

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

**Minutes of meeting held at 7:00pm, 24th October 2006
At the Community Room Cheetham Hill Local Services Office**

Present:	Sue Ratchford (SR) Charles Taggart (CT) Mark Bainbridge (MaB) Melanie Beckford (MB) Anne Heywood (AH) Mike Bolshaw (MiB) Ken Barnes (KB) Richard C Lockwood (RCL) Steve Finegan (SF)	Panel Member (Chair) Panel Member (Vice-chair) Panel Member Panel Member Panel Member Panel Member Panel Member and Councillor (Higher Blackley) Board Member Northwards Business Support Manager and acting PLSM Northwards, Governance Officer Northwards, Resident Involvement Officer Manchester City Council (part) Manchester City Council (part) Northwards Head of Finance
	Diane Roberts (DR) Nicola Holmes (NH) Richard Jones (RJ) Mick McManus (NM) Alison Foster (AF)	

ITEM	SUBJECT	ACTION
1	<p>Welcome and Introductions</p> <p>Alison Foster introduced herself as Head of Finance for Northwards and explained she was also responsible for the Rent Recovery Team.</p> <p>A full Quorum was in attendance.</p>	
2	<p>Election of Chair</p> <p>2.1 DR explained that one nomination for the role of Chair had been received for Sue Ratchford. Proposed by Anne Heywood Seconded by Mark Bainbridge</p> <p>No objections were raised.</p> <p>2.2 DR explained that one nomination for the role of Vice Chair had been received for Charles Taggart Proposed by Sue Ratchford Seconded by Mike Bolshaw</p>	

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2.3 2.4	<p>Governance Issues</p> <p><u>Rotation of Panel Members</u> Retirement by rotation was agreed by the panel.</p> <p><u>Vacancies</u> DR explained that both she and NH had been trying to contact Irene Madden and Doris Leach for some time regarding their absence for five consecutive meetings. Communication had been established this week and following DR's explanation that the Panel would vote on their continued membership, both Irene and Doris decided to resign their position on the Panel. As a result there are now two tenant vacancies. The Treasurer from Symond Road TA will ask for interest at their next committee meeting. JW expressed a wish to become a full Panel member. KB suggested that in order to distribute membership evenly then both Symond Road and Walker Road TA's should be asked to submit a name. SR asked the Panel to vote for or against JW becoming a full Panel member. The majority of the Panel voted for Joan Wilson becoming a Tenant Panel member. Proposed by Anne Heywood Seconded by Mark Bainbridge</p>	
3	<p>Apologies for Absences</p> <p>Apologies given by: Jim Burke, Irene Madden, Doris Leach</p>	
4	<p>Declaration of Interests/Confidential Matters</p> <p>None Declared.</p>	
5 5.1	<p>Minutes of Last Meeting</p> <p>Approved</p> <p>Minutes of AGM</p> <p>Approved</p>	
6 6.1	<p>Matters Arising</p> <p>8.4, Project 30461. The Panel did not recall this project being discussed at the last meeting.</p>	NH to clarify

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6.2	5.4, MB explained that she was still awaiting feedback from the walkabout. SF said he would follow the situation up tomorrow.	SF
6.3	17.2, AH gave an update on her repair situation. She had not received a phone call from Oncall and the operative turned up unannounced. SF explained that often if an operative is in the area they will turn up by chance, it does not mean the appointment will be cancelled if no one is at home.	
6.4	SF also explained that the original repair was ordered incorrectly on the system so the wrong wording went out on the letter.	
7	<p>Board Meeting Minutes (for Noting)</p> <p>DR brought attention to item b, p.16, Wilton Area Panel Empty Properties discussed at the board.</p>	
8	<p>Minutes of Other Panel Meetings</p> <p>Fourways Panel minutes from 6th September were noted. Riverways Panel were from 30th August were noted.</p>	
9	<p>Sub-Committee Updates</p> <p>DR presented the key highlights.</p> <p>9.1 MaB requested that the Panel see the Equality and Diversity workbook.</p> <p>9.2 JW requested more information on the Investors in People progress. DR advised JW that the next time she in Hexagon tower she would show her the website.</p>	DR/NH
10	<p>Rent Recovery Updates</p> <p>AF gave an overview of the Rent Recovery team at Cheetham Hill.</p> <ul style="list-style-type: none"> • 69% of Northwards tenants in receipt of housing benefits. • She explained that they are starting to hold surgeries across North Manchester. • Northwards offers nine different ways to pay rent. • Northwards has now got a dedicated debt advisor and are looking for ways of publicising the service. • Northwards currently looking into appointing a Welfare Rights 	

