

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

**Minutes of Meeting held at 13.30pm, 1st February 2010
Community Room, White Moss Road Local Services**

Chair: John Biggs

Present:	John Biggs (JB) Carol Downes (CD) Joan Fitzgerald (JF) Charlotte Grant (CG) Peggy Yuill (PY) Lesley Dawson (LD) Gary Walsh (GW) David Heys (DH) Julie Wilson (JWi) Rob Doherty (RD) Larry Patrick (LP) Diane Roberts (DR) Alexandra Wood (AW)	Panel Member (Chair) Panel Member Dam Head RA Panel Member Panel Member (Vice Chair) Panel Member / Anfield Road RTA Repairs Service Manager Head of Home Improvements Principal Local Services Manager Local Services Manager Director of Property Services Governance Support Manager Resident Involvement Officer (minutes)
Observers:	Elizabeth Wilson (EW) Anne Parnell (AP)	Crosslee T&RA Crosslee T&RA

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 were received from: Mavis Harris, and Dorothy Le Moignan	
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 3 December	

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	2009.	
5	Matters Arising	
5.1	PY queried progress on point 11.5 – The Dam Head cottage flats steps improvement scheme. This was discussed and JW advised this actually falls under Health & Safety and not improvements and asked DH to confirm when this will be done. DH advised this would be done within next 4 weeks.	
5.2	CD queried point 13.6 re the removal of steel shutters from long term voids on the Dam Head estate. It was agreed that this would be covered within RD's LSM update.	
6	Community Update and Governance	
6.1	a) AW distributed the February edition of Revolve	
6.2	b) TSA Formal Consultation – DR confirmed that there was no further update at present following the final consultation of the new TSA standards and several panel members had been present at the Business Planning event (30/01/10) where these were discussed. The consultation period ends on 5 February, panel members had no further comments.	
6.3	c) Excellence Committee – DR reminded all Panel Members about the first training meeting for this on 2 March - time and venue to be confirmed. John & Hilary of Enlighten will be facilitating the day which is likely to be structured as a full day divided into two 2 hour sessions with a lunch break. DR to circulate more information in the near future. The venue may be the TLM centre in Monsall as good feedback has been received from other recent events held there.	DR
6.4	d) Panel Reviews – AW explained that following the bad weather in January and the subsequent cancellation of original meetings 2 new dates had been agreed: 8 th & 12 th February and a booking sheet was passed around for Panel Members to choose a time for their review. JW and DR reminded the Panel of the purpose of the reviews – an opportunity to discuss progress and make suggestions on a 121 basis with the Chair.	
6.5	Training – JB advised the Panel of the upcoming training session on Committee Skills – 06/02/10 at White Moss	AW

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	Road Office. LD requested a place on this course.	
7	<p>Customer Experience Feedback</p> <p>7.1 DR summarised the information on page 11 of the information packs regarding the event at St Matthews in October. The recommendations made following this event have been translated into actions and incorporated into the Northwards Single Equality Scheme action plan. Other outcomes include actions for Team Improvement Plans and the Customer Experience Event may become an annual event as the feedback was excellent.</p>	
8	<p>Action Plan</p> <p>8.1 DR talked through this (page 15 of the information pack) and suggested that the Panel may need to determine further actions and aims as existing objectives are achieved.</p> <p>8.2 DR advised that the action point for Health & Disability Champion on the panel is still outstanding and she asked JB if there were any volunteers for this. DR gave more information on this role and explained that it would involve research into this area and an ability to apply the knowledge and awareness and to ensure any barriers are removed for anyone wanting to contribute. AP has</p> <p>8.3 already spoken to Tara Kelly about the role and volunteered for this.</p> <p>8.4 DR explained Equality & Diversity training is being planned this will include members of the Excellence Committee, Forums and TRA's . This will inform future actions in the plan.</p> <p>8.5 DR raised a point received from Claire Tyrrell regarding a request from Deepdale TRG to have a member of the Panel visit their meeting to explain about how the Area Panel works. This request fits with the action to review the relationship between TRGs and the Panel. JB volunteered to visit Deepdale TRG and requested contact details from AW. JWi will also attend</p> <p>8.6 DR stated that following on from the Area Panel Reviews a new action plan will be created using aims and outcomes from these sessions.</p>	<p>AW</p>

