

**MINUTES OF THE SOUTHWAY CONSULTATIVE GROUP MEETING
HELD AT 10.00AM, TUESDAY 14 APRIL 2009 AT
ASPEN HOUSE, 825 WILMSLOW ROAD, DIDSBURY**

Present

Representative from Burnage North T A (in the Chair)
 Representatives from Parrs Wood T & R A x 2
 Representative from Didsbury West Estate R A
 Representatives from Burnage South T A x 2
 Leaseholder Representative
 Deputy Owner Occupier Representative
 Tenant Board Member
 Burnage Ward Councillor
 Old Moat Ward Councillor
 Didsbury East Ward Councillor

In Attendance

Karen Mitchell, Chief Executive, Southway
 Ray Smith, Director of Neighbourhood Services, Southway
 John McKenna, Head of Asset Management, Southway
 Lorraine Samuels, Service Quality Development Manager, Southway
 Maureen Ward, Customer Involvement Manager, Southway
 Tina Murphy, Tenant Liaison Officer, Southway

Apologies:

Representative from Didsbury West Estate R A
 Owner Occupier Representative
 Tenant Board Member
 Representative from Burnage North T A
 Jane Gant, Director of Asset Management & Regeneration, Southway
 Steve Fanning, Head of Regeneration, Southway
 Devon Poyser, Regeneration Project Manager, Southway

Item	Subject	Action
1	Welcome and Introductions	
1.1	The Chair opened the meeting and welcomed all present.	
1.2	Introductions were made.	
2	Apologies	
2.1	Please see above.	
3	Briefing on Manchester City Council's Recycling Service	
3.1	Sue Langford from the Recycling Team at Manchester City Council gave a short presentation on recycling and provided advice and information about what items can be recycled and which colour bin they should be put in.	
3.2	A member of the group asked if staples had to be removed from cardboard or paper before being placed in the recycling bin. Sue	

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3.3	Langford advised that if there are only a small number of staples it will not cause a problem, however where possible it would be helpful if they are removed. A representative from the Parrs Wood T A asked if shredded paper could be put in the paper recycling bin. Sue Langford explained that it could not because the fibres are too short to reconstruct. Sue added that it can be put in a compost bin.	
3.4	A couple of members of the group stated that they had not received a calendar detailing the collection dates. Sue agreed to look into this.	Sue Langford
3.5	Sue was thanked for attending and left the meeting.	
4	Minutes of the Last Meeting (10.03.09)	
4.1	The minutes of the previous meeting held on 10 March 2009 were presented for consideration and approval.	
4.2	The minutes were agreed as a true and accurate record of the previous meeting.	
5	Matters Arising	
5.1	(4.2 – Matter Arising – Community Benefit) Steve Fanning was not present at the meeting. An update of Community Benefit will be provided at a future meeting.	Steve Fanning
5.2	(4.3 – Matter Arising – Carbon Monoxide Detectors) This item is due to be discussed at Board in May as part of the review of the gas servicing policy.	
5.3	(6.12 – Tenants Voice Panel) This is a main agenda item.	
5.4	(10.5.2 – Any Other Business – Matters Arising – Showers) John McKenna advised that contractors are continuing to replace the faulty part. This issue has been raised with the manufacturer.	
5.5	(10.6.1 – Any Other Business – Recycling Briefing) Maureen Ward invited Sue Langford as agreed and Sue attended today's meeting.	
5.6	(10.7.1 – Any Other Business – Southway Stories) Maureen confirmed that a copy of the latest edition of Southway Stories had been sent to the owner occupier as requested at the last meeting. Maureen stated that in future, copies will automatically be sent to owner occupiers who are members of this group and to committee members of tenant groups who are owner occupiers. Ray added that there will be an article on recycling in the next addition of Southway Stories.	Maureen Ward
5.7	(10.8.2 – Any Other Business – Board Recruitment) Maureen	

