

**MINUTES  
OUTER WEST AREA PANEL MEETING  
5.30pm at Westfield Chambers  
Wednesday 9<sup>th</sup> June 2010**

**Attendees:**

**Area Panel Members**

Kevin Sharp (Chair)  
Brian Falkingham (Vice Chair)  
Margaret Rimington

**Officers:**

Wyn Davies	- Area Performance Manager Horsforth/Otley
Lee Wright	- Customer Involvement Manager
MariePierre Dupont	- Neighbourhood Planner
Rebecca Mell	- Investment Planning Manager
Richard Walker	- Head Customer Services
Mary Kerr	- Administration Officer (Minutes)

**1.0 Apologies for Absence:**

1.1 Councillor Marjoram, Cynthia Ramsden.

**2.0 Minutes of the Previous Meeting Held on 14<sup>th</sup> April 2010:**

2.1 The minutes of the previous meeting were **agreed** as a true record.

**3.0 Matters Arising:**

3.1 Arising from Item 3.1

APO180-09 - Works carried out to the Stonebridge Embankment.

Panel members enquired if the photographs regarding the difference made to the embankment had been brought to the meeting as was discussed in the previous meeting.

MPD apologised and said would bring the photographs to the next panel meeting.

APO205-09 Ten street signs for Greenside Sheltered Scheme.

MR enquired if the problems with the street signs has been sorted.

MPD stated has heard nothing further so presuming all has gone well.

**4.0 Customer Involvement**

4.1 Update

LW went over the report and the following points were noted.

Customer Training Programme

Four separate training sessions had taken place that had been funded or part funded by WNWHL. The training sessions which took place were as follows:

**Action**

**MPD**

- Faith United Training
- Area Panel Working Together as a group
- Tenant Led Regulation
- Beginners Computer

18 individual tenants participated in this training.

Sessions due to take place in May are Area Panel Bidding, The Future of Social Housing and You and Your Neighbour.

Discussions are being held with Healthy Living Network Leeds, Kier and Connaughts to run another Just 4 Tenants training programme, after the success of the previous programme.

LW outlined the Customer Involvement and the Community Participation Service Improvement Plans for 2010/11 which had been approved – although it was noted they could be subject to change.

KS commented there is a lot for people to get involved with like Sounding Boards and SIGS. He also enquired what is happening re approaching young members with regards to attending Area Panel meetings as observers with the hope of them joining.

LW stated that ST is leading on the recruitment of new members to Area Panels and plans are being developed.

MR mentioned a meeting where young people attended. Some were encouraged to join a SIG but were reluctant to do so. This could be one of the reasons the numbers of young people getting involved is low.

LW said that Evelyn Gaughan is putting a leaflet together called Attending My First meeting to outline the support available to help and encourage new people to get involved.

KS enquired if TARA's could not be approached and encouraged to observe.

LW said he will look into this and see if the terms of reference still restricts the number of TARA members who can be Panel Members. However members needed to be aware that recruitment of new members also needed to address the under-representation of the wider community on the Area Panels. **Post Script** The revised terms of reference (December 2009) no longer limit the number of TARA representatives on the Panel.

WD enquired if the Quarterly Youth Forum when established could be a way of getting a broad and diverse group to be involved.

The Chair asked if ST could provide a specific update on Area Panel recruitment to the next meeting.

ST

LW advised about the TSA – Tenants Service Authority Standards. This will be the new regulator for Social Housing. A total of six standards would need to be met to get this accreditation. Information will be brought to the next meeting regarding the Tenant Involvement and Empowerment Standards.

LW

#### 4.2 Walkabouts / Tenant Inspections

WD presented this report to the panel and the following points were noted:

##### March

95% of estate inspections were completed.

100% estate walkabouts were completed.

92% of enquiries were dealt with within 10 days.

WD mentioned that the offices will be concentrating on making sure all estate inspections are completed, and the offices are working extremely hard to ensure that all enquiries are treated properly and responded to fully within the 10 days.

#### April

100% estate inspections were completed.

Arrears figures fell in April but this was due to the new financial year. May/June figures will reflect correctly.

