

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

**Minutes of meeting held at 6:30pm Tuesday 18<sup>th</sup> September 2007  
At the Community Room Cheetham Hill Local Services Office**

**Chair: Sue Ratchford**

<b>Present:</b>	Sue Ratchford (SR)	Panel Member (Chair)
	Charles Taggart (CT)	Panel Member (Vice-chair)
	Mike Bolshaw (MiB)	Panel Member
	Jim Burke (JB)	Panel Member
	Joan Wilson (JW)	Panel Member
	Anne Heywood (AH)	Panel Member
	Mark Bainbridge (MaB)	Panel Member
	Ken Barnes (KB)	Panel Member and Councillor (Higher Blackley)
	Richard Lockwood (RCL)	Board Member
	Larry Patrick (LP)	Director of Property Services
	Mike Stevens (MS)	Director of Neighbourhood Services
	Helen Walsh (HW)	Surveying Services Manager
	Claire Tyrrell (CMT)	Principal Local Services Manager
	Tara Kelly (TK)	Equality and Diversity Officer
	Carroll Iddon (CI)	Manchester Working
	Nicola Holmes (NH)	Resident Involvement Officer

ITEM	SUBJECT	ACTION
<b>1</b>	<b>Welcome and Introductions</b>  A full Quorate was in attendance.	
<b>2</b>	<b>Apologies for Absences</b>  Apologies received by: Melanie Beckford, Jacqui Tomlinson	
<b>3</b>	<b>Declaration of Interests/Confidential Matters</b>  None declared.	
<b>4a</b>	<b>Minutes of Last Meeting</b>  Agreed	Agreed
<b>5</b>	<b>Matters Arising</b>	

ITEM	SUBJECT	ACTION
5.1	5.3 – KB raised the issue of a Cheetham and Crumpsall Councillor attending the Panel meetings with the Councillors when they last met. It received a positive response.	
5.2	8.2 – The car parking for the Planthill area has been costed up and found to cost £73,000. Due to the cost it will have to be looked at again in 2 years time.	
5.3	10.1 – Possible play park for Blackley Village. This is a long term issue. The local church and Residents group both have the comments given by the children.	
<b>16</b> 16.1	<b>Home Improvements</b> LP updated the Panel on changes at Northwards from the 15 <sup>th</sup> October. The Development Team and Housing Technical Services will be combined to make the 'Home Improvement Service'. The Home Improvement Team will then be split along Area Panel lines with a dedicated leader for each Panel. Steve Kirkham will be leading the Wilton Panel Home Improvement Team. The Team will be based in Hendham Vale. This new team should mean an improvement in Communications.	
16.2	AH asked if this information will be shared with Tenant and Resident Groups. LP explained that there will be a big opening launch on Friday 12 <sup>th</sup> October and Tenant representatives will be invited. MB raised concerns that the two teams might get too comfortable together. LP said he could see the point but the way to move forward is to remove the blame culture and this move should make the day to day running of the business easier.	
<b>6</b>	<b>MWL Customer Charter</b>	
6.1	CI circulated the draft 'standards of service' leaflet for comments from the Panel.	
6.2	JB commented that Manchester Working had recently carried out excellent work at a particular property. AH reported an incident where the gas engineer had not kept to the agreed appointment time.	
<b>7</b>	<b>Equality and Diversity Update</b>	
7.1	TK introduced Equality and Diversity with a short quiz. She then explained that there will be some equality and diversity training coming up in the next few months.	
7.2	MiB asked if Northwards operate a policy of positive discrimination TK explained that Northwards did not operate a policy of positive discrimination. Jobs are promoted and advertised as widely as	

