

## Riverways Area Panel

### Meeting

Date: 23 September 2009

Location: Cariocca Business Centre, Sawley Road, Miles Platting

Chair: Kath Hope

Vice Chair: Pat Glazebrook

### Minutes

#### Attendance:

Kath Hope (KH) – Panel Member  
Pat Glazebrook (PG) – Panel Member  
Rose McCarton (RM) – Panel Member  
Fred Steadman (FS) – Panel Member  
Ann McBride (AM) – Panel Member  
Edith Webster (EW) – Panel Member  
Norman Hart (NH) – Panel Member  
Susan Sugden (SS) – Panel Member  
Sue Ratchford (SR) – Chair of Northwards Board  
Paul Fairweather (PF) - Councillor  
Mike Stevens (MS) – Director of Neighbourhood Services  
Larry Patrick (LP) – Director of Property Services  
Paul Maidment (PM) Head of Home Improvements (Riverways)  
Danny Whitelock (DW) – Repairs Manager  
Paul Blackmore (PB) – Home Improvements Services Manager  
Steven Jackson – Wates Living Space  
Emma Foster (EF) – Head of Neighbourhood Services (Riverways)  
Michael Hutton (MH) – Local Services Manager (Riverways)  
Tony Dalton (TD) – Northwards Warden Manager  
Donna Shaw (DS) – Northwards Warden Team Leader  
Sharon McBride (SM) – Resident Involvement Officer (Riverways) (Minutes)  
Andrew Steele – Resident Involvement Officer

#### Observers:

Betty Steadman  
Susan Soanes  
Tendayi Madzunzi  
Janet Edwards  
Eric Moth

#### Meeting commenced at 4.20pm

Item	Description	Action
<b>1</b>	<b>Welcome and Introductions</b>	
<b>1.1</b>	KH welcomed attendees to the meeting and introductions were made. New Panel Members NH and SS joined the table.	
<b>2</b>	<b>Apologies for Absence</b>	
<b>2.1</b>	Marlene Garnett and Barbara Grey sent apologies as they were both in Torquay representing National "In Bloom".	

<b>3</b>	<b>Declarations of Interest/Confidential Matters</b>	
<b>3.1</b>	None	
<b>4</b>	<b>Minutes of the Meeting – 19 August 2009</b>	
<b>4.1</b>	Agreed as a true record.	
<b>5</b>	<b>Matters Arising</b>	
<b>5.1</b>	11.3 – RM reported that Sanderson Court has had additional work done to the garden area. NH added that the local tenants’ group have provided extra funding for the gardens via grant application. Local residents are pleased with the work	
<b>5.2</b>	5.1 KH asked for clarification on the “Welcome to” signage that was agreed as an environmental works. PM explained that 22 signs were proposed at a cost of £1k per sign and £22K had been set aside for this as agreed by the Panel. PM said that there could be a possibility that tenant and resident groups may be able to apply for cash grants to put towards the costs of the signs. PM added that they are presently £34K over the environmental budget, but despite this, the agreed works are still going ahead. The idea behind the Cash grant applications was simply efficiency savings. KH advised that it would be a good idea for those Panel members that are on tenant and resident groups to make Cash Grant applications. The forms can be obtained from Ryan Tracy at New East Manchester.	Panel
<b>5.3</b>	10.3 – Troydale Play Area – PM explained that he is waiting until 8 October to continue with work. Planning has not asked any further questions. PM added that he is liaising with tenant group regarding this.	
<b>5.4</b>	10.6 – Smithfield bins/planters – PG asked if any feedback had been received. PM affirmed that there has been positive feedback about the sample that had been shown.	
<b>5.5</b>	8.1B – KH highlighted that a representative from Avro Hollows was not present at the meeting and had yet to attend a meeting since being co-opted onto the Panel. MS explained that he had been assured that a representative of Avro Hollows would be at this meeting and was surprised that no one had turned up. MS said there could be a simple explanation for this and will take this up with Avro Hollows at the formal liaison meeting that he will be attending with them next week.	MS
<b>5.6</b>	11.4 – KH enquired about if any progress had been made on setting up a low-rise forum. SM explained that she has begun work researching for the possibility of setting up a forum. LP advised SM that details of low rise properties can be obtained from Mark Briggs. MS said he will discuss forum with SM.	SM/LP/MS
<b>5.7</b>	11.3 Works to Sanderson Court – NH reported that these works have now been completed and tenants are pleased.	

