

Northwards Housing Panel Meeting Minutes

Panel: Wilton

Date: 01 February 2010

6.30 p.m. to 8.30 p.m

Cheetham Hill Local Services Office, Community Room

Chair: Anne Heywood

Attendance:

Anne Heywood (AH)	Panel Member (Chair)
Charles Taggart (CT)	Panel Member (Vice-chair)
Jim Burke (JB)	Panel Member
Mavis Wilkinson (MW)	Panel Member
Mark Bainbridge (MaB)	Panel Member
Janice Fitton (JF)	Panel Member
Brian Nuttall (BN)	Panel Member
Cllr Ken Barnes (KB)	Panel Member
Cllr Naeem Ul Hassan	Panel Member
Tunde Martins (TM)	Co-optee
Samuel Jacob (SJ)	Co-optee
Carol Connolly (CC)	Co-optee
Arthur Kay (AK)	Street Scene Services
Claire Tyrrell (CMT)	Head of Neighbourhood Services (Wilton)
Jacqui Tomlinson (JT)	Local Services Manager
Gary Walsh (GM)	Repairs Services Manager (Fourways)
Steve Kirkham (SK)	Head of Home Improvements (Wilton)
Julie Goreham (JG)	Resident Involvement Officer (minutes)
Michael Green (MG)	Observer

From 6.00pm refreshments were provided and officers were available to answer questions. The meeting commenced at 6.30pm.

Item	Description	Action
1	Welcome and introductions	
1.1	a) AH welcomed attendees to the meeting.	
1.2	b) Quorate was confirmed.	
1.3	c) AH explained the meeting rules.	
2.	Apologies for Absences	
2.1	Apologies had been received from Sue Ratchford, Mike Stevens and Danny Whitelock.	
3.	Declaration of Interests/Confidential Matters	
3.1	There were no declarations of interest and no confidential items would be discussed.	
4.	Minutes of last meeting 03 December 2010	

4.1	The minutes were approved.	
5.	Matters arising	
5.1	5.4 – KB informed the panel that the benefits advisor attends the Cheetham Office on Thursdays (appointment only) and North City Library on Mondays.	
5.2	5.5 – MW asked that the people who attended the Effective Meeting training get together to discuss how to take the action plan forward. JG to arrange.	JG
5.3	10.3 – SK reported that discussions had been taking place about introducing a paper copy of the feedback form. SK thanked MaB for a good suggestion. AH asked if there was a date when the system would be brought in. SK explained that they were still looking into the implementation. MaB asked if Northwards could supply the contractors with questionnaires. SK confirmed that Northwards can.	
5.4	11.1 – SK had looked into this. There had been issues with pointing and scaffolding. He had reported back to JB.	
5.5	12.4 – SK had looked into this. Rectification work will have to be carried out in March/April.	
5.6	13.2 – CMT had spoken to JB and would be monitoring the performance.	
6.	Grounds Maintenance (Arthur Kay)	
6.1	AK explained that 2009 had been a difficult year because of the weather, and piloting the 'cut and collect' programme. There is funding available to continue 'cut and collect' in 2010 in Higher Blackley.	
6.2	AK described the successes and challenges his team had faced and steps he planned to take to improve the service. KB reported that the grass cutting had been well received, but wanted to identify areas which are not currently covered by the service level agreement and seek additional funding to include these areas. AK informed the panel that the Open Green Space team are creating detailed maps of green space.	
6.3	JB raised a concern that strimming was not being carried out around trees. AK explained that this would be taking place, following an herbicide programme to reduce the number of weeds.	
6.4	TM raised a concern about complaints relating to the cutting around his property. AK will investigate his complaints.	AK
6.5	JF was concerned that no weeding had taken place of pavement areas. AK explained that this is the responsibility of Highways, but weed spraying should be taking place annually. He will air the concerns raised when he meets with contractors.	AK
6.6	MW asked for a map of Crumpsall area.	AK
6.7	AK asked members to keep him informed where any bulb planting had taken place to ensure the bulbs were not cut by his team.	
6.8	AH asked why the cut grass was not collected in Cheetham. AK and CMT explained that it required additional funding and Cheetham had chosen to spend this elsewhere.	
6.9	BN asked that the bulbs be cut in his area as they had been planted in a way that made it difficult to cut around them. AK offered to visit the site and suggest how the bulb planting could be designed.	
6.10	MaB thanked AK for his work on Alconbury walk.	

7.	Community Update and Governance (Anne Heywood/Julie Goreham)	
7.1	a) JG distributed copies of Revolve and invited articles for the next edition.	
7.2	b) CMT explained that the statutory consultation period on the TSA national standards was underway. Once the national standards are agreed local standards will be set.	
7.3	c) CMT and Diane Roberts had met with Enlighten consultants about a training programme for the Excellence Committee. Training will take place on 2 March, and will create a terms of reference etc for the group. Invites will be sent out.	
7.4	d) JG asked panel members to sign up for a slot for their panel reviews and circulated a sign-up sheet.	
8.	Customer Experience Feedback (Claire Tyrrell)	
8.1	CMT invited questions on the enclosed report. AH felt that the event had gone well and good feedback had been obtained.	
9.	Action Plan (Claire Tyrrell)	
9.1	CMT explained that as described in the enclosed plan each panel was being asked to appoint a Health and Disability champion. Jim Burke volunteered.	
9.2	TM asked about the origins/ownership of the action plan. CMT explained that it is the panels' action plan and the Chairs review it at the Chairs' meetings.	
9.3	TM asked how many BME groups Northwards has contact with. CMT explained that the RIO team have contact with approximately twelve and the team is taking action to forge more links, under their Team Improvement Plan. CMT invited TM to discuss the plan in more detail with her at another time.	
9.4	CMT reported that a special edition of the Natter focussed on Resident Involvement is being produced.	
10.	Customer Satisfaction Survey	
10.1	CMT reported that the results were generally good. The Resident Involvement team is looking at ways to increase opportunities for involvement as the satisfaction rating for this has remained static. Action will include a Resident Involvement Natter, and changing the layout of the survey, as well as reviewing the way we run events. Northwards is looking to use the trailer more and focus on more low-key local events.	
11.	Repairs Update (Gary Walsh)	
11.1	GW reported that the weather towards the end of last year and at the beginning of January has affected the service. There has also been an issue with data coming through from Manchester Working due to changes to their structures. Next month's data should be available.	
11.2	More than 1300 telephone surveys had been carried out to obtain feedback on heating repairs. 11% of appointments had been missed, which was a reduction on previous figures. 66% of repairs had been carried out right first time, this figure is now at 73% and improving continually. Those reporting that they had not been kept informed on	

