

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

## Annual General Meeting

**Minutes of meeting held at 6.30pm, 26<sup>th</sup> Sept 2006  
At White Moss Road Local Services Office**

**Chair: Sue Ratchford**

<b>Present:</b> Sue Ratchford (SR) Charles Taggart (CT) Jim Burke (JB) Melanie Beckford (MB) Anne Heywood (AH) Mike Bolshaw (MiB) Mark Bainbridge (MaB) Ken Barnes (KB) Joan Wilson (JW) Robin Lawler (RL) Mike Stevens (MS) Steve Finegan (SF) Diane Roberts (DR) Nicola Holmes (NH)	Panel Member (Chair) Panel Member (Vice Chair) Panel Member Panel Member Panel Member Panel Member Panel Member Panel Member and Councillor (Higher Blackley) Co-Optee Northwards, Chief Executive Northwards, Director of Neighbourhood Services Northwards, Business Support Manager Northwards, Governance Support Officer Northwards, Resident Involvement Officer
--	---

ITEM	SUBJECT	ACTION
1	<b>Welcome and Introductions</b>  A full Quorate was confirmed  Introductions were made by everyone.	
2	<b>Apologies for Absences</b>  Eileen Kelly	
5	<b>Declaration of Interests/Confidential Matters</b>  None declared	

ITEM	SUBJECT	ACTION
------	---------	--------

6	<p><b>Annual Reports and Plans</b>  <b>Update by Robin Lawler, Chief Executive, Northwards Housing</b></p> <p><i>A lot has been achieved in the nine months that Northwards Housing has been in existence. The transition period was smooth but Northwards is not complacent as there is a lot more to be achieved.</i></p> <p><i>Most staff transferred from Manchester City Council but they have also been complemented by a number of new staff.</i></p> <p><i>The Board and Sub-Committees have been set up and are working hard.</i></p> <p><i>Northwards has received the draft report from the inspectors. On the whole the report is very positive; and, although not yet agreed for publication, will release the £131m Decent Homes funding from the Government.</i></p> <p><i>Northwards are working with the council to secure new contractors. Morrisons will be doing all the day to day work for Northwards and also 2/3rds of the Decent Homes improvements.</i></p> <p><i>A new Rehousing team has been established. This has coincided with a big increase in demand for council homes. Northwards is aware that there are issues with Choice Based Lettings and Allocations Policy and work will continue in this area.</i></p> <p><i>The Area Panels have been working well and have helped tremendously with consultation. Task groups, focus groups and Forums have been set up. Feedback will continue to be given to the Area Panels about the work of these groups. Issues and suggestions from the Panels have been fed to the Board.</i></p> <p><i>RL thanked all the Panel members for their hard work and input over the last year.</i></p> <p>MiB asked why RL thought there was an increase in demand for council homes in the North.  RL replied that he thought it was a combination of issues, including demographic factors and the reputation of council housing changing.  MS commented that it was also to do with the general regeneration of North Manchester.  KB added that it was also due to house prices going up in general and the increased profile of the city.  RL and MS agreed that a proper analysis of the figures needs to be done in conjunction with a review of how the system is being managed.</p> <p>RL advised that the inspection report will be made available to Panel</p>	
---	--	--

