

## Riverways Area Panel

Date: 17 June 2009

4.00pm – 6.00pm

Venue: Cariocca Business Centre, Miles Platting

Chair: Kath Hope

### MINUTES

#### Attendance:

Kath Hope (KH)	Panel Member
Pat Glazebrook (PG)	Panel Member
Alice Needham (AN)	Panel Member
Barbara Grey (BG)	Panel Member
Rose McCarton (RM)	Panel Member
Marlene Garnett (MG)	Panel Member
Julie Barton (JB)	Panel Member
Ann McBride (AM)	Panel Member
Edith Webster (EW)	Co optee
Larry Patrick (LP)	Director of Property Services
Emma Foster (EF)	Head of Neighbourhood Services (Riverways)
Michael Hutton (MH)	Local Services Manager
Lee Dobbins (LD)	On Call Manager
Helen Walsh (HW)	Repairs Service Manager
Dave Collier (DC)	Repairs Services Manager
Phil Keogh (PK)	Home Improvement Service Manager
Paul Blackmore (PB)	Home Improvement Service Manager
Paul Maidment (PM)	Head of Home Improvements Riverways
Sharon McBride (SM)	Resident Involvement Officer (Riverways) – Minutes

Item	Description	Action
1	<b>a) Welcome and Introductions</b> KH welcomed all attendees.  <b>b) Confirm Quorate</b> Meeting was Quorate  <b>c) Meeting Rules</b> KH confirmed the meeting rules.	
2	<b>Apologies for Absence</b>	
2.1	Apologies received from Fred Steadman	
3	<b>Declaration of Interests/Confidential matters</b>	
3.1	Observer request	

4	<b>Minutes of the last meeting – 20 May 2009</b>	
4.1	Agreed as a true record	
5	<b>Matters Arising</b>	
5.1	14.4 – Apprenticeships with Wates – LP reported that Wates are working with Greig Lees Regeneration Manager who has contacts with Stepping Stones (who help get people into work). They will be doing initial assessments and interviews for apprenticeships. KH was concerned about people going for interviews and not receiving any feedback which can be discouraging. They should be promoting local jobs to local people. LP explained that apprentices are taken on once a year. Manchester Working have exceeded their take up via the “learn to earn scheme”. RM said it would be useful to see figures of who these firms have taken on in the local area. MG added that her son has recently been given an apprenticeship.	
5.2	Page 74 – 6e – KH asked for clarification on this item (Environmental Improvements Scheme Riverways Panel, work to progress). LP explained that a Councillor had informed that a pot of money had been made available for street signs.	
5.3	Page 69/70 – 12 – Concessionary and Void gardening works. KH asked if the mobile cleaning team would be available in all areas of Northwards. EF explained about the Mobile Cleaning team recently being moved over to Northwards to manage and that a piece of work is underway to expand the cleaning to more walk up blocks of flats, but this is under development. EF added that if anyone sees any grot spots to inform their Environment Officer.	
6	<b>On Call Manager (Manchester Working/Morrisons) – Lee Dobbins</b>	
6.1	Lee Dobbins introduced himself as they new On Call Manager and gave an update of the new changes to the system that will be incorporated. On Call will now be dealt with at Universal Square where all staff are based in the same building. LD explained that they have a high customer service ethos and better systems will be introduced which will reduce call waiting times and incorrect referrals. They aim for a 90% contact resolution rate. They have introduced enhanced support training for staff, are more accountable and have increased monitoring. They also have transparent working practices with more efficiency achieved. From 1 <sup>st</sup> July 2009 the new system will take effect and the new On Call number is: 03000 123 123. LD said like with any new introduction to anticipate blips at the beginning but they aim to constantly improve. They have already met with TMOs and will be meeting with TAs soon to explain. LP added that M/C Working/Morrisons have already invested a lot in the new infrastructure and that the repairs chase desk will be more streamlined and simple. LD will be inviting people to attend an On call Opening day event launch.	

7	<b>Business and Delivery Plan Update – Larry Patrick</b>	
7.1	<p>LP distributed a booklet Area Panel Business Plan 2009 – 10 which outlined the feedback from the Pot of Gold Event earlier on in the year and how this will be implemented. Authur Kay is currently developing a work plan for this year, EF will check this with Diane Roberts.</p> <p>KH brought up concerns about dog fouling and stated that there are only 2 dog wardens for the area. EF explained that Northwards Wardens can now give fixed penalty notices.</p>	EF
8	<b>Access Strategy Update – Emma Foster</b>	
8.1	EF referred the Panel to the report and explained that this was an end of year report with actions on-going. This was for information.	
9	<b>Customer Service Excellence – Emma Foster</b>	
9.1	LP explained that Northwards used to be examined by Charter Mark each year this has now changed to Customer Service Excellence which is aimed at all organisations not just Public Sector, plus the criteria has widened. LP reported that not only did Northwards pass 5 areas for outstanding practice but also passed with a 95% mark. In addition to this, Robin Lawler and Paul Seymour accepted the award from the new Housing Minister at the annual Housing Conference in Harrogate on 16 June 2009.	
10	<b>Complaints and Praise Update – Emma Foster</b>	
10.1	EF referred the Panel to the report and said that there were many positive comments.	
11	<b>Empty Property and Decorating Policy – Emma Foster</b>	
11.1	EF went through the enclosed report where discussions took place about the policy. EF said there is only a certain amount of money in a pot for concessionary decorating and each case is looked at using the criteria. EF said that any ongoing applications for concessionary decorating will still be looked at using the old criteria until a formal date for the policy is introduced.	
11.2	LP explained that Northwards has a legal obligation to consider concessionary decorating. LP added that Northwards are responsible for making good a repaired area, they are not responsible for decorating all of the room.	