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<p>9</p> <p>9.1</p> <p>9.2</p> <p>9.3</p> <p>9.4</p>	<p>Customer Satisfaction Survey</p> <p>LP invited attendees to look at the ward analysis of the annual Customer Satisfaction Survey (page 21 of the information pack) and briefly explained the reasons behind conducting the survey: the legal requirement to do so and the use of scores by Government to monitor performance and the fact that the information is valuable to Northwards.</p> <p>The return rate on this is 19% - LP explained that this is good as the average return rate on surveys is only 8%.</p> <p>The results of this survey are generally very positive for Northwards with most indicators showing improvement across the northwards area as a whole. The statistics are broken down by wards and in Charlestown the dissatisfaction score has decreased from 11(2008) to 7 (2009), In Moston this score has increased from 9 to 11 which is the opposite of the overall score decrease from 10 to 8. JWi explained that the breakdown by ward allows Northwards to target resources appropriately.</p> <p>LP advised the Panel that Northwards were disappointed that the score that reflects satisfaction with opportunities to be involved had remained the same. It had been hoped that the various new forums and Tea-Mobile events would have positively impacted on this. The panel's will continue to be consulted about ideas and activity in this area.</p>	
<p>10</p> <p>10.1</p>	<p>Repairs Update – Gary Walsh</p> <p>GW distributed the Repairs Performance Report 2009-2010 to attendees. He went on to advise the Panel that more than 1300 calls have been made which represents a 34% sample of those requesting repairs to heating or hot water systems.</p> <p>The first 100 calls showed that 11% of appointments had not been kept, this was down to 4% for 100 calls made during December but this has now risen to 10% for the last 100 calls which reflects the difficulties experienced over the Christmas period.</p> <p>The first 100 calls also showed that 66% of tenants told</p>	<p>Alex – didn't get this ask Gary!!</p>

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10.3	<p>us that the repair was completed right first time. This has now improved and stands at 73%. For 300 calls made during November / December, an average figure of 84% was achieved.</p> <p>Again, the first 100 calls showed that 20% of tenants were not kept informed where repairs could not be completed at the first attempt; this has now improved and stands at 9% for the last 100 calls.</p> <p>We will continue to monitor the situation to ensure that the improvements continue</p> <p>PY highlighted a specific issue where there had been communication problems with On Call and she was advised that calls were not logged or had been wiped off the system. GW responded that he was aware of an issue with the company taking out of hours calls where their messaging service was overloaded. There followed a discussion about the IT system and LP clarified that for audit and accounting purposes there is no way that records can be wiped – PY to discuss specific case with GW after the meeting.</p>	<p>PY GW</p>
11	<p>Major Works Update – David Heys</p> <p>11.1 DH referred to the information included in the pack (page 25) and advised on changes to the dates on the Broadway: Windows and externals – was 01/02/10 is now likely to be mid February, and the same for Cartmel and Somerton Courts: window rectification (originally scheduled for 18/01/10) The completion date for The Whitebeck Court refurbishment is now 18/03/2011.</p> <p>11.2 There was some discussion regarding the proposed new name for the building to honour the late Councillor Eric Hobin and DW advised that although this has yet to be formally agreed he understands from meetings with the relevant parties that the name Eric Hobin will be incorporated into the development.</p>	
12	<p>Environmental Works Programme</p> <p>12.1 DW explained that following consultation the car park at Hillingdon Drive will not be extended but that resurfacing work is due to commence early March.</p>	

