

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

**Minutes of Meeting held at 13.30pm, 12<sup>th</sup> April 2010  
Community Room, White Moss Road Local Services**

**Chair: John Biggs**

<b>Present:</b>	John Biggs (JB)	Panel Member (Chair)
	Joan Fitzgerald (JF)	Panel Member
	Carol Downes (CD)	Panel Member
	Anne Parnell (AP)	Panel Member
	Charlotte Grant (CG)	Panel Member
	Mavis Harris (MH)	Panel Member
	Peggy Yuill (PY)	Panel Member (Vice Chair)
	John Ward (JW)	Panel Member
	Danny Whitelock (DW)	Repairs Service Manager
	David Heys (DH)	Head of Home Improvements
	Rob Doherty (RD)	Local Services Manager
	Julie Wilson (JWi)	Principal Local Services Manager
	Lee Dobbins (LD)	Contact Centre Manager- Manchester Working
	Larry Patrick (LP)	Director of Property Services
	Steven Brown (SB)	Director of Business Services
	Alexandra Wood (AW)	Resident Involvement Officer (minutes)

ITEM	SUBJECT	ACTION
1	a) <b>Welcome &amp; introductions</b> – JB welcomed the Panel and introductions were made  b) <b>Confirm Quorate</b> – Quorate was confirmed  c) <b>Meeting rules</b> – JB confirmed the meeting rules	
2	<b>Apologies for absence:</b>	
2.1	Apologies were received from Diane Roberts and Dorothy LeMoignan	
3	<b>Declaration of Interests / Confidential Matters</b>	
3.1	None raised	
4	<b>Minutes of last meeting:</b>	
4.1	Both the minutes and the confidential minutes of the last meeting were	

	agreed as a true and accurate record of the meeting held on 1 <sup>st</sup> February 2010	
<b>5</b>	<b>Matters Arising</b>	
5.1	PY queried progress on point 5.1 – The Dam Head cottage flats steps improvement scheme. At the last meeting DH had advised this would be completed within four weeks. DH to discuss this with PY at the end of the meeting	DH
<b>6</b>	<b>Contact Centre Service Performance Report</b>	
6.1	LD reported that the contact centre had faced challenges during this quarter (October – December 2009) due to the severe snow and that service levels had suffered as a result.	
6.2	LD reported that he had met with Northwards EMT – Robin Lawlor and Steve Finegan in order to develop the service, to better deal with contingencies in the future. It may be necessary to change procedures to cope better with such a sharp increase in demand in the future.	
6.3	The service level for the quarter averaged at 75% which is above threshold target.	
6.4	Specialist software will record every phone call by June and service users will be given the option to score their experience. There will be the facility for comments to be left and these will be directed to LD and the relevant service Manager which will hopefully assist with improving the service through identifying weaknesses.	
6.5	Staffing for the service is being reviewed and new software has been introduced to increase flexibility in this respect.	
6.6	Significant investment by Manchester Working to improve service levels has enabled the introduction of new technology that can identify more detail in the calls such as tone of voice and key words, this information can be used to enhance and develop the service.	
6.7	LD advised that abandoned rate and average speed of answer were both aspects of the service that there was a focus on improving and building on the progress made to date.	
6.8	LD offered that if Panel Members or Tenants would like to visit the Contact Centre to see firsthand how the service is delivered and to offer any suggestions they are welcome. The centre is located in Universal square and visits can be arranged between 8.30 and 5 and LD gave his contact details for anyone wishing to take up this offer. Tel 01612740990 or mobile 07738893410.	