11.3	JB enquired about what would happen if an above flat leaked water into the flat below causing damage. LP explained that if Northwards were not at fault for the leak then this would not be fixed by Northwards. It should be covered by contents insurance. LP added that Northwards can not be used as a back up insurance policy.	
11.4	EF said that Northwards are looking the policy to set the standard for tenants and what decorating allowance they are entitled to.	
12	<b>Repairs Update – Dave Collier</b>	
12.1	DC explained that he would be leaving his post as Repairs Service Manager and returning to his post in the Home Improvements Team. HW has recently returned from maternity leave and will be returning as Repairs Service Manager. The Panel thanked DC for all his help and assistance with repairs. HW added that she looks forward to assisting the Panel and be contacted as Helen Marie Walsh (as there are two Helen Walsh's that work at Northwards.)	
13	<b>Major Works Update – Paul Blackmore</b>	
13.1	PB introduced Phil Keogh who will be replacing Matt Jarratt as Home Improvement Service Manager. PK had previously worked with Eastlands homes.	
13.2	PB went through the status reports for the major works which were mainly on target with excellent satisfaction results.	
13.3	AN enquired about the scaffolding on George Leigh St. PB will check. The Anita St Window schemes are due to be completed at the end of July 2009.	
13.4	LP explained that the Monsall Estate Window maintenance scheme was purely maintenance because they are already double glazed.	
13.5	AM enquired about the Kitchens on Winston Rd Estate. PB affirmed that the scheme will take place in late November 09 but could be January 10. The scheme had previously been planned for 2010/11 but had been brought forward to 2009/10.	
14	<b>Environmental Works Programme – Paul Blackmore/Emma Foster</b>	
14.1	EF went through the progress on the current schemes.	
14.2	RM asked for a before and after photograph of the work on the Troydale Play Area.	
14.3	Remedial Works to Brick Planting Boxes around Smithfield Estate – PB asked PG if she had received any feedback about the proposed works. PG explained that no decision has been reached and a meeting needs to be held with Northwards and Residents to discuss. PB to arrange meeting.	PB

14.4	PB explained that a meeting has been arranged to discuss the boundaries for fencing to the rear of Anita Street Properties.	
<b>15</b>	<b>LSM Update – Michael Hutton</b>  MH gave an update on ASB and Voids. MH also explained that two members of Monsall St staff are currently off at the moment so he is looking at getting cover,	
<b>16</b>	<b>Community Update and Governance – Kath Hope/Sharon McBride</b>  <ul style="list-style-type: none"> <li>a) Revolve – SM explained Revolve comes out at the beginning of each month and that she sends it out to Riverways Panel members. SM brought some copies to the meeting and asked the Panel that if they have any items for the next edition to please forward to her.</li> <li>b) Observers – (Confidential)</li> <li>c) Events 09 Update – SM referred the Panel to up and coming events in the area</li> <li>d) AGM and recruitment – SM referred the Panel to the recruitment process and explained that the AGM will take place in October 2009. EF will raise with Diane Ashcroft regarding non-attendance of co-optee from Avro Hollows</li> <li>e) Fair and Equal Service Form – SM reminded the Panel to complete the form if they had not already done so.</li> <li>f) TSA report – SM referred the Panel to the newly released summary of the report in the pack.</li> <li>g) NTV update – was contained within the pack for information</li> <li>h) MWL Resident Partnership – was contained within the pack for information.</li> <li>i) Northern Regional Focus - was contained within the pack for information</li> </ul>	EF
<b>17</b>	<b>AOB</b>	
17.1	SM reported that a session will be run about being a Board Member and encouraged the Panel to attend. The Date is 8 July 2009 and is a one day course in Hexagon Tower. BG, MG and KH were interested in attending.	
17.2	Call Centre Launch – HW explained that because of space there would only be able to have two Panel members attend. JB was interested in attending.	HW
17.3	Area Panel Social – SM reported that the social event will take place on 15 July 2009, venue and time to be confirmed. It will be a “Race Night”. There will also be a presentation by Robin Lawler about the second phase of the TSA beforehand.	
17.4	RM fed back about the Harrogate Conference that she attended on 16 June with other Panel members and said it was a really enjoyable day.	

17.5	<p>KH enquired about the gardening competition. EF affirmed that you are able to enter the gardening competition and also In Bloom competition.</p> <p>KH said it was a good idea to put the sunflower seeds in the Northwards Natter.</p> <p>PB distributed the Impact Manchester Booklet for information.</p> <p>MG thanked Northwards for installing an alarm at 19 Exbridge.</p>	
17.6		
17.7		
17.8		
	<p><b>Date and time of next meetings</b></p> <p>a) Riverways Area Panel meeting – Wednesday 22 July 2009 – Cariocca Community Room.</p> <p>b) Area Panel Social and Adoption of New Constitution Wednesday 15 July 2009</p> <p>c) Becoming a Board Member – Wednesday 8 July 2009</p>	

**Meeting closed at 6.05pm**