<b>6</b>	<b>Board Away Day Update</b>	
<b>6.1</b>	KH referred the Panel to the enclosed presentation. SR commented that she took advantage of the Board Away day which looked at plans for the future of Northwards as well as the past achievements. Some of the main issues that were discussed included what Northwards does after the Decent Homes works ends, the TSA and looking at Social Enterprises.	
<b>7</b>	<b>Community Update and Governance – Kath Hope/Sharon McBride</b>	
	<ul style="list-style-type: none"> <li>a) Revolve – SM distributed Revolve and asked Panel Members to send any new stories to her. (Contact details on back of Revolve)</li> <li>b) Customer Experience – 3 October – SM distributed details of the event, contact Linda Ikin on 720 5827 or <a href="mailto:l.ikin@northwardshousing.co.uk">l.ikin@northwardshousing.co.uk</a> to book a place.</li> <li>c) Wilton Effective Meeting Training – 28/29 October, Woodthorpe Hotel, Bury New Road, Prestwich (Near Heaton Park). SM explained the advert for this training is within the pack and will be beneficial for Panel members to attend. Panel members can book a place with Julie Goreham on .....or <a href="mailto:j.goreham@northwardshousing.co.uk">j.goreham@northwardshousing.co.uk</a>.</li> <li>d) NTV Update – SM explained that the update is contained within the agenda pack and that the NTV are recruiting tenants throughout England. For further details, Panel Members can contact Diane Roberts on 720 5870 or <a href="mailto:d.roberts@northwardshousing.co.uk">d.roberts@northwardshousing.co.uk</a></li> <li>e) Scrutiny Group Feedback from other Panels – SM informed the Panel that there had been interest from other Panels about the possibility of forming a Scrutiny Group therefore, a meeting has been set up to look at the opportunities/viability of setting up a scrutiny group. The meeting is to look at what could work for Northwards if a Scrutiny Panel was set up. The meeting will take place on Thursday 1 October at 1pm – 2pm at Cheetham Hill. Panel members can contact Sharon McBride if they would like to attend, tel: 203....or <a href="mailto:s.mcbride@northwardshousing.co.uk">s.mcbride@northwardshousing.co.uk</a>.</li> <li>f) TSA Phase 2 Feedback – SM informed the Panel that the feedback was contained within the agenda pack</li> </ul>	
<b>8</b>	<b>Repairs Update – Danny Whitelock</b>	
<b>8.1</b>	DW reported that they are currently exceeding targets and suggested that the introduction of the hand held feedback devices and the changes to On Call have been instrumental to this success. DW commented that the volume of complaints at the office has decreased and this will be reflected in next month's quarterly report.	
<b>9</b>	<b>Major Works Update – Paul Maidment</b>	
<b>9.1</b>	PM gave an overview of the works and commented that there are plenty of schemes on site with 20 properties a week being completed.	

<p><b>9.2</b></p>	<p>Some of the current works include; Edward Grant and Annie Darby Courts, Victoria Square and George Leigh Window schemes and work has started on the planter work at Smithfield. PM explained that they are behind with handovers but are working with residents to overcome this. PM said they are in the last phase of the Newton Heath kitchen/bathroom works.</p> <p>SSu highlighted that contractors are pressurising tenants to complete feedback on works despite the work not being finished on the Anita St/George Leigh St Window Schemes. PM affirmed that he would take this back to Kinetics and take to the Impact KPI meeting to ensure that it is carried out in the correct way.</p>	<p>PM</p>
<p><b>10</b></p> <p><b>10.1</b></p> <p><b>10.2</b></p> <p><b>10.3</b></p> <p><b>10.4</b></p>	<p><b>Environmental Works Programme – Paul Maidment/Emma Foster</b></p> <p>PM referred the Panel to the Environmental summary within the agenda pack and also highlighted the display board which he had brought to the Panel to demonstrate the works carried out in the area over the last year.</p> <p>PM said that lessons had been learnt with the Kingsbridge Estate Car Park about working with tenants and TAs to discover what they really need and want on the estate. NH commented that tenants are pleased with the improvements to the outside of Kingsbridge Court.</p> <p>PM informed the Panel that they are liaising with Troydale TA for the Oldway walk and Minford close scheme which includes them helping to choose the colours and type of fencing.</p> <p>Harpurhey Lathbury Rd Estate removal of wall to prevent ASB. EF reported that this work had been carried out but unfortunately had been vandalised. They are working with Wardens and PCSOs for a patrol plan of the area to prevent this happening again.</p>	
<p><b>11</b></p> <p><b>11.1</b></p>	<p><b>LSM update – Michael Hutton</b></p> <p>MH distributed the LSM report and updated. This included ASB, Voids and staff changes at Monsall.</p> <p>EF explained that a Suspended Possession Order is where the court agrees that the tenant does not comply with the tenancy agreement but will allow them to stay in the property unless they breach the order. They are currently working with a legal team in connection of a suspended possession order in Harpurhey.</p>	
<p><b>12</b></p> <p><b>12.1</b></p>	<p><b>Northwards Annual Accounts 2008/09</b></p> <p>MS referred the Panel to the enclosed report and explained that this information will be made available in simpler format within the Northwards Annual report. Overall, it is a positive report explaining that the balance sheet is sound.</p>	
<p><b>Added item</b></p>	<p><b>Northwards Wardens – Tony Dalton</b></p>	

	<p>TD gave an overview of progress and achievements of the Warden service over the last year. TD distributed the Riverways Warden Report and Youth Strategy Officer report. Some of the key areas included the reconfiguration of the service to all Northwards areas, the introduction of shift changes and the relocation of the office from Wilson's Park to Riverpark.</p> <p>TD also informed the Panel about the plans for an event to be held for the Junior Wardens at Manchester City Ground.</p>	
<b>13</b>	<b>AOB</b>	
<b>13.1</b>	SM explained that Alice Needham had sent a card to the Panel thanking them for the flowers she received on their behalf.	
<b>14</b>	<b>Date and time of next meeting –</b>	
<b>14.1</b>	<b>Wednesday 21 October 4pm – Cariocca Business Centre (Questions to officers, 3.30pm – 4pm)</b>	
	<b>New Telephone numbers: - To Follow</b>	

**Meeting closed at 6.20pm**