86% of enquiries were dealt with within 10 days. This was due to staffing issues.

RW mentioned a meeting had been held the end of March regarding the low performance received from the Contact Centre.

The Contact Centre said the reason for the low performance was due to staffing issues and being the beginning of a financial year. The beginning of the year causes an influx of calls.

RW mentioned the performance had improved in May. Although this result has come in a meeting will be held which will involve members from all three of the ALMO's to discuss the future delivery regarding the Contact Centre.

Contact Centre have informed RW they will continue to struggle with the performance due to financial resource limits in place.

One of the options being looked at by all three ALMO's is whether to bring this in house, do a joint venture or stay with the Contact Centre.

#### 4.3 Community Partnership Agreements (Late Agenda Item)

Consultation has been ongoing and returned surveys were analysed at the end of May. The results are as follows for Outer West

Highest priority - Youth Provision

Second priority - Environmental Issues which includes Litter and Street Cleaning

Third priority - Car Parking.

Project Groups will be re-established for each Area Panel to co-ordinate the process. The Project Groups will consist of a member of the Community Participation Team, the Area Performance Manager, a member of the Environmental Team, the Chair and another member of the Area Panel. Other officers would be invited as appropriate.

The initial action will be to identify where responsibilities lie and collate information to avoid duplication and identify any gaps in service delivery.

BF was appointed as the member from the panel to attend this group with the Chair.

### 5.0 **Revenue and Capital Expenditure**

#### 5.1 Capital Programme Update

RM presented this report and the following points were noted:

RM stated due to the uncertainty of properties being done through the Capital Programme a new update will be put in the summer edition of Buzz.

The current programme for 2010/11 stands at £23.6 million.

£11.0 million has already been committed which includes carry over schemes from 09/10.

Actual spend to date is £1.4 million.

60% of programmes which are on site should end in September.

The Bawn Windows and Doors scheme is on site at present and will be completed in June.

An elementary survey for Kitchens, Bathrooms, Windows and Doors is being carried out. This would reflect the areas which have the worst decency levels. INW is in the process of being surveyed. OW has started and there are only 112 properties left to do. If works are required to be done, commencement would be a possibility in September. A roofing scheme may need to be carried out to some OW properties. Approval has been received to restart work on the Stonecliffes later in the year.

## 5.2 Area Panel Budget Update

KS mentioned bids that have been approved last year but have still not been carried out.

He enquired what are the reasons for the delay.

### AP12-09 - Conservatory to be installed on Rycroft Green

The delays are due to the tendering and planning process.

BF mentioned he has been informed that this work will possibly commence on 19<sup>th</sup> July depending on all going well with regards to the planning.

### AP132-09 – Funding for improvements to the walkways around the Gamble Hill multi storey blocks

The costings have been received for this bid. Work is to commence in August.

### AP202-09 – Improvements to the redundant temporary garage site on South Royd Park

£5,000.00 has been approved from the Area Panel and a further £10,000.00 has been given from Planning through the Section 106 funding. This is on the condition that it is done with green in mind.

Groundworks are looking into doing another design to see if they can do this work for the budget allocated which is £15,000.00.

An update will be brought to the next meeting.

MPD

### AP203-09 – Funding for the construction of a hard standing area and two bins for Clifton Court

This scheme will be going ahead at the same time as the Gamble Hill scheme.

### AP204-09 – Funding for sports equipment for Wortley Football Club under 7's team

Photographs were shown to the panel members of the football team with their kits on.

### AP206-09 – Funding to supply fencing at the back of 2 – 12 Newton Square

Still with PMS awaiting for contractors quote to come back .

MPD

### Outhouse Bid Delays

MPD stated unfortunately some of the Outhouse schemes that have previously been approved will not be going ahead.

This is due to tenants not wishing to relinquish their outhouse which forms part of their tenancy.

KS mentioned this is why all this should be carried out before bringing to the Panel for approval.

Getting tenants to relinquish their outhouse is a lengthy process which would delay the bid submission. If the bid is refused a lot of officer time has been wasted and customers expectations would have been raised.

WD confirmed this to the panel members.