ITEM	SUBJECT	ACTION
	members immediately before it goes public.	
5	<p><b>Chair's Report</b></p> <p><b>Update by Sue Ratchford, Chair, Wilton Panel</b></p> <p><i>SR welcomed everyone to the Annual General Meeting (AGM) and spoke of how the Wilton Panel has progressed.</i></p> <ul style="list-style-type: none"> <li>○ <i>The Panel has come a long way since it was first established. From creating the Terms of Reference to the recent Resident Involvement and Customer Care Action Plans, the Panel has achieved a lot in its first year.</i></li> <li>○ <i>All worked hard in order to prepare for the inspection.</i></li> <li>○ <i>Very successful joint Area Panel event in May.</i></li> <li>○ <i>Wilton will be hosting a study visit for the other Panels.</i></li> <li>○ <i>Attending the ASB/Respect event this weekend.</i></li> <li>○ <i>Planning a joint Panel meeting.</i></li> </ul> <p><i>SR thanked the members of Northwards staff for their help and thanked all the Panel members for their hard work and commitment.</i></p>	
6	<p><b>Election of Area Panel Members</b></p> <p>DR advised that Panel members occupying one year positions or those that had been elected as casual vacancies throughout the year were required to step down.</p> <p>The following stepped down:</p> <ul style="list-style-type: none"> <li>● Jim Burke</li> <li>● Mark Bainbridge</li> <li>● Melanie Beckford</li> <li>● Mike Bolshaw</li> </ul> <p>The following people were elected to the Wilton Panel:</p> <p><b>Jim Burke</b> Proposed by Melanie Beckford Seconded by Sue Ratchford</p> <p><b>Mark Bainbridge</b> Proposed by Charles Taggart Seconded by Anne Heywood</p> <p><b>Melanie Beckford</b> Proposed by Sue Ratchford Seconded by Jim Burke</p>	

ITEM	SUBJECT	ACTION
	<p><b>Mike Bolshaw</b>  Proposed by Jim Burke  Seconded by Anne Heywood</p> <p>No objections were raised.</p> <p><b>Joan Wilson</b> continued to be co-opted onto the Wilton Panel</p>	
	<p><b>Any Other Business</b></p> <p>None</p>	

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

**Minutes of meeting held at 7:00pm, 26<sup>th</sup> Sept 2006  
At White Moss Road Local Services Office**

**Chair: Sue Ratchford**

<b>Present:</b>	<b>Sue Ratchford (SR)</b>	<b>Panel Member (Chair)</b>
	<b>Charles Taggart (CT)</b>	<b>Panel Member (Vice Chair)</b>
	<b>Jim Burke (JB)</b>	<b>Panel Member</b>
	<b>Melanie Beckford (MB)</b>	<b>Panel Member</b>
	<b>Anne Heywood (AH)</b>	<b>Panel Member</b>
	<b>Mike Bolshaw (MiB)</b>	<b>Panel Member</b>
	<b>Mark Bainbridge (MaB)</b>	<b>Panel Member</b>
	<b>Ken Barnes (KB)</b>	<b>Panel Member and Councillor (Higher Blackley)</b>
	<b>Joan Wilson (JW)</b>	<b>Co-Optee</b>
	<b>Richard Lockwood (RL)</b>	<b>Board Member</b>
	<b>Michael Vickers (MV)</b>	<b>Northwards, Project Development Manager</b>
	<b>Mike Stevens (MS)</b>	<b>Northwards, Director of Neighbourhood Services</b>
	<b>Steve Finegan (SF)</b>	<b>Northwards, Business Support Manager</b>
	<b>Diane Roberts (DR)</b>	<b>Northwards, Governance Support Officer</b>
	<b>Nicola Holmes (NH)</b>	<b>Northwards, Resident Involvement Officer</b>

ITEM	SUBJECT	ACTION
<b>1</b>	<p><b>Welcome and Introductions</b></p> <p>A full Quorate was confirmed</p> <p>Introductions were made by everyone.</p>	
<b>2</b>	<p><b>Apologies for Absences</b></p> <p>Eileen Kelly</p>	
<b>3</b>	<p><b>Declaration of Interests/Confidential Matters</b></p> <p>None declared</p>	
<b>4</b>	<p><b>Minutes of Last Meeting</b></p> <p>Agreed as a true and accurate record.</p>	