Item	Subject	Action
5.7.1	<p>confirmed that she had contacted the Ladybarn Residents Association and a committee member had been a member of the interview panel.</p> <p>Karen Mitchell advised the group that there is now another vacancy for a Tenant Board Member due to a recent resignation. Karen said that Southway would be looking at different ways of advertising the position and would not be advertising in the local press this time as it did not attract any interest and is very costly. Using posters and local groups is thought to be more effective and will be used again.</p>	
5.7.2	<p>Karen asked group members to pass on the information about the vacancy to friends and neighbours who may be interested in joining the board. Karen added that it is possible for someone who is interested in the position to attend a Board meeting as an observer or come in for a chat with a Southway Tenant Board Member.</p>	
6	<p>Resignation of Chair</p> <p>6.1 The Chair advised the group that when he was appointed as a Tenant Board Member he informed Maureen that he would be resigning as Chair of the Consultative Group, however he has since been informed that the Terms of Reference for this group does not state that he cannot be on the Board and chair this group. Several members of the group have contacted him and asked him to remain as the Chair. Maureen confirmed that there was nothing in the Terms of Reference to say that he cannot hold both positions.</p> <p>6.2 A discussion took place about this and it was pointed out that in the case of a tie in any vote the Chair has the deciding vote but Board members have no voting rights. It was agreed that if this ever occurs the deciding vote could go to the Deputy Chair. Karen explained that this is a consultative group with no delegated powers from the Board and advised that providing a clear set of rules are in place to apply when necessary there should not be a problem.</p> <p>6.3 The Chair explained that he had been canvassing for a replacement but had not found anybody who wanted to take his place at this time. He added that if somebody comes forward he will be happy to step down. Karen suggested that the group take a vote on whether or not the Chair should remain as the Chair in the interim. Karen added that the Customer Involvement Strategy is looking at broadening the scope of the membership.</p> <p>6.4 A vote took place and it was unanimously decided that the Chair did not need to step down at this time.</p>	
7	<p>Election of New Chair</p>	
7.1	<p>No election was necessary.</p>	

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8	Southway Promises	
8.1	The Promises Document was circulated to group members prior to the meeting. Lorraine briefly ran through the table and asked if there were any comments or questions.	
8.2	The Chair asked if the apprentices will remain in employment after the apprenticeship period. Ray Smith advised that as well as providing jobs the scheme is about providing an opportunity for people to gain skills and work experience so that they are equipped to gain employment in the market place.	
8.2.1	Karen advised that there are a number of opportunities opening up within Southway, for example, schemes with ex-offenders so that they are better placed to seek employment. Karen added that the cost to Southway is minimal as the costs are covered by external funders. Karen advised that further information can be provided if required.	
8.2.2	A representative from Burnage asked how long the training/placements lasted. Karen advised that some of the training/placements are short-term, however the apprentices are trained for two years.	
8.2.3	A member asked if the apprentices attend college as well as doing their practical work. John McKenna confirmed that the apprentices do attend college.	
8.2.4	Ray Smith informed the group that Southway's Human Resources Team is discussing proposals to offer a week/two week long work experience placement to school children. Ray said that he and Maureen are interested in getting young people to learn about the business of Southway in the hope that they may form part of a Youth Group in the future. A ward councillor said he was interested in this and would speak to Ray further.	Councillor Parkinson
8.3	A ward councillor asked about the upgrading of the environment. Karen explained that the first stage of consultation had taken place with groups a few months ago to identify the priorities. Karen added that there is a long list of ideas that will be turned into a programme of works. The Voice Panel will discuss the options and report back to Board.	
8.4	There were no further questions about the Promises Document and Lorraine left the meeting.	
9	Southway Connect Update	
9.1	Ray advised that the official go live date was 6 April, however Southway Connect staff actually started taking calls on the 1 April. The first call was received at 7.58 am.	

