

**MINUTES  
OUTER WEST AREA PANEL MEETING  
5.30pm at Westfield Chambers  
Wednesday 8<sup>th</sup> June 2011**

**Attendees:**

**Area Panel Members**

Kevin Sharp (Chair)  
Brian Falkingham (Vice Chair)  
Lydia Appleby  
Jean Gray  
Corinne Brown (Board Member)  
Councillor Richard Lewis

**Officers:**

Sharon Guy - Area Performance Manager Wortley/Pudsey  
Stephen Towler - Community Participation Co-Ordinator  
MariePierre Dupont - Neighbourhood Planner  
Rebecca Mell - Investment Planning Manager  
Mary Kerr - Administration Officer (Minutes)

**Guests:**

Vicky Sharp - Youth Forum Chair

**1.0 Apologies for Absence:**

1.1 Councillor Marjoram, Margaret Rimington

**2.0 Minutes of the Previous Meeting Held on 13<sup>th</sup> April 2011:**

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

**3.0 Matters Arising:**

3.1 Arising from Item 5.1

Involving Diverse Tenants

KS enquired if it would be possible to invite the diverse tenants to attend the panel meetings as observers.

ST mentioned would ask attendees at the forum meetings to see if they would be interested attending as observers.

**ST**

Arising from item 5.2

KS queried whether area panel members would be able to visit the Morrison FS contact centre.

ST said he will ask if panel members could be invited and inform whoever would be interested in going.

**ST**

Arising from item 5.3

MPD said a meeting is arranged for Friday morning to get prices re the outhouses.

**MPD**

**Action**

Arising from item 6.1

Questions were raised whether a list has been compiled informing where works were done in the Outer West Area from the surplus funding.

MPD said this would be brought to the next meeting.

MPD

Arising from item 6.2

Queries were raised whether the photograph had been done for Highfield Green.

MPD said unfortunately this has not been done.

Arising from item 7.1

LD from Morrison mentioned that they were looking at doing 2 hour appointment slots.

KS said this has not been done yet and enquired when this is likely to be put in place.

ST said he would chase this up with Morrison FS.

ST

**4.0 Solar PV Scheme Information**

- 4.1 It was informed by SK before the meeting, that due to a mix up of communication in departments, their names had been put forward to attend these meetings in error. SK apologised for the mix up.

**5.0 Customer Involvement****5.1 Update**

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

Customer and Community Involvement Strategy

The Customer and Community Involvement Strategy 2011 -2014 has now been approved by the Board of Directors. This document will be crucial in helping us to improve and drive forward customer involvement services. Regular progress reports will be provided to this Panel. A summary version will soon be available and will be circulated to panel members.

Landlord Accreditation (Tenant Participation Advisory Service)

WNWHL were delighted to be awarded accredited status by TPAS in 2008 for our Resident Involvement services. Accredited status is only valid for three years which means our status will expire in 2011. We have agreed to seek re-accreditation with TPAS and will be undertaking a self assessment during June and July 2011. We will then submit our evidence for external scrutiny by TPAS who will then undertake further examination of our services, including on-site inspection.

Diverse Community Fund

Since April there have been 5 successful bids to the Diverse Community Fund. None have been from the Outer West Area.

The team will continue to promote the Diverse Community Fund on the web site, in the Buzz, with TRA's, Area Representatives and briefing sessions with Scheme Managers. A question was raised what criteria this funding includes.

ST said any tenant representative could apply for this funding to carry out specific projects or activities that will seek to involve all the diverse people in their community, particularly those who would not normally become involved. An example given was an event where food from different countries was available and this enabled diverse communities to get together and communicate with each other.

### Involving Diverse Tenants

A Polish forum was arranged for May and was well attended.

Arabic and Polish forums will be organised again in November.

Tigrinya and Urdu Forums will be arranged for July and January and Farsi and Kurdish Forums for September and March.

A further report will be brought to the Area Panel when the first rounds of Forums have taken place.

## 5.2 Tenancy and Estate Management

SG presented this report and the following points were noted for both March and April months.

Estate Inspections – SG mentioned there was a slight drop in reaching the target for this. Reason provided was due to long term sickness of two members of staff which resulted in one inspection being missed.

Estate Grading – It is extremely difficult to reach excellent in this area. The Estate Caretaking Team have been asked to make notes of any problem areas and have also been asked to do before and after photographs to reflect the difference made in the area. Panel members were asked to advise the Neighbourhood Management Officer or the Housing Office if they feel there are any areas which may require attention.

Contact Centre - Meetings are continuing to be held to try and improve performance. BF said that when customers have phoned the Contact Centre to report a repair they have been requested to phone back due to the high volume of calls being received. SG said this should not be happening, the customer should be asked to leave their contact details and should be phoned back by a staff member at the Contact Centre. KS mentioned even though monthly meetings are being held this has not seemed to improve performance.

KS requested Richard Walker be invited to the next area panel meeting.

MK to send invite to Richard Walker.

**MK**

BF mentioned there still seems to be problems when trying to pay rents over the phone.

SG stated the Customer Accounts Team are aware of the difficulties and feel it could be due to high usage.

BF said it seems to only affect people who are with Yorkshire Bank and who try to pay by debit cards.

SG said the issues are being looked into and this will continue until all problems are resolved.

