

Riverways Area Panel

Meeting

Date: 21 October 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
Barbara Grey (BG) – Panel Member
Julie Barton (JB) – Panel Member
Jean Gibbons (JG) – Panel Member
June Hitchen (JH) - Councillor
Larry Patrick (LP) – Director of Property Services
Paul Blackmore (PB) – Home Improvement Service Manager
Helen Walsh (HW) - Repairs Service Manager
Emma Foster (EF) – Head of Neighbourhood Services (Riverways)
Michael Hutton (MH) – Local Services Manager (Riverways)
Diane Roberts (DR) – Governance Officer
Tara Kelly (TK) – Equality and Diversity Officer
Sharon McBride (SM) – Resident Involvement Officer (Riverways) (Minutes)

Meeting commenced at 4.05pm

Item	Description	Action
1	Welcome and Introductions	
1.1	KH welcomed attendees to the meeting and introductions were made.	
2	Apologies for Absence	
2.1	Marlene Garnett and Susan Sugden.	
3	Declarations of Interest/Confidential Matters	
3.1	None	
4	Minutes of last Meeting – Annual General Meeting 23 September 2009	
4.1	Agreed as a true record.	

5	Matters Arising	
5.1	NH queried the breakdown of figures for the Environmental works and that in the current format they were misleading. PB affirmed he would speak to Surveying team for clarification.	PB
5.2	5.5 Co-optee Panel member from Avro Hollows – KH welcomed JG to the meeting	
5.3	5.6 Low Rise Forum – SM updated that she has been in contact with Mark Briggs who will be supplying her with details of low rise properties. Once this has been received, posters will be put up in the properties to gauge interest in setting up a low rise forum.	
5.4	10.4 Harpurhey Lathbury Road Estate, removal of wall – PB affirmed that the work is still on going. EF added that they continue to work in partnership with Police, Wardens and Officers to tackle the vandalism issue.	
6	Equality and Diversity – Tara Kelly	
6.1	TK issued a report on Equality Actions for 2009/10. The report included a background to the report explaining that Northwards made the decision to include all E&D actions within all Northwards Team Improvement Plans. TK discussed the actions completed and on-going explaining that out of all the 54 equality actions within all Team Improvement Plans 30 actions are still on going and 14 have been completed, with 10 actions outstanding. The outstanding actions are all on target to be completed next quarter.	
6.2	TK fed back about the Customer Experience Event that took place on Sat 3 October which looked at Northwards Services and how people experience them. It also looked at how services could be improved.	
6.3	TK noted that if Panel members would like further information about the E&D actions to contact her.	
6.4	Discussions took place surrounding tenants experiencing mental health issues. EF affirmed that Northwards work closely with partner agencies to ensure these tenants receive appropriate support.	
6.5	JH commented on the noticeable difference the E&D actions have had on contracting partners and that the policies are working and the ethos is changing.	
6.6	NH queried how information is obtained from tenants, for example if they have a disability. TK explained that Northwards has undertaken a piece of work on customer profiling in which 80% of tenants returned the forms. TK added that only the section on communication needs is shared with partner agencies and not any other information within the form, this is confidential.	
7	Community Update and Governance – Kath Hope/Sharon	

McBride/Diane Roberts

- a) Revolve – SM distributed Revolve and asked Panel Members to send any new stories to her. (Contact details on back of Revolve)
- b) Panel AGM – DR asked for feedback about the Panel AGM. Panel members agreed they were happy with the process.
- c) Rotation of Panel Members – DR distributed the Rotation details and the Panel agreed they were in agreement with the process.
- d) Governance issues – No governance issues outstanding
- e) Northwards AGM and Ballot – DR explained that the Resident Involvement agreement was signed at the AGM. DR distributed copies to the Panel members. DR updated the Panel with the Board Election result stating that Martin McKeivitt and Fatima Adamjee were re-elected as independent members. Joan Fitzgerald stood down at the election and they have a new tenant member Patricia Thorpe. DR asked the Panel if they thought the Board Election Process was meaningful. Discussions took place about it being difficult to vote for people who they hadn't met and only have a limited information about them. Suggestions were made that should there be more than one person standing for election in the future then perhaps they should be invited to the Area Panel AGMs so that people could meet them. Furthermore, to have bullet-pointed facts about the prospective Board members to help people decide who they would like to vote for.
- f) Wilton Effective Meeting Training – 28/29 October, Woodthorpe Hotel, Bury New Road, Prestwich (Near Heaton Park). NH booked on course.
- g) Chair and Vice Chair meeting – DR explained that items h, i and j were discussed at the meeting
- h) Induction and Annual reviews – DR issued the information. DR explained that the Area Panel induction is planned for a date in December and said this is aimed a Panel members especially those new to the Panel. DR also recommended that Chair and Vice Chair attend to support. DR explained the outline of the Area Panel Review Planning and explained to the Panel that they would be kept informed about further developments.
- i) Scrutiny Group - Further discussions have taken place regarding the scrutiny group and it emerged that the group would want to be more of an “Excellence” group rather than Scrutiny. Plans for the meetings were suggested as below.

