

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

**Minutes of meeting held at 6:30pm , 25th July 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
	Anne Heywood (AH)	Panel Member
	Mike Bolshaw (MB)	Panel Member
	Joan Wilson (JW)	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Richard Lockwood (RL)	Board Member
	Michelle Blackley (MB)	Board Member (Observer)
	Nicola Holmes (NH)	Northwards, Resident Involvement Officer
	Matt Roberts (MR)	Northwards, Asset and Procurement Mgr
	Tony Budgett (TB)	Northwards, Surveying Service Mgr

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Introductions were made by everyone. The Chair welcomed MB as an observer. A full Quorate was in attendance.	
2	Apologies for Absences Apologies given by: Eileen Kelly, Melanie Beckford, Jim Burke, Nicola Jones	
3	Declaration of Interests/Confidential Matters None Declared.	
5	Minutes of Last Meeting Passed as correct	

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6 5.1 & 18.2 5.3 14.1 14.2	<p>Matters Arising</p> <p>To be discussed at the next panel meeting.</p> <p>KB informed the panel that he had received an e-mail from Steve Amos (Rehousing Manager) with a list of the Asylum Properties, however he did not think the e-mail was clear on occupancy levels. KB made it clear that he wanted the system discussed at the Board.</p> <p>MB added that she had discussed the system of fast tracking items from the Panels to the board and back again through the Governance Support Officer, with Steve Finnegan. He was looking into it.</p> <p>No feedback has been given on this issue as yet</p> <p>KB asked if the framed certificate idea for the winners of the garden competition would be considered by the Board SR replied that yes it would.</p>	NH/DR MS/NJ
6	<p>Board Meeting Minutes (for Noting)</p> <p>Noted</p>	Noted
7 8.1	<p>Minutes of Other Panel Meetings</p> <p>Fourways Panel 31st May 2006 were noted. Riverways Panel 31st May 2006 were noted.</p>	Noted
8	<p>Repairs Update – Tony Budgett</p> <p>TB talked through the Local Performance Indicators for the Wilton area and highlighted key areas.</p> <p>The panel agreed that in future they would only wish to see the repairs information for the Wilton area in the agenda pack.</p>	DR
9 9.1	<p>Major Works Update – Matt Roberts</p> <p>MR talked through and highlighted the key issues from the Project Status Report. Project 30467 – Cheetham Hill Phase 2 rewire, the Customer Satisfaction is 86% but the target is 94%. Project 30461 – Hr Blackley Rewire Phase 2, response rates low so more effort to be proactive is being made.</p>	

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9.2	SR asked that future reports make clear what roads the work is taking place on. For example, Project 30345 – External Improvement works in Hr Blackley does not specify the roads.	
9.3	MR explained that in the next few weeks all of the planned works will be on the Northwards website. This will be followed by a programme that allows people to type in their address and any planned works specific to that address will be displayed.	
10	Sub Committee Updates	
	The panel all agreed that they would just like to see the key highlights at future meetings.	DR
11	Performance Management Report	
	NH gave a copy of the report to the panel and asked them to consider the areas they would like to focus on at future meetings.	
	<u>Rehousing Performance</u> AH asked for an explanation of the 78.95% against a target of 98% on MHL 001 .	NH
	NH explained she would need to check and feedback <u>Voids Performance</u> RL_informed the group the figure of 137 days against a target of 50 days on BV 212 was partially due to problems with one particular property.	
	The panel decided that they would like to focus on the following issues at future Panel meetings;	
	<ul style="list-style-type: none"> • Rehousing • Repairs • Neighbour Nuisance and Anti Social Behaviour • Voids • Introductory Tenancies 	
12	HIP Environmental Works Update – PLSM	
12.1	NH gave all Panel members a copy of the Northwards Housing Environmental Improvements Report for 2006/07.	
12.2	MR talked through the report and highlighted that section (g) should read Higher Blackley and not Riverdale as stated.	
12.3	KB mentioned that Sandyhill Court wish to develop a communal garden and asked for it to be considered as part of the environmental improvements.	
	MR replied that other work is being planned at Sandyhill but that he would take the proposal away and see if it could be included in any	MR

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	existing planned programme.	
13	Area Panel Development	
13.1	<p>AH asked if Environmental Management were attending a panel meeting. NH said would need to check. KB thought that the term Environmental Management was confusing and it should be made clear that it refers to Street scene.</p>	NH
13.2	<p>NH talked through the Area Panel action plan and asked that each panel member indicate their preferred order of priorities. NH explained that the figures would be collated from all three Area Panels.</p>	
14	Board Recommendations; Fences and Gates Update	
	<p>NH explained that this item could not be discussed at this meeting. RL added that the issue was to go to the Sub- Committee the next day.</p>	
15	Any other Business	
15.1	<p>NH circulated the Resident Involvement Agreement Summary Document. SR requested that the document be sent to all Tenant and Resident groups.</p>	
15.2	<p>NH circulated copies of the Mystery Shopper registration form and asked that members give them to interested tenants.</p>	
15.3	<p>SR asked the group if they had any concerns with the actual Panel meetings. Concern was expressed about there not being a senior officer present (this having been raised as an issue before). The general feeling was that if senior managers do not attend, then interest in meetings will begin to wane. KB commented that people who come to the Panel meeting should be well informed and able to answer questions. It was agreed that this should be brought to the attention of the Board.</p>	
15.4	<p>KB and RL requested that the minutes from the Panel meetings go straight to the Chair for approval.</p>	
15.5	<p>SR and NH spoke of how they had both recently been on a training course together and were looking at how to improve and manage the meeting. SP informed the group that she will soon have another commitment</p>	

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	on Tuesday evenings and so will have to resign her position. She requested to bring an Observer to the next Panel meeting.	
	<p>Date of Next Meeting</p> <p>The next meeting will be held on Tuesday 29th August at 6.30pm at Cheetham Hill Local Services</p>	
	<p>End of Meeting</p> <p>The meeting closed at 8:10pm.</p>	