

**Wilton Area Panel meeting
(Cheetham Hill, Crumpsall, Higher Blackley)**

**Minutes of meeting held at 6:30pm, 27th June 2006
At the Cheetham Hill Community Room Local Services Office**

Chair: Sue Ratchford

Present:	Sue Ratchford	Panel Member (Chair)
	Charles Taggart (CT)	Panel Member (Vice-chair)
	Sue Pemberton (SP)	Panel Member
	Jim Burke (JB)	Panel Member
	Melanie Beckford (MB)	Panel Member
	Anne Heywood	Panel Member
	Eileen Kelly	Panel Member
	Mike Bolshaw	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Naeem Ul Hassan	Councillor (Cheetham)
	Richard Lockwood (RL)	Board Member
	Joan Wilson (JW)	Observer
	Mike Stevens (MS)	Director Neighbour Services (Northwards)
	Diane Roberts (DR)	Governance Officer (Northwards)
	Nicola Holmes (NH)	Resident Involvement Officer (Northwards)

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Introductions were made by everyone. A full Quorate was in attendance.	
2	Apologies for Absences Apologies given by: Doris Leach, Irene Madden, Nicola Jones	
3	Declaration of Interests/Confidential Matters None Declared.	

ITEM	SUBJECT	ACTION
4	Minutes of Last Meeting	
4.1	<p>DR listed the following corrections, as highlighted by the Board, in the <u>25th April minutes</u>:</p> <p>Item 13.1 NHL081 target should be £75 not £40 NHL040 target should be 5.5 not 6 days Item 12.1 paragraph 2 should read Longton not Morton Road Item 16 Choice Based Lettings paragraph 2 should read ‘if someone bids first on the internet it does not mean that they have priority’ The Panel agreed that the minutes did not need to be re-circulated and that it was acceptable for the amendments to be contained here.</p>	
4.2	<p><u>Minutes 30th May</u> Item 6.4 - paragraph 2, KB highlighted that the minutes should make clear that the discussion around the Right to Buy issue referred specifically to Housing Associations.</p>	
5	Matters Arising	
5.1	<p>Item 13.2 Project 30461 – Rewire Phase 2 – Octopus DR gave the response on the queried 100% satisfaction for this project. The satisfaction has been compiled from completed properties and does show 100%. Satisfaction surveys are being given to residents once their properties are complete. Forms that are not returned cannot be recorded. The project Officer is aware of a number of issues and is working with the contractor to resolve them. JB felt that that this did not truly reflect satisfaction levels. MS responded that Northwards could possibly look at ways to measure satisfaction levels throughout projects and not just on completion.</p>	
5.2	18.2 MS said he would talk to NJ	
5.3	<p>Item 6.2 MS gave an update on the issue over the empty Asylum properties. A new contract is in place with the Home Office. The empty properties will be let through the Asylum Team. AH wondered if that meant that no properties were coming back to general let. MS replied that some properties have already been given back and they are now in general let. KB asked if there was any intention to change the actual system. MS explained that because properties need to be furnished and available at short notice, changing the system would have cost implications. It was however something that could be looked at with the Asylum Team in the long term.</p>	MS/NJ

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6 6.1	<p>Board Meeting Minutes (for Noting)</p> <p>Item 6 – (Wilton Panel requested that the Board consider fences and gates)KB suggested that requests from the Panel to the Board should be fed back in a structured way and not just shown in the minutes. MS replied that he would make sure this particular item was tracked. The minutes were noted.</p>	MS
7	<p>Minutes of Other Panel Meetings</p> <p>Fourways Panel 26th April 2006 were noted. Riverways Panel 26th April 2006 were noted.</p>	
8	<p>Sub Committee Updates</p> <p>MS explained that the updates were presented in edited highlights form and asked the Panel if they would like to continue with this format. The Panel decided that they would rather look at the full minutes in future.</p>	
9 9.1 9.2 9.3	<p>PLSM Update – Performance Management Report</p> <p>MS circulated two documents:- The full Performance Management Report and a Summary of Performance printed from the website. He asked the Panel to consider which document they would like to receive at future Panel meetings.</p> <p>MS drew attention to page 9 – Re-housing Activity of BME applicants. He explained that the figures had not yet been verified for accuracy. KB asked if Steve Amos had been invited to attend the Wilton Panel. MS replied that Steve Amos would probably be coming to the next Panel meeting to give a report</p> <p>JB queried the 100% achieved for <u>May – 06 Neighbourhood Nuisance and Anti Social Behaviour, NHL 067 and NHL 068.</u> He knew personally of two people that were not happy with the particular cases. MS explained that this particular indicator measured the initial complaint and welcomed JB to talk to him about individual cases at the end of the meeting. SP commented that she felt the figures presented do not really represent satisfaction levels. As a Tenant Representative she hears many complaints. However, the tenants have to accept some responsibility as they should make complaints to Northwards. She felt more should be done to encourage feedback/complaints.</p> <p>MS explained that the indicators contained in the report are not</p>	

