

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

**Minutes of meeting held at 6:30pm, Tuesday 30 May 2006
At the White Moss Community Room Local Services Office**

Chair: Sue Ratchford

Present: Sue Ratchford (SR)	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 (AH)	Panel Member
Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
Afzal Khan (AK)	Councillor (Cheetham)
Naeem Ul Hassan (NUH)	Councillor (Cheetham)
Mike Bolshaw (MBw)	Observer
Sue Sanderson (SS)	Principal Surveying Services Mngr
Joe Cooper (JC)	Contract Mngr, Contracting Services (Building)
Nicola Jones (NJ)	Principal Local Service Mngr
Laura Gormely (LG)	Local Service Mngr
Diane Roberts (DR)	Governance Officer
Nicola Holmes (NH)	Resident Involvement Officer

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>Introductions were made by everyone. A full Quorate was in attendance.</p>	
2	<p>Apologies for Absences</p> <p>Apologies given by: Eileen Kelly, Richard Lockwood, Paul Maidment</p>	
3	<p>Declaration of Interests/Confidential Matters</p> <p>None Declared.</p>	

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4	<p>Repairs Service</p>	
4.1	<p>SS explained that she and JC were here to give an overview of the repairs service.</p> <p>SS explained that On Call was the first point of contact for all repairs and that the operator relies on the initial quality of information given. The quality of the information is enhanced by the 'Repairs finder' software. This software is in picture format and plain English in order to minimise misunderstandings.</p> <p>Currently most jobs are ordered via appointment. It is hoped that eventually all jobs will be ordered via appointment.</p> <ul style="list-style-type: none"> • For the month of April just under 1300 jobs raised for the Wilton area. 800 of those were in Higher Blackley. 	
4.2	<p>JC gave an overview of the repairs appointment system. He explained that there are 10 diaries for all the different jobs and 7 Operatives for the Wilton area. There are potentially 1100 slots throughout the Wilton area.</p> <ul style="list-style-type: none"> • Trade diary – whoever is responsible for the bulk of the work • Urgent Internal diary • Gas diary, minor and major • Electricians dairy, minor and major • Diary for Mechanical Electrical Group, eg CCTV, lifts • Spec 2 diary <p>AH asked what happens when an operative is sick? JC responded that, the work is redistributed and an effort is made to ring the first tenant on the list to inform of lateness.</p> <p>SR suggested it may be a good idea for panel members to visit On Call.</p> <p>KB asked what percentage of repairs were emergencies? JC responded that he didn't know the exact figure but would say less than 3% SS added that the overall target was 12.5% and that an action plan is currently being devised in order to reduce the number of emergency repairs.</p> <p>KB asked why SS referred to the Tenant Reply form as a complaint form and not a customer satisfaction form. SS replied that she wasn't intending to be negative but that they do take the forms very seriously. JC added that 10% of the Tenant Reply forms are returned but they cannot assume that the other 90% are all happy customers. KB highlighted the fact that the attitude of the operatives is often praised but asked if there was a way of identifying bad/rude attitude from the operatives. JC responded that it was possible to narrow down complaints to specific operatives and un-professional attitudes can be addressed.</p>	

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	<p>JB raised a personal issue regarding a specific repair issue. SS informed JB that she would investigate and arrange for Tony Budgett to respond to the issue.</p> <p>JC added that copies of the repairs procedure book were available.</p>	
5	Minutes of Last Meeting	
5.1	JB highlighted that item 12.1 should read Longton Road and not Morton Road.	Noted
6	Matters Arising	
6.1	Tenant Compact – Everyone received a copy of the amended Resident involvement Agreement in the post. NH passed around the final agreement to all the panel members.	
6.2	<p>NJ gave an update on the asylum properties. A final agreement with the Home Office has yet to be reached. Northwards does recognise the significance of the issue and its affect on the surrounding community and pushing the issue with the Home Office.</p> <p>KB made the point that it is the system that is wrong and asked about having a list of properties.</p> <p>NJ replied that a list is being compiled and will be available shortly.</p> <p>SR suggested that the asylum properties issue could be a regular feature of the panel meetings.</p> <p>KB suggested that the issue be taken to the board. This was supported by SR.</p> <p>AH asked how long the properties had been empty?</p>	
6.2	<p>NJ replied that it was a considerable length of time for some properties.</p> <p>KB and JB added that it is the Home Office responsibility to pay for repairs and bring accommodation up to standard.</p>	
6.3	NH informed SP that the Disability Equality Duty was in the Equality and Diversity Action Plan, but would clarify the exact location and content with Mike Stevens.	NH
6.4	<p>KB asked for an update on the legal issue with Right to Exchange</p> <p>NJ explained that she had spoken to the Council lawyers and that yes it is lawful to apply conditions to the Right to Exchange. Northwards has a certain length of time to process paperwork on an application to exchange. If the paperwork is not complete within the timeframe then the exchange can go ahead regardless. A further update will be given on this issue.</p> <p>KB thought that Mike Stevens had said that the Right to Buy was a</p>	

