

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

**Minutes of Meeting held at 1.30pm, 3rd December 2009
Community Room, White Moss Road Local Services**

Chair: John Biggs

Present:	John Biggs (JB)	Panel Member
	Joan Fitzgerald (JF)	Panel Member
	Mavis Harris (MH)	Panel Member
	Dorothy LeMoignan (DL)	Panel Member
	Charlotte Grant (CG)	Panel Member
	Peggy Yuill (PY)	Panel Member
	John Ward (JWa)	Panel Member
	Gary Walsh (GW)	Repairs Service Manager
	David Heys (DH)	Head of Home Improvements
	Julie Wilson (JWi)	Head of Local Services (Fourways)
	Rob Doherty (RD)	Local Services Manager
	Larry Patrick (LP)	Director of Property Services
	Andy Steele (AS)	Resident Involvement Officer (minutes)
Observer:	Anne Parnell (AP)	Crosslee T&RA
	Terry O'Neill (TO)	Broadmoss TA

ITEM	SUBJECT	ACTION
1	a) Welcome & Introductions – JB welcomed the Panel and introductions were made. b) Confirm Quorate – Quorate was confirmed. c) Meeting rules – JB confirmed the meeting rules	
2	Apologies for Absence:	
2.1	Apologies had been received from Carol Downes	
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 5 th November 2009.	
5	Matters Arising	

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5.1	None were raised.	
6	<p data-bbox="368 383 927 418">Community Update and Governance</p> <p data-bbox="296 456 1150 524">6.1 a) Revolve – AS circulated December issue of Revolve newsletter.</p> <p data-bbox="296 566 1150 898">6.2 b) TSA Formal Consultation – JWi invited attendees to read the report from page 13 of the Area Panel Information pack. She also explained the role of the Tenant Services Authority in regulating social housing across the country. She expressed her congratulations to Norman Hart, from Riverways Area Panel as well as Monsall & Kingsbridge High Rise TA for his successful appointment to the National Tenant Voice which works along with the TSA.</p> <p data-bbox="296 936 1166 1048">6.3 c) Calendar 2010 – AS invited the Area Panel to look at the proposed calendar for meetings for 2010 at page 17 of the Area Panel Information pack.</p> <p data-bbox="296 1086 1166 1265">6.4 d) Excellence Committee – AS drew attention to the calendar mentioned above and indicated that the Area Panel meetings for March, June and October will not take place but will be replaced by Excellence Committee meetings.</p>	
7	<p data-bbox="368 1335 831 1370">Customer Satisfaction Survey</p> <p data-bbox="296 1413 1166 1592">7.1 JWi invited attendees to look at the results of the annual customer satisfaction survey on page 19 of the Area Panel Information packs. She gave a brief summary of the results, stating that overall satisfaction was improved by 4% on last year.</p> <p data-bbox="296 1630 1150 1787">7.2 She said that satisfaction with the Northwards Warden scheme in high at 81% overall. There is no comparable figure from last year, as they were not part of the organisation last year.</p> <p data-bbox="296 1825 1166 2029">7.3 The result in satisfaction with opportunities to get involved has remained static at 66% which is a disappointing result from Northwards' point of view. Northwards have introduced a number of projects aimed at trying to increase involvement, such as the Tea-Mobile. She acknowledged that there is still some work</p>	

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7.4	<p>to do in increasing awareness of the number of ways to get involved.</p> <p>Public confidence in the way Northwards and its partners deal with ASB has increased (60% satisfaction) and this reflects on the hard work that Northwards staff, the Police and Manchester City Council's ASBAT team dedicate to tackling this issue.</p>	
7.5	<p>JB stated that the overall satisfaction rating is a reflection of the hard work and professionalism displayed by Northwards staff.</p>	
7.6	<p>JWi excused herself from the remainder of the meeting.</p>	
8	Quarter 2 Performance Report	
8.1	<p>AS invited attendees to read the report on page 29 of the Area Panel Information packs. This is for noting only.</p>	
9	Inspection Action Plan Update	
9.1	<p>AS invited attendees to read the report on page 43 of the Area Panel Information packs. This is for noting only.</p>	
10	Repairs Update	
10.1	<p>GW distributed the Repairs Performance 2009 -10 report to attendees. He stated that three-quarters of the Key Performance Indicators (KPIs) are at or surpass the set targets. The remaining quarter of KPIs are within 1% of their targets.</p>	
10.2	<p>He also announced that the survey of heating repairs has surveyed over 650 customers and that 78% of these are satisfied that the repair on their heating was completed on the first visit. Manchester Working have introduced a new initiative where a dedicated member of the On Call staff is responsible for following up and feeding back to clients where the repairs are not completed on first visit, for example when parts are needed to be ordered.</p>	
11	Major Works Update – David Heys	
11.1	<p>DH reported that the only change to the chart included</p>	

