

Northwards Housing Fourways Area Panel Meeting

White Moss Local Services Office – 10 September 2009 – 1.30pm – 3.30pm

Minutes Chair: John Biggs

Attendance:

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| John Biggs (JB) | Panel Member |
| Carol Downes (CD) | Panel Member |
| John Ward (JWa) | Panel Member |
| Peggy Yuill (PY) | Panel Member |
| Mavis Harris (MH) | Panel Member |
| Charlotte Grant (CG) | Panel Member |
| Dorothy LeMoignan (DL) | Panel Member |
| Joan Fitzgerald (JF) | Board Member |
| Larry Patrick (LP) | Director of Property Services |
| Rob Doherty (RD) | Local Services Manager |
| Gary Walsh (GW) | Repairs Service Manager (Fourways) |
| Abid Hanif (AH) | Home Improvement Services Manager |
| Julie Wilson (JWi) | Head of Neighbourhood Services (Fourways) |
| Claire Tyrrell (CT) | Head of Neighbourhood Services (Wilton) |
| Andy Steele (AS) | Resident Involvement Officer (Fourways) (Minutes) |

| Item | Description | Action |
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| 1 | <ul style="list-style-type: none"> a) Welcome and introductions – JB welcomed the Panel and introductions were made. b) Confirm quorate – Meeting was quorate. c) Meeting rules – JB confirmed the meeting rules. | |
| 2 | Apologies for absences | |
| 2.1 | Grace Choularton, David Heys | |
| 3 | Declarations of interests/confidential matters | |
| 3.1 | None | |
| 4 | Minutes of the last meeting – 4 June 2009 | |
| 4.1 | Agreed as a true record. | |

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| <p>5</p> <p>5.1</p> <p>5.2</p> <p>5.3</p> | <p>Matters Arising</p> <p>8.5 – AH confirmed the start date for the Haverfield kitchen / bathroom scheme is 12th October 2009.</p> <p>10.3 – JWi gave a brief outline of the issues affecting a particular area and why a Community Conference is being sought. This is the first time such an approach has been attempted by Northwards with Mediation Services and is still an ongoing process; Further updates will be given at subsequent meetings.</p> <p>10.5 – RD stated that due to issues with the new network being installed across Northwards this information has not been supplied to JB, however he promised that this would be forwarded as soon as possible.</p> | |
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| <p>6</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> | <p>Tenants Scrutiny Committee – Claire Tyrrell</p> <p>CT introduced the discussion paper in Area Panel Information Pack and gave a brief outline of what a scrutiny committee is and its role within the Co-Regulation framework to deliver better services. CT highlighted that the Scrutiny Committee would be completely tenant led and would look at what and how Northwards carry out its business. It is envisaged that the Scrutiny Committee would likely only meet four times per year. Tenant Board Members will not be able to sit on the Scrutiny Committee.</p> <p>PY asked if this would be a buffer between the Area Panels and the Board. CT stated that this would not affect the relationship between the Area Panels and the Board. The Scrutiny Committee would have a different relationship with the Board.</p> <p>DL questioned the viability of asking volunteers who already give up their time to attend another type of meeting. CT explained that at the present time the Scrutiny Committee is an idea suggested following the TSA consultations. CT invited volunteers to come forward to discuss the proposals further with herself and Diane Roberts.</p> <p>CG volunteered to be involved in the discussions.</p> | |
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| <p>7</p> <p>7.1</p> | <p>Action Plan Review – Claire Tyrrell</p> <p>CT Introduced the Area Panel Action Plan document and updated the panel on what level of completion the various actions are currently at. Action 5 “Remove Barriers to Involvement” and Action 6 “Engaging People and Improving Communication” were discussed at some length and a number of suggestions were made to overcome some of the difficulties highlighted.</p> | |

