel members.	
6.2	MW asked for information to distribute at tenants and residents group meetings. GM explained that new fliers are being produced due to the change in contact details for the wardens.	
6.3	JB asked if the Wardens would be getting dogs. GM explained that they would not.	
6.4	MW asked about the garden tool hire scheme. GM described the scheme. KB felt that tenants and residents groups should be discouraged from setting up tool hire schemes. CMT explained that Northwards do not encourage new schemes but do insure existing schemes. MS explained that through the Northwards Wardens scheme Northwards can offer tool hire for tenants to maintain their gardens. GM explained that if a tenant does not chose to use the scheme this assists in garden enforcement procedures.	
7. Board Away Day (Mike Stevens)		
7.1	MS invited comments or questions on the papers provided. He explained that Northwards is exploring working with social enterprises.	
8. Community Update and Governance (Anne Heywood/Julie		

	Goreham)	
8.1	a) JG distributed copies of Revolve and invited articles for the next edition.	
8.2	b) JG asked if any panel members who had not already booked on to the Northwards AGM to confirm if they planned to attend. CT and MeB will be attending.	
8.3	c) JG asked who would be attending the Effective Meeting training. AH, SR (day 1 only), JB, MW and BN would attend. CT to confirm with JG.	
8.4	d) JG explained that the NTV update was enclosed and that recruitment had opened for members of the NTV.	
8.5	e) CMT explained that the enclosed paper was Northwards' response to the TSA consultation and that an additional tenant's response had been submitted through meetings which panel members had been invited to attend. MS explained that the results will be published soon and there will be further consultation before the new powers come into force in April.	
9.	Repairs Update (Danny Whitelock)	
9.1	DW explained that the position was generally positive. There was an issue with one of the figures falling short of the target but this was due to a decrease in the amount of data obtained.	
9.2	DW explained that the numbers of complaints had been falling, but had begun increasing again in the past two weeks. He believed that this was because On Call would now record complaints and send them through rather than relying on tenants completing a written complaint form.	
9.3	SR raised a concern around her experience of a repair. DW is pursuing this.	
10.	Major Works Update (Steve Kirkham)	
10.1	SK explained that the figures were on target with satisfaction KPI at 9.8.	
10.2	AH asked if window replacement would be carried out if the fire service had advised that the window was unsafe. SK explained that they would if the window in question was the means of escape.	
11.	Environmental Works Programme (Claire Tyrrell)	
11.1	MeB asked what was happening with the play area on Centaur Way. CMT explained that the play area was not part of the remit of Northwards but that Manchester City Council Leisure would be asked to put in and maintain play facilities in future. MeB asked about the costs of the project. SK explained that the drainage had collapsed and so this had used a large part of the funding.	SK
11.2	JB asked about the parking spaces in Finingley. SK explained that they had not been marked out yet but were otherwise complete.	
11.3	SR expressed concern that the benches at Liverton Court had been put in facing the wall and with no garden. The residents are not happy. MS will speak to Pat Scappaticci.	MS
11.4	SK reported that the Central House works were likely to begin in early November.	
11.5	SK reported that the Torcross scheme is underway. MaB felt that the contractors had worked well on the Finingley scheme and	

	completed it quickly.	
11.6	SK reported that the Hendham sign is ongoing as it has gone back to the planning department for amendments.	
11.7	SK reported that he was awaiting costings for Moxley, Kilmarsh and Alsham schemes. CMT explained that she hoped that the Glenthorn scheme could be incorporated with Moxley.	
11.8	MaB queried whether the Babacombe scheme was being completed with Torcross and Finingley. SK explained that they were not being carried out at the same time but were priced as if they were.	
11.9	SK explained that the Chain Road site was now planned as a site for the bungalows scheme.	
11.10	MaB proposed an idea for a new scheme in the Alconbury Walk to Acre Top area. CMT will ask Emma Boodle to look into it and bring a costing to the November meeting.	CMT
11.11	SK reported that the Mirfield Road scheme is complete. JB expressed concern that there had not been any press coverage. KB reported that a press release had been sent out but not picked up by the press. CMT explained that it would be in the next Natter.	CMT
11.12	MaB asked when the consultation on the Torcross scheme would take place. SK explained that it was planned for next year. MaB asked if it was a potential site for housing. CMT agreed to find out.	CMT
12.	LSM Update (Jacqui Tomlinson)	
12.1	ASB JT explained that there had been a fall in the number of ASB cases. The team had secured an ASBO for Bradley Anderson and would be leafleting the estate. MS reported that there had been a number of drug related convictions in Cheetham. Northwards is working with the police to get publicity for these. KB felt that the work should be better publicised.	
12.2	Voids JT reported that the voids figure was slightly over target. The responsibility for lettings had returned to Local Services who were meeting the target of letting ready to let properties within three days.	
12.3	Staffing Emma Boodle is acting up as NSO for at least six more weeks.	
13.	Northwards Annual Accounts 2008-09 (Claire Tyrrell)	
13.1	CMT explained that the Annual Report containing the figures in a summarised form was being produced for the Northwards AGM.	
14.	Any other business	
14.1	CMT asked if the panel still wished to have food at meetings. The panel agreed to continue having food but to reduce the amount bought. MeB was suggested that food was put on the meeting table.	
15.	Date and time of next meetings	
	a) Tuesday 3 November, Cheetham Hill Local Services Office	

Meeting closed at 8.10pm