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9.2	Ray advised that Southway have publicised the new number using a variety of methods, for example, the issuing of wallet sized cards to all tenants and an advert in the South Manchester Reporter. Southway vans have also been liveried up with the new number.	
9.3	Ray explained that the Board had undertaken to transfer the contact centre service as an 'as is' service. However, Southway did make some process changes to improve performance from day one.	
9.4	Ray explained that customers have an option at the end of their call to register if they were happy or unhappy with the way in which their call was handled. The caller selects 1 or 2 on the key pad. If they were unhappy they also have an option to leave a message and receive a return phone call to discuss why they were unhappy.	
9.5	The other improvement to the service is that callers who abandon their call are now called back. Ray explained that some customers abandon the call because it has not been answered as quickly as they'd like whereas others may have to hang up because, for example, somebody knocks at their door.	
9.6	Ray advised that phase two is now being worked on and he will continue to provide updates when appropriate. Ray added that phase three is very important as it will coincide with the implementation of the new housing management system in September.	Ray Smith
9.7	Ray concluded by saying that the first week of Southway Connect had gone extremely well with no major problems, which is promising and reassuring.	
10	Tenants Voice Panel	
10.1	Karen Mitchell advised that the comments made at the last meeting had been incorporated into the revised terms of reference for the Voice Panel, which went to Board on 23 March.	
10.2	The first meeting will take place on Saturday 16 May at 10.00am (9.30am for registration) at Aspen House and everyone is welcome. Karen added that the theme of the first meeting is the environment which includes issues like grass cutting and litter picking.	
10.3	A representative from the Burnage area asked if the Voice Panel was open to leaseholders and owner occupiers. Karen confirmed that it is and explained that this has been reflected in the terms of reference. However the majority of the membership should be tenants.	
10.4	A member of the group asked what decision had been made about giving members of the Panel a £10 Voucher. Karen	

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10.5	<p>advised that after discussions at this group and at Board this idea had been removed from the terms of reference.</p> <p>The Chair asked how the wider community would be notified about the meeting. Maureen explained that herself and Natalie Lewis are putting together a list of potential attendees who will receive an invitation. Manchester City Council's Community Guardians and local youth groups have been contacted. Maureen added that it is hoped that local schools will get involved and she proposes to hold a competition for interested schools with a prize for the winner. The details of this have not yet been developed.</p>	Maureen Ward
10.6	<p>Karen concluded by saying that she hopes the first meeting will be well attended and result in some good ideas and positive actions. The environment is of interest to us all.</p>	
11.	Community Benefit	
11.1	<p>As previously reported, Steve Fanning was unable to attend today so this item was deferred until a future meeting.</p>	Steve Fanning
12	Board Update	
12.1	<p>Karen Mitchell circulated the latest Board update for members to take away and read.</p>	
13	Any Other Business	
13.1	<p><u>Neighbour Nuisance Issue</u></p>	
13.1.1	<p>A member of the group raised concerns about a property in her area which has been given to an able-bodied tenant even though it had been adapted for a disabled tenant who had recently died and went on to say that the new tenant had caused noise nuisance over the weekend. Another member of the group confirmed this and said it was unbearable. It was agreed that the two group members would pass all the details to Ray Smith at the end of the meeting and he would have the matter investigated immediately.</p>	Ray Smith
13.2	<p><u>Minutes for Website</u></p>	
13.2.1	<p>Maureen asked if the group had had the opportunity to consider the two sets of minutes she had sent out with the agenda so that they could be posted on the website. It was agreed that these could now be published.</p>	Maureen Ward
13.3	<p><u>Trees</u></p>	
13.3.1	<p>A representative from Parrs Wood T A asked who was responsible for planting the new blossom trees on Parrs Wood Road and sought clarification about the type of tree as she was concerned that if they were going to grow very big they could</p>	

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<p>13.4</p> <p>13.4.1</p>	<p>cause problems with the pavements. A ward councillor confirmed that they had been planted as part of a Cash Grant and Red Rose Forest would have ensured that the right type of tree had been planted for the location.</p> <p><u>Fumigation</u></p> <p>A member of the group said that she had recently had a problem with cockroaches and bugs which she believed had been brought by some new neighbours and asked if tenants' belongings could be fumigated before moving into their new home. (The property in question does not belong to Southway.) Karen Mitchell explained that any infestations in Southway properties would be dealt with at the void stage. Southway cannot insist on customers having their belongings fumigating especially if they are private residents.</p>	
<p>13.5</p> <p>13.5.1</p>	<p><u>Residents' Conference</u></p> <p>Maureen reminded all members of the group about the Residents' Conference on Saturday 25 April. Registration will be at 9.30am with a 10am start. The event will end at approximately 1pm when lunch will be served.</p>	
<p>14</p> <p>14.1</p>	<p>Date of Next Meeting – 12 May 2009</p> <p>The next meeting will be held on Tuesday 12 May, 2009 at 10.00am in the Board Room, 2nd Floor, Aspen House, 825 Wilmslow Road, Didsbury, Manchester, M20 2SN.</p>	