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	<p style="text-align: center;">Advisor</p> <p>JW suggested advertising the service in the newsletter.</p> <p>KB queried the need for a Northwards Welfare Rights Advisor when this service is provided by the City Council. Worried that it was a waste of resources and creating a less efficient service.</p> <p>AF explained that because 69% of Northwards tenants are on Housing Benefits then it has a duty to cater for that majority. Having a specific advisor for North Manchester makes the service more accessible to the service users. Furthermore, Northwards compares poorly to other ALMO's on rent collection so it is one way of meeting the challenge.</p> <p>MaB asked if people in the Rent Recovery Team have experience catering for people with special needs. AF replied that all staff have access to the communications database that lists any specific needs such as language or disability.</p>	
11	<p>PLSM update</p> <p>SF updated the panel on local services issues;</p> <ul style="list-style-type: none"> • Jackie Tomlinson has now returned from Maternity Leave to be the Local Services Manager. • Sue Ellen is due to go on Maternity Leave shortly. Her replacement is due to start in a couple of weeks. <p>Empty Properties at the end of last week - 92 Management Voids</p> <ul style="list-style-type: none"> • 42 are having work done • 7 are with the surveyors • 25 are ready to let (14 have been accepted) • 12 are 'other' voids which include illegal occupiers, decants. <p>49 cases are currently with the Anti-social Behaviour Team.</p> <ul style="list-style-type: none"> • 21 of the above are from the Cheetham Office. 	
12	<p>HIP Environmental Works</p> <p>12.1 SF explained that the development team will come to the next panel meeting with details and costs so the final decisions can be made.</p> <p>12.2 SF asked the Panel if they had any objections to costs being drawn up for car parking on Printon Avenue. The Panel had no objections and KB said he already had proposals for this scheme from a couple of years ago and that he would e-mail them to SF.</p>	

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13	<p>Chartermark</p> <p>SF explained that Northwards needs to apply in their own right for the award now that they no longer belong to City Council Housing services.</p>	
14	<p>Training</p> <p>14.1 DR explained that training would be taken place on Chairing skills and Risk Mapping this month.</p> <p>14.2 Also a separate Performance Management Review meeting taking place at White Moss Road. Any one with travel issues would be catered for.</p> <p>14.3 The three Area Panel Chairs have suggested a bi-monthly training programme on a Saturday morning. This would cover issues such as the constitution and topic training. The panel agreed that it was a good idea.</p>	
15	<p>Any Other Business</p> <p>15.1 What's in a name</p> <p>The panel were asked to vote for their favourite name for the Northwards newsletter as suggested by tenants:</p> <ol style="list-style-type: none"> 1. 'Tales from the North' - Received no votes 2. 'Northwards Natter' - Received one vote 3. 'Talk of the North' - Received four votes <p>15.2 KB asked who won the gardening competition. SF replied that the City wide results have been delayed, but will look to publicise local results in the next newsletter.</p> <p>15.3 MB picked the winning correct answer from the 'Where on Earth' competition in the Newsletter.</p> <p>15.4 SR explained to the panel that the Wilton study visit will be taking place on the 6th December. The panel suggested the following areas;</p> <ul style="list-style-type: none"> • Walker Road • Former Eastlands estate • Temple Square • The Fort • The Kwik Save site • The Lion and Lamb site • Riverdale – the high rise development • Blackley Village • Football pitch behind Centaur Way 	

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15.5	DR asked for suggestions for the venues for the Christmas party on either 13 th or 14 th December. Suggestions were <ul style="list-style-type: none"> • The Irish World Heritage Centre • Hamilton Hall 	
	Date of Next Meeting	
	The next meeting will be held on Tuesday at 6.30pm 28 th November at White Moss Road Local Services	
	End of Meeting	
	The meeting closed at 8:45pm	