## 5.3 Area Panel Budget Update

MPD informed panel members that a total of £10,000.00 for the demolition of outhouses is to be taken on this year's budget. This work is carried forward from last year.

It was also mentioned that the area panel budget is significantly under spent even if all bids are agreed tonight.

## 5.4 Area Panel Bids

April Bids

- AP7 -2011 – harden the grass verges at The Gardens, Farsley

MPD informed the panel members modifications were made by planning to the design of this bid. It may affect the costing.

## June Bids

- AP14 -2011 – Line parking bays in the main car park of Greenside  
 The value of this bid is £900.00.  
 This bid is to request parking bays to be marked out in Greenside car park. A map of the area where the car park is situated was provided. It was queried whether emergency services would be able to get to people requiring their services. MPD said yes they would be able to. This bid was **approved**.
- AP15 -2011 – Provision of a no parking sign and bollards to the front of 45 New Street Grove  
 The value of this bid is £950.00.  
 A map and some photographs were provided reflecting the area in question. The no parking sign will be placed at the gable end. It is hopeful that this will prevent cars from being parked there which blocks residents from getting their cars out of the garages. The bollards will be placed on the corner to prevent cars from cutting over the grass. This will stop people churning the grass causing unsightly damage. This bid was **approved**.
- AP19 -2011 – Funding for a Garden Competition  
 The value of this bid is £350.00.  
 The funding will be used for a Garden Competition in the Outer West Area. The categories and breakdown of prizes were provided for the panel members to view. Competition details will be advertised in the next edition of the Buzz magazine. Concerns regarding committing the funding only to find not many would apply for this were raised. SG said this has been mentioned to the Housing office previously by customers. Posters would also be done to encourage participation. LA enquired if this could not be mentioned at TRA meetings. SG said this would be done; however, confirmation of the funding is required before it can be taken further. MPD stated it is a way to inspire customers to take pride in their gardens. SG confirmed the funding from this panel would only be used specifically for gardens in the Outer West Area. SG said after the competition has been held an evaluation can be carried out to see if any difference has been made. The results could be given to panel members at the October Meeting. This bid was **approved**.
- AP22 -2011 – Funding to provide plants for the Watringcotes Community Planter  
 The value of this bid is £200.00.  
 KS asked if this could not be funded by MICE money from the Council. MPD said this was brought to the panel as a lot of Council funding has been given towards the project. RL stated the Watringcotes is a project where a lot of agencies have worked together and funding for this project has been resourced all round. This bid was **approved**.

SG

**Total value spent this meeting £2,400.00.**

## 6.0 Revenue and Capital Expenditure

### 6.1 Capital Programme Update 11/12

RM went over this report and the following points were noted.

The total funding for 2011/12 stands at £20.2 million. There has been an increase in funding since the Capital Programme was approved in December 2010 due to grant funding being received for energy efficiency works in New Wortley in the region of £950k as well as a further £1.8m being allocated to improvements on the Waterloo Estate. Currently £9.1 million has been committed which includes carry over schemes from 10/11.

Actual spend to date amounts to £0.5 million. This is relatively low due to the mobilisation of the new contract with Morrison. The majority of schemes relating to decent homes work will be starting towards the latter part of July.

#### Final update for 2010/11 Capital Programme

The total spend for 2010/11 was £20.4 million.

The percentage of non decent homes at the end of 2010/11 was 1.53% excluding electrical failures, against a target of 2.00%.

#### 2011/12 Decency Update

This years target is that 96% of all stock is decent.

The percentage of stock decent at the end of May is 97.22%. This is currently 1.22% above the target.

RL mentioned that on estates there are a lot of properties with single glazed wooden windows and entrance doors. He enquired why these had not been changed to double glazing and UPVC. Properties on the Roker estate and the Farrows were mentioned. RM stated that wooden and single glazed windows and doors can still be decent if they are not old and not in poor condition. Although WNW has an aspirational standard to install upvc double glazed units to all properties, funding constraints have meant that this has not been possible.

KS said surely heat can be lost through these which would result in higher bills for the customer.

RM said that fitting double glazed UPVC windows would be one of WNWHL's priorities should funding become available, which may be possible should the new contract deliver the envisaged efficiencies.

RM stated that another priority, should funding become available, would be to carry out kitchen only replacements. At present there is funding for only decent homes work where both the kitchen and bathroom fail and that there are many properties requiring a kitchen that currently meet the decent homes standard. At present, kitchen only replacements are only carried out to properties where the surveyor has deemed the kitchen beyond economical repair.

CB mentioned a property which had a new kitchen put in before tenants moved in. After a few months the kitchen was damaged, which led to another new kitchen being put in. It was felt this is unfair on those who take a care and pride in their kitchens.

SG said if it is found to be the case that the damage to the kitchen was caused by the tenants, the tenants would be recharged.

KS complimented the fact estate names are mentioned on the programme update.

RM stated this can be done for schemes which cover whole estates such as the Waterloos however it is more difficult for the decent homes programme of works as these are isolated failures which are randomly spread across the whole WNW area.

**7.0 Any Other Business**

7.1 No other business was discussed.

**8.0 Date, Time and Location of next meeting**

8.1 **Date:** 10<sup>th</sup> August 2011

**Time:** 5.30pm (5.00pm – Refreshments)

**Venue:** Westfield Chambers Board Room

**Signed**.....

**Date**.....