6.9	There was a 460% increase in demand for the out of hours service in January and the service level was not met. LD advised the meeting that steps have been taken to improve the service should this sharp increase reoccur. Any changes will be communicated through Northwards Communications Team.													
6.10	The monthly Local Office liaison meetings have been a success and they will now be held quarterly, the next one at White Moss Road office is due at the end of April. LD also reiterated that his team view complaints as an opportunity to resolve problems and that feedback is always welcome.													
7	<p><b>Community Update and Governance</b></p> <p>7.1 AW distributed <b>Revolve</b> and advised that provisional dates had been agreed for Events and Tea Mobile in the Fourways area:</p> <p>7.2</p> <table data-bbox="345 804 1292 1010"> <tr> <td>Crosslee &amp; DamHead</td> <td>Friday 4th June</td> </tr> <tr> <td>White Moss Youth Club event</td> <td>Saturday 12th June</td> </tr> <tr> <td>The Quadrant (Charlestown)</td> <td>Wednesday 28th July</td> </tr> <tr> <td>Woodstock Road (Miners estate)</td> <td>Wednesday 11th August</td> </tr> <tr> <td>New Moston</td> <td>Wednesday 18th August</td> </tr> <tr> <td>Blandford Enstone Drive</td> <td>Wednesday 25th August</td> </tr> </table> <p>In addition to these dates/locations JWi advised that there would be three Garden parties to be held at the high rise blocks in Charlestown.</p> <p>7.3 In DR's absence JWi gave an update on the progress of the <b>Excellence Committee</b> – they have elected Tunde Martins as Chair and Joan Fitzgerald as Vice-Chair. JF advised that training for the committee had begun and that a presentation would be taking place at the next Board meeting to communicate progress so far. JWi directed the Panel members to the outputs of the <b>Business Planning Event</b> and gave an overview of the main points. JWi advised that all the Panel's work and priorities have been put into the <b>Area Panel Work Programme</b> document for approval.</p> <p>7.4 LP gave an update on <b>Tenant Board Members</b>: Pat Thorpe's resignation from the Board created a vacancy until September as the AGM is due in October. The arrangements for dealing with this type of situation (<i>Tenant</i> Board Member vacancy) are to liaise with MRA (Manchester Residents Association – which no longer exists). As an interim measure Michelle Blackley has been appointed, she has previous Board experience and represents Riverways area. What has been agreed with MCC now needs to be ratified with the three Area Panels – this would mean that consultation would take place with the Panels in lieu of the MRA. PY agreed with this decision LP gained everyone's consent for this.</p>	Crosslee & DamHead	Friday 4th June	White Moss Youth Club event	Saturday 12th June	The Quadrant (Charlestown)	Wednesday 28th July	Woodstock Road (Miners estate)	Wednesday 11th August	New Moston	Wednesday 18th August	Blandford Enstone Drive	Wednesday 25th August	
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<b>8</b>	<b>Quarterly performance management report</b>	
8.1	PY queried whether there was a link between the two indicators: working days lost to sickness (BV12) and levels of employee satisfaction (NHL501). SB responded to say that Northwards are investigating employee sickness rates and that the Northwards rates of sickness absence are lower than the public sector overall. Employee satisfaction is down on last time and this is also being looked into.	
8.2	PY suggested that a factor in this decrease may be environment related i.e. large offices. SB advised that Northwards are looking into Monsall St offices being moved to somewhere more suited to the needs of the business but that this is dependant on arrangements with MCC re the lease.	
<b>9</b>	<b>Customer Experience feedback</b>	
9.1	JWi talked about the event at St Matthews in October last year and referred to the feedback report provided, before asking the Panel members for their thoughts on this and the issues raised.	
9.2	2.1 The range of opportunities for people to be involved was discussed and the fact that the Resident Involvement Team will be using the Tea Mobile at community events to engaging new people	
9.3	With regard to item 2.3 on the report it was agreed that understanding of the process <i>after</i> diary sheets are submitted needs to be raised as there has been confusion in the past about what happens once the sheets are handed in.	
9.4	The service for disabled and vulnerable tenants was mentioned in discussion re the action plan – for inclusion in the Single Equality Scheme for 2010/11 and MH and AP agreed that there are also literacy issues to consider on DamHead and Crosslee	
9.5	The panel agreed the plan and JB asked if items could be added at a later date – JW i confirmed that this would be possible	
<b>10</b>	<b>Complaints and praise</b>	
10.1	CG advised she has spoken to a tenant about visits from a surveyor where there has been nothing communicated in terms of a job being logged or an appointment being made. DW will look into this as there should've been a phonecall made and written confirmation sent out.	DW

10.2	MH mentioned a property where it took 3 years to get the roof fixed and had several visits from different surveyors – DW to look into this.	DW
10.3	LP explained that the number of complaints received in the context of the total number of actual surveys and tickets carried out was only a small percentage. He asked for specific details to be passed through so individual issues can be dealt with.	MH & CG
10.4	LP queried in what situation the IT system would fail to generate the letter to the tenant following the input of the ticket. DW advised there may've been system problems with a tiny minority of cases.	
10.5	MH congratulated DH on the Kitchen team's work, she said they were clean, tidy and finished the work in a professional manner, and the same was said in the other four houses she was invited into.	
11	<b>Northwards Xtra review</b>	
11.1	LP volunteered to take questions on this item JWi commented on the mention in the review of the reduction in Garden Enforcement cases in December and it was discussed that this may be due to other factors such as this month being out of the growing season. There was some discussion about how the Xtra scheme can incentivise the "good" tenants and wont necessarily impact on the tenants that are causing ASB.	
12	<b>Repairs update</b>	
12.1	DW explained he was attending the meeting in Gary Walsh's absence. The report was discussed and the fact that there were many positive scores was particularly noted. JB congratulated GW and the whole team on the performance.	
12.2	DW informed the Panel members of two staffing changes – Senior Surveyor / special responsibilities: Mark Berry, and Chris Marriott has returned from secondment at MCC and is back with the Home Improvements team	
13	<b>Major Works update</b>	
13.1	DH advised the meeting that Northwards was in the final year of the Decent Homes standard and ahead of target to complete the work December 2010.	
13.2	DH advised that the Charlestown programme will now be completed towards the end of April.	

