

**MINUTES
OUTER WEST AREA PANEL MEETING
5.30pm at Westfield Chambers
Wednesday 11th April 2012**

Attendees:

Area Panel Members:

Kevin Sharp (Chair)	KS
Brian Falkingham (Vice Chair)	BF
Margaret Rimington	MR
Lydia Appleby	LA
Jean Gray	JG
Corinne Brown	CB
David Atkinson (Observer)	DA
Cllr Andrew Carter	CllrAC

Officers: Sharon Guy - Area Performance Manager Wortley/Pudsey SG
 Marie-Pierre Dupont - Tenancy and Estate Management Co-ordinator MPD
 Margaret Houchen – Minute Taker

1.0 Apologies for Absence:

1.1 Apologies for absence were received from, Cllr Rod Wood. Cllr Andrew Carter, however, attended on his behalf.

1.1.1 Introductions were given for the benefit of those present.

1.1.2 David Atkinson was welcomed to the meeting, in the capacity of observer.

1.2 Election of Chair

1.2.1 There being only the one candidate put forward, KS was duly re-elected as Chair of the Outer West Area Panel by a majority show of hands.

1.2.2 BF was nominated by KS to the position of Vice Chair.

1.2.3 BF was duly re-elected as Vice Chair of the Outer West Area Panel.

2.0 Minutes of the Previous Meeting Held on 8th February 2012

2.1 These were recorded as a true record.

3.0 Matters Arising

3.1 Update on the Brookleigh veranda (item 2.3 of previous minutes): MR said that she has heard nothing further. SG advised that it is being processed and will be completed within the financial year. However, a determined timescale is required.

3.1.1 Surplus area panel monies (item 7.3 of previous minutes): KS confirmed that all four areas benefited through having additional environmental work with the money.

3.1.2 Firefly scheme (item 7.6 of previous minutes): MR enquired of the scheme and asked of the next area to receive the scheme. SG said the suggestion is for Marsden Court. CllrAC mentioned that they are keen for this work to be extended

Action

to other areas.

4.0 Customer Engagement and Inclusion

4.1 Evaluation of Area Panel Bids

4.1.1 KS advised the panel that the attached report, is for noting the contents.

4.2 Tenancy and Estate Management

4.2.1 SG provided an overview of the performance report for Wortley and Pudsey, for January and February 2012.

4.2.2 KS enquired of the figures for estate grading, and was informed that these are due in March 2012.

4.2.3 Those areas highlighted in red, have seen an improvement in performance. However, SG advised that they are still noticing time delays with repairs, and this in turn has had an effect on customer satisfaction.

4.2.4 Following a recent survey, there has been the request to improve access and to extend the office opening hours in Wortley, by one evening per week. KS thought that there had not been much of an uptake for this. SG advised, however, that this will form a pilot, followed by an evaluation.

4.2.5 SG reported that there has been an increase in repairs enquiries. She also reported seeing a slight improvement regarding the contact centre performance.

4.2.6 KS mentioned that he has not seen a difference with the Contact Centre, and call waiting times, and in addition, no options are provided for ringing back.

SG asked the panel if they had any questions.

4.2.7 CllrAC mentioned the accuracy of information provided to customers. He sees this to be a big issue, and within his ward, complaints have gone through the roof. CllrAC added that customers should be advised at the outset, when and where their issue/s will be dealt with, ie, accurate information being provided and keeping the customer informed.

4.2.8 BF gave an example of the problems he has experienced with a Morrison repair. SG to take details after the meeting, and will forward on to the appropriate person. **SG**

4.2.9 MR stated that the Contact Centre fail to recognise the difference between a general repair and an emergency repair.

SG to take this point forward to Mick Parker. **SG**

4.2.10 On behalf of the panel, CB praised SG for the success and progress of her team.

4.3 Area Panel Budget Update

4.3.1 Copies of the budget update were circulated at the meeting.

4.3.2 Farnley village green has now been completed, and she reported that this has been a lovely project that has changed the look of the place. The panel were made aware, by LA, of the official opening taking place on the 2nd June 2012, at 1.00 pm. She added that they are hoping for a celebrity to open the event.

4.3.3 The work on Gamble Hill and Rycroft, has now been completed.

4.3.4 MPD provided an update on the budgets for Capital and Revenue spend. She

added that it would appear that the panel has lost out on the Capital budget. However, she is waiting for final confirmation that the budgets for the new financial year, are as stated.

- 4.3.5 MPD put forward the proposal for a £10K top slice of the budget, to be put into a central pot.

The panel disagreed unanimously with the proposal put forward.

- 4.3.6 MPD informed the panel that it will be too late in December, to commit to large projects from the Capital budget.

On behalf of the panel, SG informed MPD that the panel is committed and has successfully put bids forward. She added that they shall endeavour to continue to spend wisely.

MPD advised the panel to make sure that they also put any good projects/bids on the shelf, so that bids can go ahead when the time is appropriate to do so.

- 4.3.7 Item 6.4 was brought forward and the new process discussed.

After discussion, SG felt that the panel need to be made further aware of the changes to the bidding process. Furthermore, she felt that consultation should also take place.

The panel agreed that items 6.3 and 6.4 should be brought back to the next meeting, for further discussion, and to request for MPD to attend the meeting.

MPD

4.4 Area Panel Bids

- 4.1 Bid 1-2012: Funding requested to match fund a CCtv camera initiative in Farsley

KS informed the panel that he had asked for additional information relating to the bid, given both his and the panel's concern over the ASB issue around the parade of shops.

KS summarised the ASB report attached to the bid.