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| <p>7.2</p> <p>7.3</p> | <p>These were;</p> <ul style="list-style-type: none"> • Omitting August and December Area Panel meetings because of Summer Holidays and Christmas commitments. • Panel members attending meetings of TRGs not currently represented on the Area Panel to feedback on what issues are being discussed and to promote succession onto the Area Panels from TRGs. AS to write to TRGs to offer this service. • Introduction of “Effective Meeting Skills Training” to be held at The Woodthorpe Hotel, Prestwich on 28th and 29th October 2009. People wishing to attend to pass details to AS. AS to pass details to Diane Roberts of potential attendees. (JB & PY expressed interest at meeting). <p>CT stated that “Venue of meetings” section of Action 5 was to source a new location for Area Panel meetings in the New Moston area. This has now been completed as AS has built up a relationship with St Matthew’s RC High School in New Moston and the Area Panel AGM is to be held there.</p> <p>CT stated that many of the issues in Action 6 are being addressed by the introduction of the Northwards Tea-Mobile events where a trailer is being located within estates to actively engage with residents on the estates they live.</p> | <p>AS</p> |
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| <p>8</p> | <p>Community Update and Governance – Andy Steele</p> <ol style="list-style-type: none"> a) Revolve – Due to new IT network being installed throughout Northwards this has been delayed. AS will send copies out as soon as this is possible. b) AMG & Recruitment – AS confirmed that the AGM will be held on Thursday 8th October 2009 at St Matthew’s RC High School on Nuthurst Road, New Moston. This will start at 5pm. c) Fair and Equal Service Forms – There are still some outstanding forms from this Area Panel. AS to send these forms to members that have not yet completed them. d) Area Panel Chair and Vice Chair meeting – JB stated that both he and PY attended the last meeting. The minutes were included in the information pack for information. e) Wilton Panel – Effective Meeting Training – 28 & 29 October – This was previously introduced by CT during item 7 of the agenda. f) NTV Update – AS indicated where the update was in the information pack. This was for information to panel members. | <p>AS</p> |
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| <p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> | <p>Repairs Update – Gary Walsh</p> <p>GW introduced the report in the information pack and stated that some of the reports are not able to be broken down to be specific to the Fourways Area (NHL801 - % of tenants who were satisfied before investigation, NHL 805 – % spend against budget (responsive maintenance) & NHL817 - % of work orders that tenant confirms completed at first visit). This was attributed to the new Opti-time system.</p> <p>GW stated that since the introduction of Opti-time there has been a decrease in the number of cancelled appointments as well as a decrease in the number of complaints. This is not only true for Fourways but also Riverways and Wilton Areas.</p> <p>JF asked if there is a backlog of external work orders due to the poor weather this summer. GW answered that he has not been made aware of any.</p> <p>JF then asked if external works are carried out / inspected whilst the tenant is not available should a note be pushed through the door to inform the tenant of the outcome. LP stated that this should happen. If there are any specific issues regarding an individual property then they should be noted on the Area Panel Information sheets for the relevant manager to investigate and feedback directly.</p> | |
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| <p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> | <p>Major Works Update – Abid Hanif</p> <p>AH confirmed that the window rectification works on Somerton Court has been delayed by 10 weeks (until December 2009) due to unforeseen extra works on the previous window rectification schemes.</p> <p>AH stated that the Environmental programmes (Scheme ID 17 - Clifford Lamb Court perimeter footpath, 18 - Hillingdon Drive Car Park Resurfacing and 25 – Dam Head Walk-up flats internal communal area upgrading) will be starting in February 2010.</p> <p>JB asked if there will be local labour employed when Whitebeck Court refurbishment starts. LP answered that the intention is that some local labour will be employed, but this is likely to be handled by Jobcentreplus.</p> | |
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| <p>11</p> <p>11.1</p> | <p>Environmental Works Programme – Abid Hanif</p> <p>AH had covered this in previous agenda item.</p> | |

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| 11.2 | JWi informed the Panel that the site of Booth Hall Children's Hospital has now been cleansed ready for demolition to commence on 14 th September 2009. | |
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| 12 | LSM Update – Rob Doherty | |
| 12.1 | RD distributed the report to Panel members for their information and discussed the figures involved. | |
| 12.2 | RD stated that the Anti-Social Behaviour Action Team have changed the Case Development Officer for White Moss Road Local Services. Emma Bradshaw was the previous officer is now working with a different housing provider and to replace her Carol Backhouse has started. | |
| 12.3 | RD informed the panel that there has been a new security company employed to replace Safe Estates for securing void properties. The new company completed a successful pilot scheme in Harpurhey and this is being rolled out to other areas. This should reduce the amount of time properties are left void, as they perform the clear-out as at the same time as securing. Also the steel shutters which Safe Estates use are not going to be used in future as these highlight that the property is empty. Instead the new company will fit polycarbonate sheets which are transparent. | |
| 12.4 | JF asked if the polycarbonate sheets can be cleaned of graffiti. RD confirmed that they can. | |
| 12.5 | PY asked if the relet works are being charged to the previous tenants. LP stated that where a repair is needed due to deliberate tenant actions, these are being charged to the culprits. | |
| 12.6 | JB asked why some voids appear to have been empty for a long time. RD answered that each void has different levels of works required to bring them to an appropriate standard. | |
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| 13 | Quarter 1 Performance Management Report | |
| 13.1 | JB indicated where this report was in the information pack and invited comments. None were offered. | |
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| 14 | Equality Actions 2009 / 10 – Quarter 1 Update Report | |
| 14.1 | JB indicated where this report was in the information pack and invited comments. None were offered. | |
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| 15 | Customer Service Excellence Report | |

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| 15.1 | JB indicated where this report was in the information pack and invited comments. None were offered. | |
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| 16 | Any Other Business | |
| 16.1 | RD announced that the Estate Caretaking Service – which was piloted in the Riverways area, has been rolled out across the whole of the areas. They will be carrying out work one day per week on the Fourways area. RD invited members to suggest areas on the estates where they could help to clean up. | |
| 16.2 | LP announced that Manchester City Council have been awarded £1.7million to build 32 x 2 bedroom bungalows in Charlestown and Blackley by the Home and Communities Agency. As they are age restricted they will be exempt from the right to buy scheme. These properties will be managed by Northwards. | |
| 16.3 | JF asked if an area of land on Dam Head Drive be considered as a site for some of these properties. LP answered that the sites have already been determined. | |
| 16.4 | MH asked if there are any plans to develop the shops on Haverfield Road. JWi stated that as Northwards have no management responsibility for these shops then the onus is on Manchester City Council to carry out any refurbishment works. She suggested lobbying the local councillors to suggest actions. | |
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| 18 | Date and Time of next meetings <ul style="list-style-type: none"> a) Area Panel AGM Meeting – Thursday 8th October 2009 @ 5pm b) Northwards Board AGM – Thursday 15th October 2009 | |

Meeting Closed 3.20pm