KS enquired if bids have been approved and the budget set aside if not able to go forward where will this money go.  
 RW asked if it does not come back into the budget for the panel.  
 MPD stated no as it would be out of last years budget, but said that it could be used if similar schemes could be found to replace the ones not able to go ahead.  
 Panel members approved this to be done.  
 MR and RW mentioned it is quite shocking that one person can stop a scheme progressing and enquired if there is not a way around this.  
 Legal Department were consulted and legally the outhouse is part of the tenants tenancy agreement it cannot be taken away from them without their consent. There might be a way round it but it is likely to be a very lengthy legal process.

KS enquired how much funding has been placed aside that can be used on similar schemes.

MPD to give total next meeting.

MPD

RW enquired if ST could look at the outcomes of bids that have been passed.  
 Has the level of ASB been reduced as a result of these.

KS mentioned that he had asked I Khan for regular updates on hotspots regarding ASB but was informed this could not be done.

RW said this could be done and he will speak to M Parker about getting this information.

KS asked that I Khan be invited to the next meeting.

MK

### 5.3 Area Panel Bids

#### June 2010 Bids

- AP23-2010 – Funding to purchase and fix two benches at the back of Owlcotes Terrace

The value for this bid is £1,500.00.

MPD gave a brief description of the bid and a map was provided reflecting the area in question.

A query was raised that the price for the benches seemed extremely high compared to others approved previously.

MPD said the benches would be steel and resistant benches. This cost would also include delivery and fittings.

This bid was **approved**.

### 6.0 **Any Other Business**

#### 6.1 Bawn Masterplan

MPD spoke to the panel members and showed diagrams of the proposed works to be carried out in this area.

The closure of the archways was one of the bids approved by this panel.

When a consultation was carried out regarding customers views for the Bawn estate one of the main views put forward was a place to play for young people as there is none on the estate.

The work will be done in three phases.

Phase 1 – Possible commencement September.

This is to close of the archways with metal grid designs. Two options were shown to the residents. The first option was a leaf design and the second was bowl of nuts.

The residents all preferred the leaf design.  
Before the work commences this will need to go to planning. If objections are raised then it would have to be approached differently.  
If art then could approach the Art council for £10,000.  
£17,000 has already been approved by the panel for this to be done if able to secure funding, would it be possible to use the £10,000 not required in phase 2.  
Panel members approved for this to be done if further funding secured.

Phase 2 – Possible commencement next spring.  
Diagrams were presented to the panel members to view regarding the various phases for works to be done on this estate.  
This work will cost around £20 - £25 thousand. Funding is being sought from various departments for this work to be carried out.

Phase 3 – Possible commencement next spring or summer.  
This will be for a grass area where events could be held and also includes a youth shelter. This shelter will not be near any properties so residents will not have problems with the youth.  
This will cost around £50 - £90 thousand for the work to be completed. Funding is being sought from various funding bodies.  
To date Youth Capital Fund has given £20,000. Area Panel Budget and Area Committee may put in to this.

MPD enquired if any of the remaining funding from the Stonebridge scheme could be put towards this scheme for this estate. Not all funding was spent because we received £7000 from Area Committee.  
Panel members agreed this could be done.

6.2 KS would like to congratulate Claire Warren and the team for getting two stars.

6.3 KS enquired if RW could clarify the amount of meetings missed as there are conflicting sentences on the new Area Panel members Terms of Reference and Code of Conduct. On the Code of Conduct it is written if a member does not attend 3 consecutive meetings without giving apologies they could be removed from the panel. The Terms of Reference state if 6 consecutive meetings are not attended without apologies given the member could be asked to step down.  
RW said he would get clarification regarding which is the correct information.

RW

6.4 The panel members were informed that KS had been re-elected as the Chair for the Outer West Area Panel.  
BF was re-elected as Vice Chair for the Outer West Area Panel.

**7.0 Date, Time and Location of Next Meeting**

7.1 **Wednesday 11<sup>th</sup> August 2010**

**5.30pm (5.00pm – Refreshments)**

**Venue Westfield Chambers**

Signed.....

Date.....