ITEM	SUBJECT	ACTION
<b>5</b>	<b>Matters Arising</b>	
5.1	<b>Rehousing and allocations: Item 3.2c</b> MS explained that asking people to present in person for the community connection is not something normally undertaken and officers had no knowledge of this having happened. A further review will be undertaken. Connection is normally checked using documentary evidence and available records.	
5.2	<b>Item 7.1</b> , MS advised that this had been actioned.	
5.3	<b>Item 10.2</b> , The complaints review panel will be looking into the area of 'staff attitude'.	
5.4	<b>Item 11.2</b> , MB stated that the local services office had only just been in touch today with feedback from the walkabout. SF commented that it should have been resolved by now and that he would monitor the situation to make sure it was.	SF
5.4	KB made a general point about Local Services staff turnover. He felt that turnover seemed to be high recently due to Nicola Jones leaving and now Laura would be leaving. Ms explained that Laura was leaving due to Jacqueline returning from maternity leave and this was always the intention. However in order to maintain stability, a handover period of one month is arranged. He agreed with the general comment that a period of stability would be welcome.	
<b>6</b>	<b>Board Meeting Minutes (for Noting)</b>  Board minutes from 15 <sup>th</sup> August 2006 noted.	Noted
<b>7</b>	<b>Minutes of Other Panel Meetings</b>  Fourways Panel minutes from 26 <sup>th</sup> July 2006 were noted. Riverways Panel minutes from 02 <sup>nd</sup> August 2006 were noted.	Noted
<b>8</b>	<b>Major Works Update (MV)</b>  MV presented the Asset Management & Procurement Team Project Status Report. He drew attention to the following;	
8.1	<b>Project 30467, Cheetham Hill – Phase 2</b> Concern that the scheme has been extended by 14 weeks. This is mainly due to the problem of access being denied. Often tenants refuse to disturb their laminate flooring or want to try and wait for the	

ITEM	SUBJECT	ACTION
8.2	<p>re-wiring to be done when they get a new kitchen or bathroom.</p> <p><b>Project 30345, Hr Blackley</b> The slight concern on this project is the few outstanding improvements of which the majority are fencing.</p>	
8.3	<p><b>Project 30447, Hr Blackley</b> The bulk of the work on this project is now complete. The majority of outstanding work is fencing.</p>	
8.4	<p><b>Project 30461, Hr Blackley</b> Project deadline has been extended until 03<sup>rd</sup> November 2006. This is due to an additional 2 blocks of flats being added to the scheme: St James' House and Dorchester House.</p>	
8.5	<p>MV added that this is a very busy time for the procurement team. Northwards have on occasion acted as mediator between the tenant and contractor in cases of dispute. Overall the work is running smoothly. Open days are being held across the Northwards area.</p>	
8.6	<p>The work plan for 2006/07 is on the internet. Once the £130 million is released after the result from the inspection is announced then the full 5 year plan will be on the internet. Furthermore, every tenant will be written to with details confirming when their improvement works will be undertaken.</p>	
<b>13</b>	<b>HIP Environmental Works</b>	
13.1	<p>MV circulated the Environmental Improvements 2006/07 report. He explained that only three schemes can be delivered in this financial year. The contractors are currently working on the design and costing. Money not spent in this financial year does not disappear but gets carried over.</p>	
13.2	<p>Northwards are unable to repair the wall surrounding the car park on Winterford Avenue due to the discovery that the land does not belong to Northwards. Northwards are working with partner agencies to find an alternative solution.</p>	
13.3	<p>MV asked that any further ideas for environmental improvements are forwarded to him by the end of the week.</p>	
13.4	<p>MaB asked about the redevelopment opportunity on Northridge Road. MV explained that the site was undergoing discussions for two new houses to be built. He hadn't spoken to Richard Jones from the Blackley East Steering group but Greig Lees knew of the opportunity and he would continue the discussion with the Steering Group. The proposal would be subject to full consultation locally, but needed to be considered as it offers the opportunity to secure alternative funding for environmental works.</p>	

