

**MINUTES OF THE SOUTHWAY CONSULTATIVE GROUP MEETING
HELD AT 10.00AM, TUESDAY 9 JUNE 2009 AT
ASPEN HOUSE, 825 WILMSLOW ROAD, DIDSBURY**

Present

Representative from Burnage North T A (Chair)
 Representative from Parrs Wood T & R A
 Representative from Old Moat R A
 Representatives from West Didsbury Estate R A
 Tenant Board Member
 Representatives from Burnage South T A
 Withington Ward Councillor

In Attendance

Jane Gant, Director of Asset Management & Regeneration, Southway
 Ray Smith, Director of Neighbourhood Services, Southway
 Helen Sharples, Rent Recovery Manager, Southway
 Maureen Ward, Customer Involvement Manager, Southway
 Tina Murphy, Customer Involvement Officer, Southway

Apologies:

Representative from Parrs Wood T & R A
 Owner Occupier Representative
 Deputy Owner Occupier Representative
 Leaseholder Representative
 Tenant Board Member
 Representative from Burnage North T A
 Karen Mitchell, Chief Executive, Southway
 Didsbury East Ward Councillor

Item	Subject	Action
1	Welcome and Introductions	
1.1	The Chair opened the meeting and welcomed all present.	
2	Apologies	
2.1	Please see above.	
3	Minutes of the Last Meeting (12.05.09)	
3.1	The minutes of the previous meeting held on 12 May 2009 were presented for consideration and approval.	
3.2	The minutes were approved as a true and accurate record of the previous meeting.	
4	Matters Arising	
4.1	(4.1 – Matters Arising – Recycling Service) Maureen Ward advised that she had not received any detailed response from Sue Langford but that Sue had been aware of the need to issue information about the recycling service and collection dates.	

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4.1.1	A member of the group stated that the bins are not always used correctly and this results in them not being emptied. The problem has been reported to Environment On Call and is awaiting action.	
4.2	<p>(4.3 – Matters Arising – Community Benefit) Jane Gant advised that George Carter was not available to attend today’s meeting as he is on a training course. Jane advised that George would provide information on the Community Benefit Programme at the next meeting. Jane added that an interim statement on Community Benefit is being reported to Board in July.</p> <p><i>(N.B. George Carter will be on annual leave at the time of the next meeting but will attend the August meeting).</i></p>	George Carter
4.3	(4.6 – Matters Arising – Southway Connect) Ray advised that everything is going well with Southway Connect. The main focus at present is the training of Southway Connect staff. Ray reported that there is an improving performance curve and Southway have received compliments from both staff and customers.	
4.3.1	Ray asked if the group would like to receive some performance information about Southway Connect. The group decided that this was not necessary at this stage as everything is going well.	
4.3.2	Ray advised that the Southway Connect Project Team is about to reconvene to look at phases 2 and 3 of the wider project.	
4.4	(5.4 – MRA) Maureen advised that there was no further update regarding MRA or a new city wide structure at this time.	
4.4.1	A Burnage South representative asked if anyone had made contact with Manchester City Council to find out where things are up to. Maureen explained that discussions are ongoing regarding a new structure and the group will be kept informed and consulted when there is a proposal on paper.	
4.4.2	It was asked if the new structure is likely to be the same structure as MRA. Maureen said she did not believe it would be, as early indications are that this kind of structure is not required.	
4.4.3	Jane advised that we should wait for the outcome from MCC and then the group could consider the proposal.	
4.5	(11.4.1 – Any Other Business – Concessionary Gardening) Ray explained that Tom Isherwood is currently on leave but would provide an update on this at the next meeting.	Tom Isherwood
4.5.1	A member of the group advised that two properties near where she lived had recently had the grass cut but the properties are no longer occupied by elderly tenants. Ray to raise with Neighbourhood Services staff.	Ray Smith
4.5.2	A representative from West Didsbury raised an issue about the garden of the property next to his and said that Sharon Pearson was aware of the issue. It was agreed that Ray would speak to	