13.3	The Window Rectification Programme at Cartmel and Somerton Courts has started.	DH	
13.4	Whitebeck Court is on the programme and the new name is yet to be decided with council - Eric Hobin will feature in the name in some way. JB confirmed that this was mentioned in the most recent ward meeting.		
13.5	The Hillingdon Drive Car park and Clifford Lamb Court gardens environmental scheme will now not start until May – the costs are still to be agreed.		
13.6	The Crosslee Kitchen Programme should reach completion by the end of May		
13.7	AP queried why Crosslee and Dam Head are put together on the report when they are separate entities – DH advised he will put allocate them to two separate sections.		
13.8	LD asked how far ahead of planned timescales the programme had advanced in the Moston area? DH to speak to LD after meeting re this to advise in time for the Tenants & residents group meeting.		
13.9	Mop up scheme will follow for properties missed.		
13.10	JW asked DH how officers are combating the negative rumours about running out of money for the work. DH advised that his staff deal with the issues on an individual basis and always reassure people that there is tight control on the spend but that they are not running out. PY said she had heard of an operative telling people that NW had run out of money. LP advised that this had been traced back to a supplier who was actually selling to Manchester Working and this was only linked to a change of supplier		
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14	<b>Environmental Works Programme</b>		Panel Members
14.1	JB asked whether pathways around the houses will be added to the Home Improvements Programme. DH advised that this may be a possibility.		
14.2	DH advised that there are two schemes on current programme but that more need to be added, he asked for proposals and bids from the Panel. DH and JW have visited areas and looked at priorities and potential programmes – the Panel members were asked to pass on their suggestions.		
14.3	PY asked about the run off on Leconfield Drive as to whether it could be included. JB advised all suggestions to come in by Friday 30th April – to JWi		

14.4	JWi offered that the relevant Environmental Officer could go out on site with the Panel member to assist with suggestions for what could be done.	
14.5	JW advised that one of the ward priorities was “defensible estates” i.e. Car parking for estates were access through the roads was limited through parked cars. JW had been out with the Fire Service identifying problem areas where there have been emergencies stopping them from getting through.	
15	<b>LSM update</b>	
15.1	RD talked the meeting through the report advised that the smashed glass from the sheds on Dam Head estate will be cleared up and the windows bricked up in the next couple of weeks.	
15.2	RD advised that there was a correction to report and that the 2 <sup>nd</sup> entry that states “...and 1 undertaking” line should read “ex party injunction”	
15.3	Jane Carey the NSO for Miners Estate interviewed people with the Police and this has lead to several ASBO’s being worked towards.	
15.4	RD advised that there were no illegal occupancies in this month’s report, and that the work in 124 Bradford Court is to be completed this year.	
15.5	RD has joined the Void Performance Improvement team: looking to reduce void times. There will be a pilot run via the White Moss LSO and this may involve carrying out viewings before the current tenancy terminates.	
15.6	PY raised concerns about the 17 “refusals” on the rehousing section of the report and RD advised this could be for a number of reasons and not necessarily genuine refusals.	
15.7	The upcoming change in the Rehousing policy was discussed – it has been designed to combat the problem of people bidding on properties that they have no intention of accepting. Rather than the current system where there is no penalty for refusing an offer after bidding, applicants will be de-incentivised to prevent bidding for bidding’s sake.	
15.8	CD raised an issue with a relet where the standard wasn’t acceptable. JW advised on the Northwards standard for relets and explained that following receipt of the complaint – made after a viewing and acceptance of the property – the service on this occasion was assessed and investigated.	
15.9	LD asked about the missing gate on the Anfield Road estate. RD promised to look into it and DH said he would speak to LD after the	DH & RD

	meeting.	
15.10	JB raised an issue with the report as voids on Southdown Crescent s Don't appear on the list. RD advised he will look into this and speak to JB regarding an update on the relet status.	RD
15.11	JB also mentioned issues with the green/ shops near the Youth Centre and the fact that no one from the shops takes ownership of all the cans left on the green. JWi advised that the shops should really do this and Khans actually own the land. It was clarified that although the grass is cut by the council it is now owned by MCC.	
15.12	CD asked if Northwards could take on the Haverfield shops – LP advised NW were not created to manage commercial tenancies. LP advised there may've been the option in the past to change the use of buildings but the shop owners required payments in lieu of loss of business and this was too expensive.	
<b>16</b>	<b>Any Other Business</b>	
16.1	JB asked JWi about the “Pot of gold” money and JWi said it was about 30k total amount. And would breakdown to about 3k an event.	
16.2	JWi mentioned the dog chipping event taking place in the White Moss Road local Services Office Community Room – on May 10 <sup>th</sup> .	
	<b>Next Area Panel meeting is Monday 10<sup>th</sup> May 13.30pm at the VASA club on White Moss Road and the Regeneration Tour is on Saturday 24<sup>th</sup> April.</b>	