DR

Month	Meeting
December (beginning)	Area Panel Meetings
January	No Meetings
February	Area Panel Meetings
March	1 st Excellence Committee meeting Area Panel and Forum members to be invited
April	Area Panel Meetings
May	Area Panel Meetings
June	Excellence Committee and Saturday event
July	Area Panel Meetings
August	No Meetings
September	Area Panel Meetings
October	Excellence Committee and Saturday event
November	Area Panel Meetings

j)

k) Meeting Arrangements – EF explained that it was discussed at the Chair and Vice Chair meeting to hold Excellence Meetings every quarter instead of holding a Panel meeting. Panel members are all invited to Excellence Meeting but it is expected that a minimum of two per Panel attend. A representative for each forum will also be invited to attend. The subjects will be chosen by Excellence Group members and not Northwards, it will be tenant led. Discussions took place about changing the date/time of monthly Panel meetings so that they run in line with Wilton and Forways Panel. The Panel proposed putting the meeting to the 2nd Wed of each month. DR to take proposals to each Panel.

8 Repairs Update – Helen Walsh

- 8.1 HW distributed the Repairs Performance Report October 2009, which summarised performance for the month. JH queried no figures for the period 08/09/2009 – 09/10/2009 for % spend against budget. HW affirmed the figures were not ready for the report but would be ready in next month's report.
- 8.2 NH asked about targets for the feedback from the handheld feedback system. LP explained targets are set on an annual basis.
- 8.3 JH enquired why the report shown a “unhappy” face for two criteria on the report despite targets being exceeded. LP explained that it is determined on a quarterly basis and last quarter had a slightly higher result.

8.4	JG queried if cottage flats on Croydon Drive had been damp –proofed as there had been some problems reported. PB said he would investigate this.	PB
9	Major Works Update – Paul Blackmore	
9.1	PB referred the Panel to the Project Status Report and announced that there had been 9 schemes on site and 4 of these have now been completed.	
9.2	Victoria Square Bathroom and external improvements – LP explained that the costs to this scheme had been elevated due to various reasons, however, the finance to continue the scheme has now been approved by the Board. JB asked who to contact in the first instance if there are problems with the works. LP affirmed that it is the Resident Liaison Officer from the Contractor. LP added that there is a 6 month period of where the contractors are responsible for any faults with the works.	
9.3	PB informed the Panel of future schemes that are planned to start from Oct 2009 – Jan 2010. These included decent homes works on; The Jolly Miller, The Moston Pub Estate, Winston Rd, Re-roofing of Kingsbridge Court, 16 units of miscellaneous properties in Newton Heath/Harpurhey, 3 Monsall Blocks and Avro Hollows fire door schemes.	
9.4	LP announced that the programmes for 2010 have been signed off for approval by MCC which includes 15 bed-sit conversions.	
9.5	JH queried how many window schemes are left to be completed in Harpurhey. PB affirmed all window schemes in Harpurhey are now complete.	
10	Environmental Works Programme – Paul Blackmore/Emma Foster	
10.1	PB referred the Panel to the Environmental works programme which had enclosed photographs of the completed schemes and an update of planned schemes.	
10.2	Discussions took place about the viability of “kick rails” for the Monsall Estate area. Consultation is currently underway and LP suggested it could be worth speaking to East Manchester who have already completed similar works. JH asked that suggestions be brought back to the next meeting.	PB/PM
10.3	JH spoke about the defensible space programmes in Newton Heath and said that these schemes were worth doing and that residents have taken ownership of the area.	
10.4	Troydale MUGA – a meeting is planned on the 4 November to discuss	

	with the TRA.	
10.5	Anita St divisional fencing – Northwards meeting with TA next week.	
11	LSM update – Michael Hutton	
11.1	MH distributed the LSM report and updated. This included ASB and Voids.	
12	AOB	
12.1	EF distributed flyer for Northwards On Ice which will be taking place on Wed 28 Oct at St Augustines Primary School, Thu 29 Oct at North City Family and Fitness Centre and Fri 30 Oct at Brookdale Park.	
13	Date and time of next meeting – Wednesday 18 November 4pm – Cariocca Business Centre (Questions to officers, 3.30pm – 4pm)	
	New Telephone numbers: - EF distributed new numbers to Panel Members.	

Meeting closed at 6.30pm