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4.5.3	<p>the group member at the end of the meeting.</p> <p>The Chair of the group asked if Southway are still going to carry out a tree survey and Ray Smith confirmed that this is still planned.</p>	Ray Smith
4.5.4	Jane Gant added that MCC have previously carried out a survey of trees and said it would be useful to see if any trees in the Southway area were included. Further information will be reported to the group when available.	Ray Smith
5	Improvement Programme Update (Jane Gant)	
5.1	Jane Gant distributed the Home Improvement Programme progress report and apologised that it had not been sent out with the minutes and said that it would be provided with the agenda in future.	
5.2	Jane explained that the KPI (Key Performance Indicators) information was not available but would be discussed at the next meeting. Jane explained that from now on the KPI's will be broken down by contractor to provide more specific details.	
5.3	Jane read through the report. Jane explained to the group that the number of refusals had been a bit of a problem but advised that they are now reducing a little. Jane added that this has been helped by extra visits being made to tenants and support being provided where needed.	
5.4	A representative from the Withington area referred to an article which appeared in the local press recently and stated that publicity like this would not help matters. Jane agreed and briefly explained the background.	
5.5	Jane informed the group that day time respite options were being looked at with the contractors. A Board Member asked if decant options are being considered. Jane explained that this was not an option as Southway do not have properties available to move people into.	
5.6	It is mainly elderly residents who refuse the work as they do not want the disruption. Jane explained that some customers have been given support while others have not and that there needs to be more consistency. Jane said there are a few things Southway can do to make things easier but decanting is not one of them.	
5.7	Jane referred to the table in the report and explained that it gives an overview of where Southway is up to with the Home Improvement Programme, against the work promised within the five years. The Chair of the group asked if the solar panels in the proposed pilot scheme would be fitted on the roof. Jane confirmed that this would be the case.	
5.8	A member of the group asked if the issue with the showers that was raised a couple of meetings ago had been resolved. Jane said that as far as she was aware there was no longer an issue	Jane Gant

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	but agreed to check and report back at the next meeting.	
<p>6</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p> <p>6.7</p> <p>6.8</p>	<p>Rent Payment</p> <p>Helen Sharples explained that Southway is carrying out a Rent Review and as part of that are looking at how rent is collected.</p> <p>The current method of rent collection will not be available beyond March 2010. Therefore alternative methods are being explored. Southway have considered three options; All Pay, Alliance & Leicester and the Co-op.</p> <p>Helen explained that she considers All Pay to be the best option. All Pay offers a range of benefits including the option to pay by direct debit which is not currently available to Southway customers.</p> <p>All Pay can produce new rent cards within 24/48 hours and transactions are shown on the account almost instantly. The All Pay system is fully compatible with Southway's new Housing Management System.</p> <p>The Chair of the group asked if it would be financially viable to use All Pay. Helen confirmed that it would be and reported that it is comparable with other providers.</p> <p>Helen explained that the only draw back to All Pay is that it does not use Payzone, only Pay Point. Payzone is a method of payment currently available to Southway tenants which actually replaced Pay Point just after transfer. Southway would need to switch back to Pay Point if the All Pay system is agreed.</p> <p>Ray and Helen showed a map of the Southway area which indicated where all the Pay Point outlets are and in the main they are well spread and accessible in all areas. Where there is not a Pay Point nearby there is a Post Office. A general discussion took place about the locations and the group agreed that reverting back to Pay Point would not pose any problems.</p> <p>Ray advised the proposal will be going to Board for approval and if agreed there would be a communication strategy to inform tenants of the change. This would include a major article in the autumn Southway Stories.</p>	<p>Ray Smith</p>
<p>7</p> <p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Customer Involvement Statement</p> <p>The Customer Involvement Statement, which is in draft form, was sent out in advance of the meeting.</p> <p>Maureen advised the group that the document was discussed at the Residents' Conference in April but only by one of the workshop groups.</p> <p>Maureen explained that the Statement is a regulatory document which all Registered Social Landlords are required to produce.</p>	

