

**Fourways Area Panel
(Moston and Charlestown)**

**Minutes of Meeting held at 5.45pm, 8th October 2009
St Matthew's RC High School, New Moston**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member (Chair)
	Carol Downes (CD)	Panel Member
	Joan Fitzgerald (JF)	Dam Head RA (Board Member)
	Mavis Harris (MH)	Panel Member
	Dorothy LeMoignan (DL)	Panel Member
	John Ward (JWa)	Panel Member
	Charlotte Grant (CG)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	Tony Dalton (TD)	Warden Manager
	Lynnette Jackson (LJ)	Warden Team Leader (Fourways)
	Gary Walsh (GW)	Repairs Service Manager
	David Heys (DH)	Head of Home Improvements
	Mike Stevens (MS)	Director of Neighbourhood Services
	Julie Wilson (JWi)	Principal Local Services Manager
	Rob Doherty (RD)	Local Services Manager
	Larry Patrick (LP)	Director of Property Services
	Andy Steele (AS)	Resident Involvement Officer (minutes)
Observers:	Margaret Byrne (MB)	Naseby RTA
	Stephen Byrne (SB)	Naseby RTA
	Frances Carroll (FC)	Cartmel Court Tenant
	Anne Parnell (AP)	Crosslee T&RA
	Kath Sheehy (KS)	Crosslee T&RA
	Leslie Dawson (LD)	Anfield Road RTA
	Stella Hodgkinson (SH)	Deepdale Court Tenant
	Alicia Matthews (AM)	Anfield Road RTA

ITEM	SUBJECT	ACTION
1	<p>a) Welcome & Introductions – JB welcomed the Panel and introductions were made.</p> <p>b) Confirm Quorate – Quorate was confirmed</p> <p>c) Meeting rules – JB confirmed the meeting rules</p>	
2	Apologies for Absence:	
2.1	Apologies were received from: Robin Lawler, Sue Ratchford and Grace Choularton	

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3	Declaration of Interests/Confidential Matters:	
3.1	None raised	
4	Minutes of last meeting:	
4.1	The minutes were agreed unanimously as a true and accurate record of the meeting held on 10 th September 2009.	
5	Matters Arising	
5.1	None were raised.	
6	Northwards Wardens Update – Tony Dalton	
6.1	TD distributed the Fourways Update September 2009 document to all present for their information.	
6.2	He stated that there has been some significant changes to the Warden service recently:	
6.3	<ul style="list-style-type: none"> • The new premises were moved into. These are at Riverpark Trading Estate. TD is in the process of organising an open day for members of the Panel to come and see the new offices, details to be confirmed. 	
6.4	<ul style="list-style-type: none"> • There has been a new shift pattern started by the Wardens which now means that there are Wardens on duty up to 10.00pm during the week and up to 7.00pm on a Saturday. 	
6.5	<ul style="list-style-type: none"> • Introduction of the Junior Warden scheme, aimed to involve young people in respecting and improving the areas in which they live. There are currently more than 230 Junior Wardens. 	
6.6	<ul style="list-style-type: none"> • Multi-Storey Surgery is being piloted in Monsall to ensure that residents living in Multi-Story accommodation have access to the Warden Service. 	
6.7	<ul style="list-style-type: none"> • There is a recruitment drive happening towards the end of the year to strengthen the current Warden teams. 	

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6.8	TD welcomed any questions or comments.	
6.9	<p>AP stated that she has found the Wardens to be very helpful and supportive of some of the residents within the boundaries of her Tenant and Resident Group.</p> <p>TD thanked AP for the positive endorsement.</p>	
6.10	<p>MH stated that she was only aware the Warden service existed two months ago as she had not seen them patrolling near her home.</p> <p>TD stated that research has shown that blanket patrolling of neighbourhoods had little or no effect in reducing anti-social behaviour. Instead the Northwards Wardens target particular 'hot-spots' and have a responsive service whereby residents experiencing nuisance can request the presence of the wardens. This is available by telephoning the Wardens on (0161) 720 4000.</p>	
6.11	<p>JF asked if the telephone number for GMP's 'Operation Griffin' patrols been circulated.</p> <p>JWi stated that this is the mobile telephone number (07500 033234) for the GMP team that is on duty on a Friday and Saturday evening targeting anti-social behaviour caused. She also stated that this is not however a substitute for the usual telephone numbers for reporting crimes to GMP (0161 872 5050 or 999 in emergencies).</p>	
6.12	<p>MB asked for a brief outline of what the role of the Wardens include and would the Wardens attend meetings held by Resident Groups.</p> <p>TD directed MB to the information document distributed earlier as there is a brief summary included within. He also stated that they do attend meetings with resident groups on a regular basis. Any Resident Group that require their attendance please contact Tony Dalton or Gary MacFarlane on (0161) 720 4000.</p>	
6.14	TD stated that he needed to leave the meeting, however LJ would remain to answer any questions and record any concerns after the meeting had ended.	