	the progress of their work had decreased to 9% with a 3-5% target. Complaints are down. The team is continuing to monitor progress and challenge the contractors to improve the service.	
11.3	MaB observed that the cost of voids has increased and asked if the Voids Team liaise with the Home Improvements Team. JT meets weekly with the Empty Homes Team and these issues are considered. JB raised a concern that a void was passed when there was an issue with the back door. GW will speak to Dave Jones about this.	GW
11.4	KB had received a number of reports of guttering coming down following the snow. GW had noticed an increase in reports of these repairs but not in sufficient numbers to affect the budget.	
11.5	BN asked what happens to properties which need repairs but the tenants are not reporting them. GW explained that reports can come from different sources, for example where time permitted surveyors would visit estates to observe any issues. Anyone can report a repair, whether or not they live in the property. CMT explained that Environment Officers also pick up on repairs.	
11.6	MaB asked whether the unusually high number of reports of damp Danny Whitelock had reported on previously could be caused by debris in the wall cavities. GW felt that this was not often an issue. 95% of damp was actually due to condensation, so though it was reported as damp when a surveyor visited it was actually found to be condensation.	
12.	Major Works Update (Steve Kirkham)	
12.1	SK reported that works are ongoing and going well. They are on budget to complete the decent homes work.	
13.	Environmental Works Programme (Steve Kirkham and Claire Tyrrell)	
13.1	SK reported that good satisfaction scores had been achieved for the Torcross and Finningley schemes.	
13.2	SK reported that the Central House, Liverton Court and Mirfield Road schemes have been completed. Kilmarsh Walk scheme will be completed when the weather is suitable for shrubs to be put in. Moxley Walk scheme is complete, it needed an additional gate. The Rosewood play area is complete, but the surface is to be removed in addition.	
13.3	SK reported on the ongoing schemes: <ul style="list-style-type: none"> • Planning have approved the Hendham Vale sign, and a copy has been passed to MG for final approval before the sign is printed and installed. • SK is awaiting further details for the Glenbrook scheme. • Planning permission has been obtained for Printon scheme and a works package is being prepared. • SK to send KB a copy of Boothroyden amended scheme • The works on Temple Square are to be carried out as part of the kitchen and bathrooms scheme in the summer. • The Shaftesbury Road scheme should be listed as Cheetham. • The Chantry Walk works will be incorporated into the works with Inworth Walk etc. • SK has signed an order for Alconbury/Silsden work. 	SK

13.4	KB asked for the Glenthorn Scheme to be completed first out of the fencing schemes.	
13.5	JG reported that consultation on the Torcross scheme would be carried out mid-late February. She is meeting Paul Hallworth on 9 February to discuss.	
13.6	KB is speaking to north Manchester Regeneration about putting in planning applications for play areas in Riverdale.	KB
13.7	MaB asked if we could put signs up to show that the panel had funded schemes where we've completed schemes with high satisfaction scores. CMT will take this forward.	CMT
13.8	TM asked when kitchen/bathroom schemes would be carried out in Crumpsall. SK asked TM to provide his address and he would check the planned start date.	SK
13.9	CMT reported that Devon Rooms had asked the Shaftesbury Road doors scheme to be reconsidered due to high levels of anti-social behaviour and repeated damage being experienced. The scheme would cost £50,000. After some debate AH called a vote and the scheme was approved.	
14.	LSM Update (Jacqui Tomlinson)	
14.1	ASB Since the enclosed report had been produced an undertaking had been obtained after enforcement action on an unmaintained garden on Riverdale.	
14.2	MaB asked if CCTV is put into properties to monitor ASB. JT explained that it is used in some cases.	
14.3	JT distributed a list of dates for Walkabouts. JB reported that he was awaiting feedback from a walkabout carried out in 2009. JT apologised and will follow this up and carry out a 1-to-1 walkabout with JB.	JT
14.4	JB raised an issue of a void property. AH encouraged him to use his issue sheet to report this.	
15.	Any other business	
15.1	JG asked panel members to find their panel badges and at the next meeting she would take photographs for anyone with no badge or an out of date badge. MaB asked if he could have a badge holder.	Panel Members/ JG
15.2	AH explained that Steve Brown, the new Director of Property Services would like to attend the March meeting to meet the panel.	
15.3	CMT distributed copies of the new Managing Your Neighbourhood leaflet.	
15.4	SK offered panel members free energy efficient light bulbs. He explained that there is a procurement group being set up for Greater Manchester and asked if a volunteer from the panel would attend. MaB volunteered.	
16.	Date and time of next meetings	
	a) Tuesday 2 March, Whitemoss Road Local Services Office b) Saturday 24 April 2010, Hexagon Tower – Regeneration Tour	

Meeting closed at 8.30pm