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12.2	JB queried the work at Clifford Lamb Court with JWi with regards to the £40k budget and JWi explained that the finish on the footpaths will determine the costs and subsequent balance of the funding left.	
13	<p data-bbox="371 495 791 528">LSM Update – Rob Doherty</p> <p data-bbox="284 566 1187 891">13.1 RD introduced the report (page 27 of the information pack) and started his summary by responding to 5.2 (matters arising) regarding stopping the use of steel shutters on long term voids on the Dam Head estate. RD advised that two exceptions to this are a property that suffered repeated break ins and a furnished property where there was an eviction - to both publicise the eviction action and also to protect the property and contents.</p> <p data-bbox="284 931 1174 1077">13.2 There are currently 56 active ASB cases and RD advised the attendees that there had been a problem case with a tenant's brother where ASBAT had obtained an injunction.</p> <p data-bbox="284 1117 1145 1263">13.3 At the time of printing the report there were 54 voids which is 4 more than in December. RD explained that this was due to a backlog from the bad weather and staffing issues at the start of January.</p> <p data-bbox="284 1303 1174 1738">13.4 RD highlighted 3 long term void properties in Clifford Lamb Court which will be available to let after being developed into suitable accommodation. Funding from MCC has been made available and the bedsits will be converted along with adjacent void flats as they come empty (one bedsit and the next door 2 bed flat to be converted into 2 x 1 bed flats). MCC will be funding this development. PY asked about bedsits and one bed flats on Dam Head – and whether the same would be happening there. LP advised he was unaware of any discussion or plans to carry out any work here.</p> <p data-bbox="284 1778 1174 1883">13.5 JF asked about void basement flats on Dam Head – LP advised we have no budget for this so no plans at present.</p> <p data-bbox="284 1924 1174 2029">13.6 PY queried the 2 addresses listed as “illegal occupier” and asked for a definition of this term, RD explained that these are where the tenant has moved out and left an</p>	

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<p>13.7</p> <p>13.8</p> <p>13.9</p>	<p>occupier in the property who isn't legally the tenant.</p> <p>The average relet time for the Quarter Oct 09 – Dec 09 is 38 days – reduced from 70 days when Northwards first began. For December Fourways average relet time was only 25 days – the best performance of all 3 areas. The cumulative figures for April - December is 40 days.</p> <p>In addition to the report RD also mentioned that the Wardens had visited vulnerable tenants during the bad weather and collected pensions or heating cards etc and grocery shopping for essentials.</p> <p>PY mentioned praise for all the staff that called and took part in this. LP advised employees had been praised at the recent staff cascade briefing.</p> <p>JF explained that residents of her road had particularly suffered during the snow with vehicles sliding and that she had requested a grit bin to be installed near her house.</p>	
<p>14</p> <p>14.1</p> <p>14.2</p> <p>14.4</p> <p>14.5</p> <p>14.6</p>	<p>Any Other Business</p> <p>Co optee Panel member – see confidential minutes</p> <p>DH asked for a volunteer to act as a tenant representative for the new Procure Plus (merger of Impact Manchester and GM Procure). The meetings for this will be quarterly in Wigan, interested parties to contact DH or through DR or JB.</p> <p>DR Raised the issue of recycling bins and that fact that there have been problems and asked the Panel if they would like someone from that team to attend a future meeting. JF advised that Dam Head had not had collections for 10 weeks (during bad weather). There are also problems with people accessing their bins that are locked away. DR will arrange for a rep to attend the next meeting.</p> <p>JF has attended the Junior Wardens Conference and gave feedback to the group, she reported that the event was a success and that the overall winner was from the Fourways area – Moston Lane School.</p> <p>JB distributed marketing leaflets from a Security marking company called Smartwater and advised the panel on an offer that the company are currently running. There was</p>	<p>DR</p>

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	<p>some discussion about the economy of the products and LP advised that he had previously been the Councils Burglary Reduction Champion where it was established that the police do not have the specialist lights required to successfully ID items that are marked at every police station and less than 5% of the issued markings were actually registered. It was also mentioned that security markers could be cheaper and more effective. Smartwater also make charges for administration to tenants for requests such as a change of address or change of ownership – if a tenant sold something on.</p>	
	<p>Next Area Panel meeting Monday 12th April 1.30pm at White Moss Road Local Services. Excellence Committee 2nd March training,</p>	
	<p>Meeting closed at 15.05</p>	