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	legal right in the last panel meeting. KB wanted it made clear that the Right to Buy is not a legal right.	
7	Board Meeting Minutes Tuesday 11th April (for Noting)	
7.1	JB asked what the meaning of (part) was when it followed an attendee's title. DR replied that it meant that they had attended part of the meeting.	
7.2	JB also asked about the item that was deferred in Item 12. DR and SR both confirmed that it was a confidential item regarding procurement.	Noted
8	Minutes of Other Panel Meetings	
	Fourways Panel 29 th March 06 were noted. Riverways Panel 29 th March 06 were noted.	Noted
9	Sub Committee Updates	
9.1	NJ explained that the Sub Committees have met. It is intended that a summary of the updates will be produced for future panel meetings. On this occasion the summary was not available on time but it will be circulated.	NH
10	Performance Management Report	
10.1	DR explained that a summary of the Report will be produced for future panel meetings. A full copy of the report was available at the meeting	
11	PLSM update	
11.1	NJ spoke about local issues <ul style="list-style-type: none"> • Neighbour nuisance training has taken place • A local action plan is being developed • <u>Main challenge for Wilton area is that it is a high demand area. Lowest in terms of tenancy turnover</u> • Need to establish links with the new re-housing team • Need to continue to improve on anti social behaviour – get 	

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	MB suggested some extra car parking bays and bin storage for Centaur Way.	NJ
13	Report on Capital Improvement Schemes	
	DR asked if anyone had any questions or comments on the report.	
13.1	KB suggested that the term 'external works' should be accompanied by a brief explanation of the actual works being done externally.	
13.2	<p><u>Project 30461 – Higher Blackley – Rewire Phase 2 – Octopus</u> Both JB and SP queried the 100% customer satisfaction for this project. JB said he knew of people with complaints about the standard of work and SP mentioned that she knew of 8 people with complaints. SR asked for this to be investigated and for the 100% customer satisfaction to be explained.</p>	DR
14	Outcome of both Procurement Exercises	
	DR gave a procurement update:	
14.1	<ul style="list-style-type: none"> • <u>Joint Venture Company (JVCo)</u> – the preferred partner is the Morrison group. They were assessed on quality and price on a 60:40 ratio. The panel that assessed the JVCo included tenants. The contract negotiation is currently in progress and the contractor will attend the Board in July to answer any final points. Northwards and City Council will both be using Morrisons. 	
14.2	<ul style="list-style-type: none"> • <u>Framework Management Agreement</u> The following Contractors are the preferred partners. <ul style="list-style-type: none"> ○ <i>Work Package 1 (Window and door replacement)</i> Morrison Group Lord Group Wates Group Bramhall NW G and J Seddon ○ <i>Work Package 2 (Internal improvements and external repairs)</i> Bramhall NW Wates Group G and J Seddon Morrison Group Connaught 	
	Northwards and Parkway Green will both be using these contractors.	

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<p>15</p> <p>15.1</p> <p>15.2</p> <p>15.3</p> <p>15.4</p>	<p>Area Panel Development</p> <p>DR circulated papers detailing initial feedback from the area panel event on 13th May 06. DR explained that feedback will be summarised then all 3 Chairs from each Area Panel and the Chair of the Board will go through the feedback with staff and together they will develop an action plan. DR discussed ideas for panel development, including:</p> <ul style="list-style-type: none"> • Making the Terms of Reference simpler • Having a standard agenda item on resident involvement • Developing specific roles for each panel member <p>DR then gave each panel member a copy of the Code of Conduct to be read and signed by each panel member.</p> <p>DR gave each panel member a feedback questionnaire to complete relating to domestic arrangement of meetings.</p> <p>KB commented that he though the feedback form was not asking the right questions. He said his concern was if the area panels are making a real difference. He was concerned that the senior managers and the right officers were not attending the meetings so questions were not being answered.</p> <p>NJ responded that the intention was for the Principal and Local Services Managers to take on more of an involved role in area panel meetings and take on the role previously held by the directors. KB felt that this should be a decision for the panel to make. SR added that because the area panels were so new that they still needed the influence of the senior managers. DR said that the comments were noted.</p> <p>DR circulated a leaflet advertising the ASB/RESPECT Joint Area Panel and Board event on Saturday 29th July 06.</p>	
<p>16</p> <p>16.1</p>	<p>Inspection Update</p> <p>NJ explained that we are now in possession of a rough timetable for the inspection and everyone is on schedule. There will be a tour of the estates on 7th June with Mike and Larry. They will be going to all three areas, we do have map of the route but this is subject to change.</p>	
<p>17</p> <p>17.1</p>	<p>Tenants Newsletter</p> <p>NJ explained that the newsletter will be brought to the next panel.</p> <p>KB wondered if anyone had asked if a newsletter is needed and could it just be a waste of money. He especially thought that once every</p>	

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	<p>quarter could be too much. NJ replied that past experience and feedback has shown that people do get information from newsletters. It was about trying to find a balance. JB suggested advertising information on the Manchester TV channel.</p>	
18	Any other Business	
18.1	<p>NJ circulated a draft version of the 'Managing you neighbourhood: standards you can expect' leaflet for comments and discussion at the next meeting.</p>	
18.2	<p>SP asked where she should direct a repair for a public road (Chain Road). KB said he would report the repair/issue to Highways. KB asked if there was a difference in maintenance responsibilities between the public roads and smaller roads and footpaths on council estates. NJ confirmed that she would need to clarify and feedback.</p>	NJ
18.3	<p><u>Election of Leaseholder</u> SR explained to the group that Mike Bolshaw had attended the meeting as an observer and would like to become a panel member. KB nominated Mike Bolshaw to take up the vacant panel position of leaseholder. AH seconded the nomination for Mike Bolshaw to take up the vacant panel position of leaseholder. Mike was welcomed to the Panel.</p>	
	Date of Next Meeting	
	<p>The next meeting will be held on Tuesday 27th June at 6.30pm at Cheetham Hill Community Room Local Services Office</p>	
	End of Meeting	
	<p>The meeting closed at 8:40pm</p>	