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7.3	<p>possible to encourage applicants from a diverse background.</p> <p>AH asked if job vacancies are advertised internally first. MS explained that is the case to fill a vacancy temporarily, but permanent vacancies are always advertised externally.</p>	
<b>15</b>	<b>Repairs Update</b>	
15.1	HW explained that she is responsible for day to day repairs. She explained that there is currently no Key Performance Indicator data due to the new computer system.	
15.2	JB commented that people tend to complain to him but they don't actually phone OnCall to complain.	
15.3	MaB commented that he had put laminate flooring down before the letter came around saying that this was down to the tenant to replace after any improvement work. MS explained that the letter was just a clarification of what is already in the tenancy agreement.	
<b>8</b>	<b>Constitution and Code of Conduct</b>	
8.1	CMT brought the Panels attention to the amendments. Panel members signed the Constitution.	
8.2	<p><b>Action Plan</b></p> <p>CMT asked for 2 volunteers to form a sub-committee for the Area Panel Action Plan.</p> <p>Joan Wilson and Charles Taggart volunteered.</p>	
8.3	<p><b>Approval of minutes 23 June 2007</b></p> <p>The minutes were approved</p>	
<b>9</b>	<b>Environmental Works</b>	
9.1	CMT has asked Groundwork trust to look at the plans for the environmental works. Hopefully firmer plans will be brought to the next meeting.	
<b>10</b>	<b>LSM Update</b>	
10.1	Voids -CMT updated the Panel on the weekly management void figures.	
10.2	<p>JB highlighted the need to re-charge former tenants for repairs. MaB expressed disappointment at the high figures for week 24. MS explained that Northwards did have a few issues over the summer but that they are now coming back down again.</p>	
10.3	ASB (Anti Social Behaviour) – figures are similar to last month with 15 current cases.	
10.4	Staff- Neighbourhood Services Officer, Sue Ellen Jemaa is now back from maternity leave on a part time basis.	

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10.5	CT expressed concern that there has not been a Northwards Officer at the Ward Co-ordination meetings for a while. CMT to look into.	CMT
<b>11</b>	<b>Community Update</b>	
	NH explained that Since we last met:	
11.1	2 new tenant and resident groups have formed: Hillside in Higher Blackley and Lower Crumpsall.	
11.2	She also updated the Panel on opinions gathered at Plant Hill Fun Day and a recent Youth Football Tournament.	
11.3	NH requested that Panel members forward any photos/newspaper clippings to her for display.	
<b>12</b>	<b>Chairs/Vice Chairs meeting report back</b>	
12.1	CMT asked the Panel if they thought the Irish Centre on the 13 <sup>th</sup> December 2007 was suitable for the Panel Christmas party. Joan Wilson confirmed that she would be attending.	Panel members to confirm their attendance by the end of the week.
<b>13</b>	<b>AGM Planning –report back and reminder of dates</b>	
13.1	NH confirmed that the following will need to step down at the AGM: Anne Heywood Charles Taggart Mike Bolshaw Georgina Moor Joan Wilson SR explained to the Panel that she has now been elected Chair of Northwards Board. This means that she will be resigning as Wilton Panel Chair at the November meeting but will stay on as a Panel member.	
<b>14</b>	<b>IT support for Area Panels</b>	
14.1	CMT brought to the Panels attention a report at the back of the agenda.	
<b>17</b>	<b>Decorating vouchers</b>	
17.1	Paul Maidment is conducting a review of the current system. He will be visiting Johnson's paints for half and day and would like tenants to accompany the visit. Jim Burke and Joan Wilson volunteered.	

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<b>18</b>	<b>Any other business</b>	
18.1	KB asked that all Panel members be provided with the allocations review report before the next meeting.	NH
18.2	JB raised concerns over the location of the dog wardens, now in Bolton. The earliest they can get to North Manchester is 10:30 am (when it is 7am that people let their dogs out).	JB to raise at the next Ward meeting.
18.3	<p>MaB raised a concern over a neighbour with new windows. The new windows do not appear to have child locks. He asked the Panel that:</p> <p>The new window be inspected; in future the contractors check they are suitable before installation; the issue be raised with the manufacturer; that Northwards raises awareness with tenants – possibly in Northwards Natter and the Board be made aware of the issue.</p> <p>MS said that the correct process would be to investigate the matter thoroughly and then if necessary, further action taken.</p>	MS
	<b>Date of Next Meeting</b>	
	The next meeting will be the AGM and held on Tuesday 16th October 2007 at 6.30pm at Cheetham Hill Local Services.	
	<b>End of Meeting</b>	
	The meeting closed at 8:30pm	