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7.4	The Involvement Statement sets out how Southway will engage with its customers over the next 12 months. Maureen explained that key actions from the Customer Involvement Strategy Action Plan are included as priorities for the year.	
7.5	Maureen advised that a front cover will be added, along with some pictures inside the document. The Statement will be presented to Board in July.	
7.6	Maureen asked if the group had any comments or suggestions. After a brief discussion the group approved the document.	
8	New Leaflet	
8.1	Ray advised that Southway are launching a new leaflet about what tenants can expect when they move into a Southway home. A copy of the draft leaflet was circulated with the agenda in advance of the meeting.	
8.2	The leaflet will give customers a clear understanding of what to expect inside and outside their new property.	
8.3	Ray asked if the group had any comments. Jane Gant asked for a minor change to the text about the Home Improvement Programme work. It was agreed by the group and Jane will provide the revised wording to Ray outside of the meeting.	Jane Gant/ Ray Smith
8.4	The group were generally happy with the leaflet and subject to a few very minor amendments it was approved. Ray thanked the group for their input.	
9	Feedback from Voice Panel	
9.1	A report on the Voice Panel event was circulated in advance of the meeting. Jane ran through the document.	
9.2	Jane reported that the first panel meeting, 'Treat your Streets' was very well attended and was a great success. Jane added that there were common issues across all the areas, one of which was the involvement of young people.	
9.3	The next steps are to agree the priorities and actions. An action plan will be developed and submitted to Board in September. Jane added that there is still a lot of work to do.	
9.4	Jane explained that she would like the Consultative Group to hold an additional session to discuss the new 'Spick and Span' initiative and how to spend the £100,000 budget allocated to it. The name 'Spick and Span' is an interim name and is likely to change. The Consultative Group's remit will be to consider the ideas and suggestions of what to spend the money on and develop the proposals and produce an action plan. These will then be presented to Board. It was agreed that Maureen would organise the additional session.	Maureen Ward

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10	Any Other Business	
10.1	<u>Gardening Competition</u>	
10.1.1	Ray advised that Southway have joined up with Manchester City Council and other partners again this year to be a part of the annual gardening competition. The name has changed to 'Manchester's Great, Green Neighbourhoods Competition'.	
10.1.2	Ray highlighted the fact that the overall winner of last year's competition was from the Southway area. Ray advised the group that the rules had been amended and winners from last year cannot enter this year. However, they will be invited and encouraged to take part in the judging this year.	
10.1.3	Ray asked all group members to raise the profile of the event with other members of their community.	
10.1.4	It was agreed that a couple of the members would display the posters in their local community centre. Copies of the poster and a small supply of entry forms were provided for this purpose.	
10.2	<u>Customer Choice</u>	
10.2.1	Ray informed the group that the Tenants Services Authority (TSA) is keen for landlords to provide as many choices as possible for tenants. Ray said that Southway supports this and advised that there is an overview of the current range of choices available going into the next edition of Southway Stories. Ray explained that it gives tenants the opportunity to get in touch and say if they have any new ideas or suggestions on what they would like to have a choice about.	
10.2.2	Ray asked if any members of this group had any suggestions they write to Maureen Ward.	All
10.3	<u>Next Voice Panel</u>	
10.3.1	Maureen asked the group if they had any ideas about the topic/theme for the next Voice Panel.	
10.3.2	Maureen advised that the Board had suggested Value for Money (VfM) but were happy for this group to make a suggestion.	
10.3.3	After a brief discussion it was agreed that VfM and Anti-Social Behaviour should be the topics for the next two Voice Panel events. The group did not mind which order they were covered.	
10.4	<u>Minutes for Website</u>	
10.4.1	Maureen asked if the group were happy for the March and April minutes that she had amended and sent out with the agenda to go on the Southway website. The group gave approval.	Maureen Ward

Item	Subject	Action
11	Date of Next Meeting – Tuesday 14 July 2009	
11.1	The next meeting will be held on Tuesday 11 August 2009 at 10.00am in the Board Room, 2 nd Floor Aspen House, 825 Wilmslow Road, Didsbury, Manchester, M20 2SN	