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	<p>on page 51 of the Area Panel information pack from last month is the inclusion of Moston Mill improvement scheme has been moved under the Charlestown heading as he had been informed that the estate is not part of the Moston ward.</p> <p>11.2 DH then invited questions from attendees.</p> <p>11.3 JB asked if the 'Grot Spots' as in item 19 of the report have been identified. DH replied that this scheme was being managed by JWi and the Local Service Team. PY added that these were identified by Area Panel members several months ago.</p> <p>11.4 JB stated that the proposed improvement works to the car park area of Hillingdon Drive has caused some controversy with local residents. He asked if the scheme is any nearer to being finalised. DH stated that many of the residents opposed the proposed extension of the current parking facilities, however Groundworks have been carrying out a consultation with local residents and the results will be publicised in due course.</p> <p>11.5 PY asked if there had been any progress made on the cottage flat steps improvement scheme on Dam Head Estate. DH answered that a contractor has been consulted. They have visited the sites and have made recommendations of materials that would improve the steps. These recommendations have been approved and works will be starting in the new year.</p>	
12	Environmental Works Programme	
12.1	DH covered this agenda item within item 11 above.	
13	LSM Update – Rob Doherty	
13.1	RD introduced the report from page 53 of the Area Panel Information packs. He stated that there is a printing error in the table on page 53 of the pack. The column headers should read from September 2009 to December 2009 instead of August 2009 to November 2009.	
13.2	Overall there are 71 active ASB cases currently open in the Fourways area, which is the same figure as last	

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13.3	<p>month.</p> <p>The nuisance caused by ball games, where community mediation was proposed has ceased. This may be a result of poor weather as the mediation did not go ahead as there was insufficient uptake of mediation.</p>	
13.4	<p>There have been a number of 'Respect' days carried out on various estates. In particular the one carried out on the Mill Estate was positive. One perpetrator of ASB on this estate has been removed from the estate. The result of this has been a significant reduction of incidents. This shows that one person can make a huge impact on an estate.</p>	
13.5	<p>Void report shows that there has been a slight reduction. There are a number of void properties which have been going through capital works, eg fire damaged properties, which are due to be ready for let quite soon.</p>	
13.6	<p>On the Dam Head estate Northwards are beginning to remove steel shuttering from long term voids. These are both expensive and unsightly.</p>	
13.7	<p>RD stated that there had been an issue raised regarding a piece of apparatus on the children's play area on White Moss Road. Lynne Williams, Environment Officer for the area has reported this to Leisure Services. Upon investigation the bearings in the cycle / twist roundabout have become worn. Leisure Services are looking into the costs of repair and if necessary may replace this with a new item. Leisure Services also state that the see-saw also requires some attention.</p>	
13.8	<p>JF asked how many burglaries have been reported within the Fourways area.</p> <p>RD stated that he does not have that information to hand however nationally there has been a 20% increase in the number of burglaries.</p>	
14	Any Other Business	
14.1	<p>JB informed the panel that he and PY were involved in the interview process for finding Steve Wood's successor as Director of Business Services. They both commented on how interesting they found the process.</p>	
14.2	<p>DL stated that she handed an Area Panel Information</p>	

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	<p>Sheet to AS following the last meeting and had not received any feedback. AS stated that he would contact the officer responsible and request they contact her with an update.</p> <p>14.3 AS distributed some fliers for 'Charlestown on film' an initiative where volunteers are required for a film project aimed at highlighting the effects of global warming.</p> <p>14.4 AS announced that he will be resuming his former post of Environment Officer at the start of the new year. He stated that an external candidate has been appointed to succeed as Resident Involvement Officer for the Fourways area. He thanked the Area Panel members for their support since he took the role in June this year.</p> <p>14.5 JB stated that under the constitution of the Fourways Area Panel, observers can have an input into the meetings during the AOB agenda item, with permission of the Chair. LP clarified this point.</p> <p>14.6 JB asked if the observers present had any other business to bring forward, however none was raised.</p>	AS
	<p>Next Area Panel meeting Monday 1st February 2010 at 1.30pm at White Moss Road Local Services</p>	
	<p>Meeting closed at 2.40pm</p>	