

**MINUTES
OUTER WEST AREA PANEL MEETING
5.30pm at Westfield Chambers
Wednesday 8th December 2010**

Attendees:

Area Panel Members

Kevin Sharp (Chair)
Brian Falkingham (Vice Chair)
Margaret Rimington
Councillor Richard Lewis

Officers:

Sharon Guy - Area Performance Manager Wortley/Pudsey
L Wright - Customer Involvement Manager
MariePierre Dupont - Neighbourhood Planner
Mary Kerr - Administration Officer (Minutes)

Guest:

Lydia Appleby

Action

1.0 Apologies for Absence:

1.1 Councillor Marjoram

2.0 Minutes of the Previous Meeting Held on 13th October 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

AP12-09 - Conservatory to be installed on Rycroft Green

MPD stated the conservatory will be proceeding in January and will be within budget.

Outhouse Bid Delays

Two blocks will be demolished. One block is by Tong area and the other is by the Butterbowls.

Arising from Item 4.1

Diverse Community Fund

KS enquired who decides what the criteria would be to apply for this funding.
LW stated the criteria were agreed by a tenant Focus Group in March 2009 and endorsed by the Customer Involvement Network Executive Committee.
LW also mentioned if groups were being turned down, the reasons would be due to the proposals not meeting the criteria.
MK to send a copy of the Diverse Community fund application form and guidance out to members present.

MK

Arising from Item 4.4

AP17-2010 – Construction of two hard standing areas for Stonebridge Grove

Discussions took place with the NMO for the area and it was agreed to build a platform for 3 bins. It was felt any additional space would encourage flytipping. Three quotes will be requested for this work.

Arising from Item 6.1

Code of Conduct and Terms of Reference

MK to enquire from NL if the figure for meetings attended has been clarified and to feed back to KS.

MK

4.0 Customer Profiling Update

4.1 Update

KB went over this presentation and the following points were noted.

KB explained to members the reasons and importance as to why this information is requested.

It was mentioned that it makes “good business sense” to collect this information, but also that WNWHL is required to collect this information by law.

KB went on to explain that the same questions are asked by a majority of organisations as it helps companies to tailor specifically to customers needs and requirements where possible.

KS enquired who collects this data and where is the information kept.

KB stated it is the Business Improvement Team that collects the information and inputs it into Siebel, Orchard and the WNWHL database.

Siebel is the Council run ‘Contact Administration system’ which logs all customer contact. Members of staff using Siebel can not access personal data about customers. Siebel shows operatives that we hold personal data about customers, but does not allow them to see the actual data. All an operative would see in any personal data fields is the words ‘data entered’ this allows the operative to know that we have data but not what that data is.

Information will only be shared with contractors where the information would help the contractor to carry out works more efficiently, or to plan around a customers needs for example if a customer has hearing or visual impairments. Only relevant and necessary information will be shared when repairs or other works need to be carried out to the property.

Personal information gained is for WNWHL records only, this is to assist us to meet our customers specific needs where relevant.

The forms received when input onto the WNWHL database will be kept for a few months and are then destroyed.

5.0 Customer Involvement

5.1 Update

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

Community Stars Award

The Community Stars awards ceremony was celebrated at Leeds Civic Hall on 19th October 2010. This was attended by over 170 tenants, residents, contractors, partners and community groups.

The purpose of this event was to recognise those individuals whose actions and initiatives have made a real difference to their communities.

The award winners and the category they received the award for are as follows:-

- **Good Neighbour award** : Sydney and Barbara Ingleson
- **Young Resident Award**: Sophie Proctor
- **Tenants and Residents Association Award**: Holt Park TRA
- **Best community initiative**: Black or Minority Ethnic Womens Group
- **Most dedicated volunteer for West North West homes Leeds**: Kevin Sharp
- **Environmental award** : Zoe Smith Friends of Cobden Allotments

Congratulations were extended by panel members to KS for winning the award for Most dedicated volunteer for WNWHL.

LW mentioned an evaluation meeting was held after the event and due to the success of this event he will be hoping to do the event again next year.

Funding and Recognition for Tenant & Resident Associations

Eight of the eleven TRAs in the Outer West Area have successfully met the criteria. Claremont Grove TRA has folded, however the area has been leafleted to see if there is any interest in establishing an Area Representative.

Whingate TRA and Greenside TRA are at risk of folding. Support has been offered to these groups.

At the end of October 2010, 40% of Council properties, across the whole WNWHL area, were represented by a TRA or AR. This is currently below the target of 45% by 31st March 2011 and is likely to fall further.

To address this issue a workshop was recently held with TRA representatives to seek their views and discuss incentives. Further consultation is required and work is being done on some proposed improvement actions, which will be discussed with Area Performance Managers.

BF mentioned that someone who lives in the Wellstone area has enquired about TRA's or AR's through him. BF said he has offered the room for use at the Rycroft's if they are interested. BF stated he had given the contact number for LW to this person.

Tenant Scrutiny

At the Customer Involvement Network in September 2010 volunteers were sought to form a Steering Group to establish a Tenant Scrutiny function for WNWHL. This group met on 2 November and a further meeting is being arranged.

Strategic Landlord is working to develop a structure for Tenant Scrutiny across the ALMOs and BITMO and representatives from WNWHL, both officers and tenants, are involved in this process.

KS enquired regarding vacancies on the area panels.