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7	<p data-bbox="371 230 986 264">Board Away Day Update – Mike Stevens</p> <p data-bbox="300 309 1173 555">7.1 MS introduced the item. He stated that every year the Northwards Board takes a day to reflect upon the previous year and looks ahead to the forthcoming year. The Board focuses on issues that have affected and will possibly affect the Organisation. He invited attendees to read the report included in the Area Panel Information Pack at their leisure.</p> <p data-bbox="300 600 1184 745">7.2 LP added that included in the document is a report on how many local people Northwards and its partners have employed as part of the Decent Homes works programme.</p>	
8	<p data-bbox="371 824 1150 857">Community Update and Governance – Andy Steele</p> <p data-bbox="300 902 1098 969">8.1 a) Revolve – AS circulated the latest edition of Revolve to attendees.</p> <p data-bbox="300 1014 1184 1227">8.2 b) Northwards AGM and northAwards. AS invited attendees to attend the Northwards AGM and northAwards event and the Sheridan Suite on Thursday 15th October 2009. He asked if anyone is wishing to attend, then if they give their names to him, he will make sure they are invited.</p> <p data-bbox="300 1272 1161 1485">8.3 c) Wilton Effective Meeting Training – AS invited attendees to the training event being held at the Woodthorpe Hotel, Prestwich on 28th & 29th October. If anyone wishes to attend the can give their names to him and he will ensure they are included in the training.</p> <p data-bbox="300 1529 1161 1664">8.4 d) NTV Update – AS stated that Hays Social Housing are currently recruiting members for the National Tenant Voice and indicated the flier within the Area Panel Information Pack.</p> <p data-bbox="300 1709 1177 1843">8.5 e) TSA Phase 2 Feedback – AS directed attendees to read Northwards' response to the Draft Regulatory Framework contained within the Area Panel Information Pack at their leisure</p> <p data-bbox="300 1888 1150 2022">8.6 f) Swedish Tenant Union – DH stated that representatives from the Swedish Tenant Union had visited the Northwards area. They were shown the Older Adults Play Area in Dam Head</p>	

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	<p>as well as visiting properties which are being improved as part of the Decent Homes work. He stated that they were amazed at the level of investment committed by Northwards into improving the areas and that they felt the visit was very worthwhile and educational.</p>	
<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p> <p>9.5</p>	<p>Repairs Update – Gary Walsh</p> <p>GW distributed the Repairs Performance spreadsheet document to attendees for their information.</p> <p>He stated that overall the performance has been good with the majority of targets being met or surpassed.</p> <p>GW reported that the Working Group of Operational Managers is still meeting on a weekly basis in the lead up to winter in order to react and anticipate potential issues historically experienced in winter.</p> <p>GW said that the satisfaction survey results from the hand-held devices and postal surveys are now added together to give an overall satisfaction rating.</p> <p>GW invited questions / comments from attendees, none were forthcoming.</p>	
<p>10</p> <p>10.1</p> <p>10.2</p> <p>10.3</p> <p>10.4</p>	<p>Major Works Update – David Heys</p> <p>DH stated that he would cover agenda items 10 and 11 simultaneously.</p> <p>He directed attendees to the report on page 47 of the Area Panel Information pack. He stated that it has mainly remained unchanged except the start date for schemes; 14 – Environmental Improvement Scheme at Clifford Lamb Court is due to start later in October and not 7th September as stated on the report and 15 – Environmental Improvement Scheme on Hillingdon Drive Car Park has been delayed until January 2010.</p> <p>DH stated that overall the decent homes works are ahead of schedule.</p> <p>MB asked if the schemes are ahead of schedule, why the start date of the kitchen and bathroom scheme has been postponed on more than one occasion.</p>	