ITEM	SUBJECT	ACTION								
13.5	<p>As a result of some schemes not being able to be completed this year, the Panel now has the opportunity to approve additional schemes for this year's programme. The following schemes were approved:</p> <table border="1" data-bbox="272 376 1251 1321"> <thead> <tr> <th data-bbox="272 376 608 409">Location</th> <th data-bbox="608 376 1251 409">Overview of proposed works</th> </tr> </thead> <tbody> <tr> <td data-bbox="272 409 608 790">Harry Pigott Court</td> <td data-bbox="608 409 1251 790"> <ul style="list-style-type: none"> <li>• Generally improve garden/grounds.</li> <li>• Install 3 garden taps</li> <li>• Re-locate swing to allow access for gardeners</li> <li>• Re-tarmac car park and re-instate &amp; re-design parking disable bays to make better use of space.</li> </ul> </td> </tr> <tr> <td data-bbox="272 790 608 1126">Liverton court</td> <td data-bbox="608 790 1251 1126"> <ul style="list-style-type: none"> <li>• Enhanced lighting to cover entrance door area and car parking area</li> <li>• Create garden at rear of building for tenants</li> <li>• Re-tarmac car park and remove small grassed area to create more parking spaces.</li> </ul> </td> </tr> <tr> <td data-bbox="272 1126 608 1321">George Halstead Court</td> <td data-bbox="608 1126 1251 1321"> <ul style="list-style-type: none"> <li>• Generally improve garden/grounds</li> <li>• Install 2 garden taps</li> <li>• Re-tarmac area at rear of scheme.</li> </ul> </td> </tr> </tbody> </table>	Location	Overview of proposed works	Harry Pigott Court	<ul style="list-style-type: none"> <li>• Generally improve garden/grounds.</li> <li>• Install 3 garden taps</li> <li>• Re-locate swing to allow access for gardeners</li> <li>• Re-tarmac car park and re-instate &amp; re-design parking disable bays to make better use of space.</li> </ul>	Liverton court	<ul style="list-style-type: none"> <li>• Enhanced lighting to cover entrance door area and car parking area</li> <li>• Create garden at rear of building for tenants</li> <li>• Re-tarmac car park and remove small grassed area to create more parking spaces.</li> </ul>	George Halstead Court	<ul style="list-style-type: none"> <li>• Generally improve garden/grounds</li> <li>• Install 2 garden taps</li> <li>• Re-tarmac area at rear of scheme.</li> </ul>	
Location	Overview of proposed works									
Harry Pigott Court	<ul style="list-style-type: none"> <li>• Generally improve garden/grounds.</li> <li>• Install 3 garden taps</li> <li>• Re-locate swing to allow access for gardeners</li> <li>• Re-tarmac car park and re-instate &amp; re-design parking disable bays to make better use of space.</li> </ul>									
Liverton court	<ul style="list-style-type: none"> <li>• Enhanced lighting to cover entrance door area and car parking area</li> <li>• Create garden at rear of building for tenants</li> <li>• Re-tarmac car park and remove small grassed area to create more parking spaces.</li> </ul>									
George Halstead Court	<ul style="list-style-type: none"> <li>• Generally improve garden/grounds</li> <li>• Install 2 garden taps</li> <li>• Re-tarmac area at rear of scheme.</li> </ul>									
9	<p><b>Government Review of ALMOS</b></p> <p>MS presented the report for consideration and noting. He drew attention to the fact that the Government was considering relaxing the Decent Homes target on an individual basis. He stated that Manchester is committed to fulfilling the original commitment of achieving the target by 2010.</p>	Noted								
10	<p><b>Inspection update (MS)</b></p> <p>See AGM report by Robin Lawler.</p>	Noted								
11	<p><b>Sub Committee updates</b></p> <p><b>DR presented the key highlights from the Sub-Committees.</b></p>	Noted								