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9.4	<p>specifically selected by Northwards but were done so by the City Council. He added that the Customer Satisfaction Survey should provide a better idea of overall satisfaction levels. The results of the survey should be available to report at the July meeting.</p> <p>He also explained that Northwards are introducing an extra way of measuring satisfaction on Anti Social Behaviour, whereby contact will be made with the initial complainer after two months for an update.</p> <p>AH asked if complaints that are fed through Tenant Groups to Area Panels could be recorded in a report.</p> <p>MS discussed how the Performance and Quality Sub Committee will receive a quarterly report on complaints. This report can show complaints from each panel area.</p> <p>RL spoke of how the Performance Management Report can be slightly in-accurate due to reports coming in after the cut off date.</p> <p>SR suggested that the Panel members look at the report in more detail at home in order to decide what they would like to focus on at future meetings. This was agreed by the Panel.</p>	MS?
10	<p>HIP Environmental Works</p> <p>MS explained that discussions were still underway. Residents and groups had given ideas and proposals were still being welcomed.</p>	
11 11.1 11.2 11.3	<p>Area Panel Development</p> <p>DR explained that</p> <ul style="list-style-type: none"> • A visit to On Call was being arranged for the Panel members. • A study visit to Riverways was being arranged for July. The Board would also be invited. <p>Results of the 'Improving Your Experience' Questionnaire</p> <ol style="list-style-type: none"> 1. Are the Venues convenient accessible and comfortable? YES 78%, OK 22% 2. A light snack at the meeting? YES 100% 3. Is transport a problem? YES 22%, NO 78% 4. Are meeting times convenient? YES 88%, NO 11% 5. Are days convenient? YES 78%, OK 11%, NO 11% 6. Level of commitment required acceptable? YES 100% 7. Are meetings well constructed? YES 88%, OK 11% 8. Feel you have training needs? YES 44%, NO 56% 9. Do you have access to IT? YES 78%, No 22% 10. Receive right info before meeting? Yes 67%, NO 33% <p>Area Panel Work Plan</p> <p>DR explained that the plan is constantly updated.</p> <p>Re-housing had been put on the August agenda.</p>	

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11.4 11.5	<p>KB requested that Re-housing be brought forward to July. This was accepted by the Panel. It was decided that Grounds maintenance would be invited for August. Annual General Meeting planned for September In October, Private Sector Housing and North Manchester Regeneration would attend. In November, the Mediation service have expressed a wish to attend.</p> <p>MS asked the panel if they would like Environmental Management to attend a meeting. The Panel all agreed yes.</p> <p>DR circulated a draft Area Panel Action Plan and said that a report from the Together We Can event would be posted to all Panel Members.</p> <p>JB asked if mileage allowance was going to be put up. DR said that she would look into it.</p>	DR DR/NH
12	<p>Inspection Update</p> <p>MS explained that the Inspectors have completed their on site inspection. They carried out many interviews, focus groups with tenants, estate visits. Northwards are still providing extra documentation. The Inspectors have already given a list of strengths and weaknesses. The strengths far outweigh the weaknesses. The Inspectors should have produced a draft report by the end of July and in August the results should be known. RL said that one of the inspectors had commented to him on how much he had enjoyed a Sub Committee meeting.</p>	
13	<p>Vacancies</p> <p>SR explained that there was a vacancy on the Panel for a Co-Optee. SR proposed that Joan Wilson, who is a Tenant Inspector, take the position. The Panel agreed that Joan Wilson be Co-Opted on to the Panel. There were no objections.</p>	
14 14.1	<p>Any Other Business</p> <p>KB raised two queries about an existing partnership between Housing Benefits and Local Services. He said that whenever Housing Benefits query a claim, i.e. ask for extra documentation, claimants are given the choice of either taking it to the Town Hall or giving it to the Local Services office for it to be forwarded. People have reported to him that when they have taken documentation to the Local Services office it has been misplaced. KB asked: why should Local Services be involved in this way and do Local Services operate a recording</p>	

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14.2	<p>system? MS replied that he would need to check the arrangements and feedback. KB asked that this feedback be in written form.</p> <p>MS circulated a black and white copy of the Northwards News that is currently at the printers.</p> <p>KB suggested that a photograph of the winner from the gardening competition be put in the newsletter. AH suggested that it should be a group photograph of all the winners. KB also suggested that a framed certificate for the winner would be appropriate. JW commented that it was a shame that 'PACE' was not included in the newsletter. DR suggested that JW talk to Lou Mitchell about getting it in the next newsletter.</p>	MS
14.4	MS requested invited comments on the environmental management leaflet that was given out at the last panel meeting.	
14.5	<p>JB raised a concern about the Tenants Handbook. He thought the Handbook was too big. SR said she thought the Handbook was fantastic JW commented that she liked the fact that the Handbook was of a size not easily put out of sight and mind into a drawer. MD commented that she thought the Handbook was a brilliant size. New tenants especially need something concrete that shows Northwards care about people. KB explained that he had received comments on the expense of the Handbook. AH said that the Handbook was brightly coloured and this made people want to pick it up and look at it. JB commented that there was no information in the Handbook that highlighted issues such as garden maintenance. MS explained that a leaflet on Environmental Management was going to be added at a later stage.</p>	
14.6	NH explained to the Panel that there is to be a Task group for Tenants with disabilities on the 17 th July, 10am, at White Moss. Interested parties were given a booking form.	
	<p>Date of Next Meeting</p> <p>The next meeting will be held on Tuesday 25th July at 6.30pm at White Moss Local Services Office</p>	

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	End of Meeting The meeting closed at 8:10pm	