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	<p>DH stated that there are a number of factors affecting the individual schemes. Planning and resource issues can contribute to delays on individual schemes, but other schemes across the area are running ahead of schedule.</p>	
<p>11</p> <p>11.1</p>	<p>Environmental Works Programme – David Heys</p> <p>DH covered this agenda item earlier in the meeting (see item 10.1).</p>	
<p>12</p> <p>12.1</p> <p>12.2</p> <p>12.3</p> <p>12.4</p>	<p>LSM Update – Rob Doherty</p> <p>RD introduced the report on page 48 of the Area Panel Information Pack. He stated that the void figures are slightly skewed as the way the information was gathered had been changed slightly to indicate all properties that are currently empty within Northwards Housing’s stock. This includes properties which are currently having decent homes works carried out.</p> <p>PY asked why the property at 1 Woodmere Drive has the status ‘Squatter’ associated with it as this has negative connotations as to how Northwards have allowed someone to gain entry to an empty property.</p> <p>RD answered that the term Squatter is associated with tenancy succession issues. For example where someone has lived at the address for a length of time and has applied to succeed the tenancy they would be classed as a squatter.</p> <p>MB asked how many of the void properties are adapted for disabled tenants.</p> <p>RD stated that he does not have that information to hand. He said that he has not included details of the types of properties as it had been decided that there needed to be sufficient information to be informative but not too much as to confuse the figures.</p> <p>CG asked what does the term ‘Pending Disposal’ mean. RD stated that this indicated a bed-sit flat that is no longer being offered for tenancy.</p>	

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	LP added that this property should not have been included on the list and will be removed.	
<p data-bbox="309 383 344 416">13</p> <p data-bbox="284 456 344 490">13.1</p> <p data-bbox="284 898 344 931">13.2</p> <p data-bbox="284 1081 344 1115">13.3</p>	<p data-bbox="371 383 1187 416">Northwards Annual Accounts 2008 / 9 – Larry Patrick</p> <p data-bbox="371 456 1187 857">LP introduced the report on page 54 of the Area Panel Information Pack. He stated that the state of accounts looks unhealthy however the accounts are actually in a healthy position. The reason the accounts have a huge deficit figure is due to a legal obligation to account for the pension liability for the company. This means that the accounts have to reflect the total liability of the Northwards pension with the assumption that every member of staff eligible for drawing a pension will do so immediately. Clearly, this will never happen, however the accounts have to show this figure by law.</p> <p data-bbox="371 898 1187 1037">LP also stated that there was a slight overspend on this years budget, however this was anticipated and taken from the operating surplus from the previous year budget.</p> <p data-bbox="371 1081 1187 1149">MS added that a more ‘reader friendly’ version of the accounts will be available in the annual report next week.</p>	
<p data-bbox="309 1229 344 1263">14</p> <p data-bbox="284 1303 344 1337">14.1</p> <p data-bbox="284 1926 344 1960">14.2</p>	<p data-bbox="371 1229 683 1263">Any Other Business</p> <p data-bbox="371 1303 1187 1485">MB asked why the anti social behaviour issue around the flats on Ranby Avenue has not been addressed. She stated that she brought this issue up last year and asked if the fencing around the properties could be improved. She had not heard anything since she brought it up.</p> <p data-bbox="371 1525 1187 1850">JWi answered by saying that there had been a bid for funding the improvement made to the Area Panel Environmental Schemes, however there were more schemes bidding than budget allocation would be able to fund. Unfortunately the scheme on Ranby Avenue was not successful in receiving the funding this year, but this scheme will be included in the next bidding process. JWi apologised that MB had not received any feedback and that issue will be addressed in future.</p> <p data-bbox="371 1926 1187 2029">JB announced that members from Charlestown In Bloom steering committee are due to attend an event in Southport on the 22nd October where they will find out</p>	

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	<p>the results of the judges' visit in July. He will inform the Panel at the next meeting as to the result.</p> <p>He thanked Northwards for their continuing support.</p> <p>MB added that the entry by Charlestown In Bloom was an excellent one this year.</p>	
	<p>Next Area Panel meeting Thursday 5th November 1.30pm at White Moss Road Local Services</p>	
	<p>Meeting closed at 6.55pm</p>	