CllrAC said he believes that police would be only to happy to attend the panel meeting, in support of the report. However, he added that the report fails to highlight that there are 24 bungalows for elderly people, behind the parade of shops, and that these residents are frightened to death of the situation with ASB. CllrAC strongly believes that the PCSOs should record all the incidents, but fail to do so. This results in a phenomenal waste of police time and is a real issue, he advised.

CllrAC said he appreciated that the bid is expensive, however, he added that the Ward Cllrs would be happy to contribute to the capital costs for an amount not exceeding £5k , but not to the running costs.

Estimated cost: £25,000 for the installation of the camera, plus a further £6,8000

The Community Safety Partnership are requesting 50% of capital costs: £12,500, and 50% of the running costs over a five year period which is approximately £ 3,400.

Leeds Watch to advise of the best location and height of the cameras.

The bid was agreed by the panel, including CllrAC's proposal regarding a portion of funding.

4.2 Bid 2-2012: To remove the dead and damaged hedges from the communal gardens to 175-185 Heights Drive and to erect mental fencing along the boundary

Having declared his interest in the bid, KS left the room.

CB requested that she pass on voting on this bid, due to putting forward a similar bid for Churchill Gardens.

SG explained the background of the bid to the panel.

Total cost quotation: £4,611.84.

There were no further comments or questions arising from the bid.

The bid was agreed by the panel.

4.3 Bid 3-2012: To erect a barrier to prevent vehicles accessing the banking on the communal grassed area

SG provided an overview of the background to the bid.

KS mentioned that he has seen the tyre marks and can understand the need for the bid. However, his concern was the cost of the bid.

It was agreed to decide on the other three bids first, and then to return to this bid afterwards.

Initial quote: £16,944.00.

Having returned to this bid, it was agreed by the panel for other funding options to be explored, and to perhaps seek support from the External Funding Officer, once they are in post.

SG to also seek a financial contribution from the Ward Members.

CB mentioned the possibility of approaching Morrison, for funding from their 'good causes' initiative.

Addendum to the minutes: The bid was passed to Graham Hepworth, Morrison, on the 20th April 2012, then subsequently forwarded on to Andy Roddison, Morrison, on the 24th April 2012, by Graham Hepworth.

4.4 Bid 4-2012: To provide some security measures for the Minster flats in Farsley

SG reminded the panel that this bid was put forward in December 2011, and this bid has now been extended for locks to be installed to the 1st and 2nd floors. She informed the panel that if the bid is agreed, CASAC will see to the work.

Total estimated cost: £4,259.00.

4.5 Bid 5 - 2012: To provide security measures for elderly and vulnerable customers on New Street Grove

SG provided an overview of the background to the bid.

Total estimated cost: £3,700.00.

There were no comments or questions arising from the bid.

The bid was agreed by the panel.

4.6 Bid 6-2012: To erect fencing around the communal gardens of the properties on Addingham Gardens

SG provided an overview of the background to the bid. This, she added, is something the residents have asked for.

KS enquired of the size of the fencing. He was informed by SG that the fencing will be a metre high, as anything over this height is subject to planning permission.

KS thought it might be appropriate to first check to see if any leaseholders reside in the area. He also requested if the option for wooden fencing could also be explored.

The panel agreed to put the bid on hold, pending the above agreed action and option.

Addendum to the minutes: The bid was passed to Graham Hepworth, Morrison, on the 20th April 2012, then subsequently forwarded on to Andy Roddison, Morrison, on the 24th April 2012, by Graham Hepworth, for requesting the funding from their 'good causes' initiative.

4.7 **An extra bid is to be put forward by SG, for transport for panel members to view the proposed and completed bids.**

5.0 Revenue and Capital Expenditure

5.1 Capital Programme Update

5.1.1 KS advised the panel that the attached report is for noting the contents.

6.0 Any Other Business

6.1 Community Engagement and Inclusion Team Report

6.1.1 KS advised the panel that the attached report is for noting the contents.

6.2 NPT West Dogwatch Newsletters: December 2011 and March 2012

6.2.1 KS advised the panel that the attached report is for noting the contents.

6.3 Estate Management Framework

6.3.1 Discussed in item 4.3 above, and to be an agenda item for the next meeting on the 13th June 2012, and to request that MPD attends the meeting.

6.4 Environmental Projects Timeline

6.4.1 Discussed in item 4.3 above, and to be an agenda item for the next meeting on the 13th June 2012, and to request that MPD attends the meeting.

6.5 Format of the Bid Reports

6.5.1 MR requested if an executive summary of the bid could be placed at the top of the first page.

As part of the changes to the new process, the panel thought this to be a good idea.

6.6 Observer Opinion

- 6.1.1 KS asked DA of his opinion of the panel meeting.
- 6.1.2 DA thought the meeting to be very interesting, and wishes to put in an application to join the panel. He also mentioned another applicant who is interested in joining.
- 6.1.3 SG advised that anyone who is interested in joining must first fill in an application form, and they will then be invited to attend interview, by the Governance Team.
- 6.1.4 DA said that he felt the process of bidding, and of involving others, to be really good.

6.7 Resignation of Panel Member

- 6.7.1 JG informed the panel that she has submitted a letter of resignation to KS, due to having new and various commitments in her life.
- 6.7.2 KS and SG thanked her for having been a valued member of the panel. The other members of the panel also wished her well.

7.0 Date, Time and Venue of Next Meeting

- 7.1 **Date:** 13th June 2012
Time: 5.30pm (5.00pm – Refreshments)
Venue: Westfield Chambers Board Room