It was mentioned that initially the total numbers were set at 6 but was later changed to 15. Due to finding it difficult to get customers to join these and when there are interested customers they are unable to join until they go through the election process. Why does this need to be done when there is a struggle to fill the positions on the panel and when only one customer has shown interest in joining?

LW said that there is currently a review taking place on the Area Panels through Strategic Landlord. A level of consistency is required over all four area panels. As an article has been placed in the latest issue of the Buzz magazine, all applications received are being put on hold possibly beginning of January until March.

5.2 Tenancy and Estate Management

SG presented this report and the following points were noted.

September

SG mentioned that estate grading covers areas such as litter, graffiti, grass cutting, the environment and the estate. Most of these estates are in good rather than an excellent condition.

Enquiries dealt with within 10 days. SG stated that this target had not been met due to staff shortage. When there is a shortage of staff, the main priority is dealing with the customers who come in face to face.

Regarding the poor performance from the Contact Centre, SG mentioned that monthly meetings are being held to discuss this, staff training and assistance is also being provided.

October

Enquiries dealt with within 10 days. The failure to meet this target is due to lack of staff. This is causing problems for the front counter staff as they are required to cover the back and front office which proves a bit difficult when busy, as customers who are at the front counters take preference.

Meetings are continuing to be held with the Contact Centre on a monthly basis to try and assist in improving this result.

5.3 Community Partnership Agreements

MPD went over this report and the following progress points were noted.

Litter and rubbish :

- Wellstone and the Waterloo's have been identified as in risk of decline and likely to attract litter and fly tipping. Partnership work is currently being undertaken in the Waterloo's/Owlcotes to encourage residents to take more pride in their neighbourhood.
A survey questionnaire is to be sent to the residents of the Wellstone area to establish whether there is any interest in community gardening. LW requested if this could include a question to ask if anyone is interested in joining or starting a Tenants and Residents Group.
- A number of areas have been identified for clearance and improvement. The group will identify resources needed, possible partnership and funding source to undertake this work.
- The proposal to carry out a pilot scheme using the groundwork partnership where residents oppose the demolition of outhouses has been agreed. A meeting is being held with Groundwork tomorrow re the pilot scheme.

Car parking :

- A number of hot spots have been identified and projects are at different stages as shown in the action plan. MPD went over each of these in detail.

Young people :

- WNWHL will continue to engage with partners and support local youth initiatives which includes the involvement of young people.

To date a number of young peoples activities have received funding from Area Panel. These young people would be encouraged to further engage with WNWHL and participate in activities such as planting and estate clean ups.

- The delivery of the Bawn Master plan is on going. A number of funding applications have been submitted. The planning permission for the closure of the archways has been received.

Community Safety :

- Harm reduction team has provided leaflets to the housing office giving details of services available in the Outer West Area. A member of the harm reduction team will be invited to attend the next project group meeting.

5.4 Area Panel Budget Update

A balance of £75,384.00 is still available to be spent in the budget.

5.5 Area Panel Bids

AP202-09 – Improving the redundant temporary garage site on South Royd Park

KS asked whether the confirmation for the Section 106 funding had been received for the South Royd Park project.

RL confirmed that the money will be granted for this scheme.

MPD will begin the necessary to enable the works for this scheme to proceed.

December 2010 Bids

- AP55-2010 - Funding for consultancy work to be carried out at The Gardens, Farsley (for the proposed provision of Car Parking spaces)
This bid is to request funding the consultancy work required. This work would determine whether essential services are in the path where the proposed car parking spaces are being requested.
If the water or gas pipes are shown to be deep enough then it may be possible for this work to be carried out. The survey to be done will confirm where these pipes are. Once the pipe layout is clarified the bid can be brought back for panel members to decide if scheme could proceed further.
The value of this bid is £1,500.00.
This bid was **approved**.
- AP57-2010 – Funding to install barriers at the front of 18 to 44 Gamble Hill Drive
This bid is a request for hoop type barriers to be fit at the front of 18 to 44 Gamble Hill Drive.
Consultation was carried out to the 14 properties affected by this bid.
Of the 14 letters sent only 6 responses were sent back.
The value of this bid is £4,500.00.
This bid was **approved**.
- AP58-2010 – Funding to build additional car parking space at Brookleigh Sheltered Complex
KS and MR declared an interest and left the room.
The value of this bid is £12,500.00.
Discussions were held regarding this bid.
It was agreed that this bid be refused and other methods were to be tried first such as enforcement notices being put in place.
This could be reviewed at a later date to discuss whether successful or not.
This bid was **refused**.

- AP71-2010 – Funding to build additional car parking spaces on Butterbowl Gardens

The value of this bid is £15,500.00.

A map reflecting the area in question was provided.

A survey will be done to ascertain if there are any gas or water pipes, however due to the spaces proposed being in line with the gardens of the properties this may be unlikely.

This bid was **approved**.

Total value spent this meeting £21,500.00.

6.0 Revenue and Capital Expenditure

6.1 Capital Programme Update

KS asked panel members to note the contents of this report.

If there are any queries they can be fed back to KS or MK.

7.0 Any Other Business

7.1 No items were raised.

8.0 Dates, Time and Location of Outer West Panel Meetings for 2011

- 8.1 **Dates:**
- 9th February 2011
 - 13th April 2011
 - 8th June 2011
 - 10th August 2011
 - 5th October 2011
 - 7th December 2011

Time: 5.30pm (5.00pm – Refreshments)

Venue: Westfield Chambers Board Room

KS stated these dates are subject to change if required.

Signed.....

Date.....