ITEM	SUBJECT	ACTION
12	<p><b>PLSM update and performance management report</b></p> <p>Steve Finegan introduced himself as Business Support Manager and explained that he is currently also covering the PLSM role at Cheetham Hill Local Services on a short term basis.</p> <p>He gave a brief local services update,</p>	
12.1	<p><b>Staff</b></p> <ul style="list-style-type: none"> <li>• Jacqueline due to return as Local Services Manager on Monday. Laura will work with her for a one month handover period.</li> <li>• Two new Neighbourhood Services Officers have now started and are going through an induction programme.</li> <li>• A very experienced Housing Assistant has joined the team and will support new staff.</li> </ul> <p><b>Voids</b></p> <ul style="list-style-type: none"> <li>• Currently 78 management voids</li> <li>• 18 of these are ready for let. Of which 12 have been provisionally accepted.</li> <li>• 7 properties have structural issues.</li> </ul>	
12.2	<p><b>Anti Social Behaviour</b></p> <ul style="list-style-type: none"> <li>• Currently 20 cases with ASBAT</li> </ul> <p>MaB asked if there were any plans for a handover with his housing officer (due to go on maternity leave) and her temporary replacement. SF advised that this issue was already currently being looked into.</p>	
12.3	<p>MS and SF agreed that in future the PLSM report can provide details of how properties are let.</p>	Noted
14	<p><b>Community Sponsorship Strategy (MS)</b></p>	
	<p>MS explained that the Board has agreed the scheme in principle and the Panels are being invited to comment and discuss. The Panel noted the report.</p>	Noted
15	<p><b>Customer satisfaction survey</b></p>	
15.1	<p>MS highlighted some key issues arising from the survey results, and drew particular attention to the following:</p> <p><b>Questions 31 – 32</b>, A significant number of people said they were dissatisfied with how Northwards or the Council dealt with their Neighbour Nuisance or Anti Social Behaviour Complaint. MS explained that this is an opportunity to do further analysis, possibly a further questionnaire or a focus group or both. There were likely to be</p>	

ITEM	SUBJECT	ACTION
15.2	<p>a number of factors involved, but we need to understand what it is that those people were unhappy about.</p> <p><b>Questions 39 – 42</b>, A significant number of people think that dogs are a slight or serious problem. Northwards will be working to find out why this has become such an issue.</p>	
15.3	<p>MS explained that further analysis would be helpful on certain issues: For instance, how many of the people that responded to the racial harassment question were from a Black Minority Ethnic (BME) background.</p> <p>The results will also be compared to a similar survey undertaken by the City Council three years earlier.</p> <p>He explained that the results from the survey will form the basis of an action plan. This action plan will be further developed in conjunction with the Area Panels and the Housing Management Task Group.</p>	Noted
<b>16</b>	<b>Board Recommendations</b>	
16.1	<p><b>Fences and gates</b></p> <p>The Board discussed the Wilton Panel recommendation. The existing policy was confirmed. It was, however, agreed that fences and gates would be reviewed within the 2007/8 Budget Setting process that is about to be started.</p>	
16.2	<p><b>Officers attendance</b></p> <p>This issue was discussed at the Board. It was agreed that a member of the Executive Management Team (EMT) would attend the Panel meetings if possible. If it was not possible for someone to attend from EMT then the Chair would be notified in advance. In any event appropriate well informed staff would attend to present papers.</p>	
<b>17</b>	<b>Any other business</b>	
17.1	<p>SR reminded the Panel about the ASB/Respect event on 30 September at the Waterloo Centre.</p>	
17.2	<p>AH read a letter she had received after she had reported an outside repair. The letter did not give her an appointment time but it stated, ‘..be there for your repair...if not we cancel and you have to re-order your repair’. When AH rang about the letter she was told that she would be receiving a phone call to arrange the time of the repair.</p> <p>AH was concerned that people might think the letter is asking people to stay in from the receipt of the letter up until some one comes to complete the repair, possibly a few weeks.</p> <p>MS explained that the phrase at the bottom of the letter is possibly intended for letters that state actual appointment times. He asked to see the letter at the end of the meeting and would follow the issue up.</p>	MS
	<b>Date of Next Meeting</b>	

ITEM	SUBJECT	ACTION
	<p>24<sup>th</sup> October 2006, 6:30pm at Cheetham Local Services.</p> <p>The panel agreed that Steve Finegan would attend in Mike Stevens' absence.</p> <p><b>Future Meetings</b>  DR circulated proposed meeting dates for next year. The Panel agreed that they would meet on the third Tuesday of the month rather than the fourth.  A date was not agreed for this year's December meeting. This will be discussed at a future meeting.</p>	
	<p><b>End of Meeting</b></p> <p>08:30pm</p>	