

**MINUTES OF THE
INNER WEST AREA PANEL MEETING
held on
Monday 11th April 2011
5.30 pm, at Westfield Chambers**

Attendees:

Area Panel Members:

Andrew Liptrot	AL
John Aubery	JA
Hugh Morgan Pugh	HMP
John Willshaw	JW
Harry Shields	HS
Dave Lawrence	DL
David Higgott	DH
Graham MacDonald	GMD
James Granger	JG
Jenny (Zeniada) Holt	JH
Betty Nyamayaro	BN
Francesca Harris	FH
Jean Paxton	JP

Officers:

Akbar Khan – Area Performance Manager Bramley/Armley	AK
Marie-Pierre Dupont – Neighbourhood Planner	MPD
Evelyn Gaughan – Customer Involvement Support Officer	EG
Margaret Houchen – Minutes	MH

Guest Speakers:

Lee Dobbins, Head of Customer Service Centre Operations, Morrison FS	LD
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1.0 Apologies for Absence

1.1 Apologies were received from Cllr Janet Harper.

1.2 A warm welcome was extended to everyone at the meeting by AL. Introductions were given, and in addition, the new Area Panel Members were welcomed to the Inner West Area Panel.

2.0 Election of Chair

2.1 There being only one expression of interest for the position of Chair to the Inner West Area Panel, John Wilshaw was duly elected as Chair, and congratulations and warm wishes were extended to him.

AL advised that Corrine Brown has now been elected to the Board of WNWhL and has, therefore, stepped down from the Inner West Area Panel.

Action

3.0 Minutes of the Meeting Held on 7th February 2011

3.1 The minutes were accepted as true record of the meeting.

4.0 Matters Arising

4.1 Local Performance Framework (4.4.1 of previous minutes): As agreed at the last meeting, AK confirmed that a summary of Local Performance Framework, for Armley and Bramley, will be provided at tonight's meeting.

5.0 Customer Involvement

5.1 Update

A summary of the report was provided by EG, and she advised that the Customer Involvement Strategy is now completed.

5.1.1 Copies of the Strategy were provided to the Panel members, at the meeting, and EG advised them of the form for completion, by customers, in the Strategy.

5.1.2 With reference to paragraph 3.1 of the report, training for Active Learning for residents is now being accessed from TPAS, and a training pilot is to take place in May 2011.

5.1.3 JL enquired of the Core Training Incentive, outlined in paragraph 4.2 of the report. EG replied that this will include such things as running events and chairing meetings. The incentive, EG advised, is to try and encourage committee members to undertake training.

5.1.4 Regarding the Tenant Scrutiny Body (paragraph 7.0 of the report), AL said that he is aware that more interviews are to take place in May 2011.

5.1.5 JG asked of the goals for this Body. He was advised that they will scrutinise the decision making of the Board, and oversee how the Board performs. He was also advised that part of their remit will involve making recommendations.

The Panel noted the contents of the report.

5.2 Morrison FS: Lee Dobbins

LD introduced himself, and spoke of the bidding process and of the contract being subsequently awarded to Morrison FS. Currently they are in the process of mobilisation.

5.2.1 In an effort to engage with customers, LD has been spending time with the Customer Involvement Team, and along with Monica Kaur, Lee Wright and Stephen Towler, has produced a Cohesive Community Engagement Plan.

5.2.2 The new process, for customers who phone the Contact Centre to report a repair, will be in place by the 1st of June 2001. Appointment slots, eg, 8.00 am – 10.00 am, will now be given. No longer will a customer have to stay at home all morning or afternoon, for an 'am' or 'pm' appointment. The tradesman will also ring the customer. DL added that as well as ID, all Morrison operatives will carry a phone number, for any customer who may wish to ring for confirmation that this is a member of Morrison FS staff.

- 5.2.3 A fleet of 277 vans is currently available for WNWhL. However, this may increase by a further 200, for the length of the contract.
- 5.2.4 As of September 2011, Morrison FS will be taking on apprentices during the life of the five year contract.
- 5.2.5 A recent presentation hosted by Morrison FS, was held at Moorside TARA Community Centre, and Morrison FS will be putting in a ramp, by the end of May 2011, so that the centre is DDA compliant, and will also landscape the gardens. This work is to be done free of charge.
- 5.2.6 DL said that it is the intention for Morrison FS to leave a lasting legacy, and the aim of the partnership is that of customer service excellence.
- 5.2.7 Morrison FS will be looking to encourage residents to comment on how they are performing, and to this end, they are hoping to set up service monitoring and improvement groups of some 15 to 20 people. Meetings will then be held on a monthly basis.
- 5.2.8 As part of leaving a legacy, Morrison FS will be looking to sponsor such events as galas. However, DL advised, this will not mean throwing money away. It will be spent prudently.
- 5.2.9 DL advised that Andrew Roddison will be taking over from him, and will be the point of contact, if he is required for future Panel meetings. Andrew Roddison will also be working with the Panel, on 'match funds' along with a team of residents SLOs.

The Panel were asked if they had any questions they wished to raise during or after the meeting.

- 5.2.10 JG asked if the process has changed for emergency repairs. LD replied that it has. In future, the call will still go through the Contact Centre, and onto the Locator Plus, repairs system. A specific two hour slot will then be appointed for the repair. This system will take effect as of the 1st June 2011.
- 5.2.11 The intention, by Morrison FS, is for the new system to strip out any unnecessary phone calls and time wasting. AL asked DL if he is aware of the issue of 'avoidable contact.' He replied that he is, and believed that the new system will bring about a significant reduction in this area.

There being no further questions, LD was thanked for his time, and for attending the Panel meeting.

5.3 Community Partnership Agreement (CPA) Report

MPD provided a summary of the report and updated the Panel on the progress of the Community Partnership Agreement.

- 5.3.1 MPD reported that focus on spending will be for such areas as the treatment of self-seeders and shrubs, as well as bollards, to which the Panel agreed.
- 5.3.2 The total budget for the new year, MPD advised, is that of £100,000, which amounts to £25,000 Capital spend and £75,000 Revenue spend. This amount of spend is the

same provided for last year.

There were no questions arising from the report.

The Panel noted the contents of the report.

5.4 Local Performance Framework

For the benefit of all Panel members, AK explained the new format of the Local Performance Framework.

A summary of the report was provided by AK.

5.4.1 He advised the panel that the poor performance with reference to the target for acknowledging correspondence, within one working day, had been due to staffing levels at Armley Housing Office. This figure has, however, greatly improved for March.

5.4.2 JA queried the 'NA' term given for the number of complaints dealt within a 10 day timescale. AK replied that the figure was not available, at the time of the report being compiled, but that a target of 100% was achieved.

There were no further questions arising from the report.

5.4.3 On a separate note, AK informed the Panel that numbers are dwindling on the Bramley/Stanningley Housing Forum. AK advised the Panel, that the next meeting is to be held during the week, at Wellington Gardens Sheltered Housing, from 7.30 pm, to 9.00 pm, and to please remind all concerned.

The Panel noted the contents of the report.

5.5 Contact Centre Performance Report

AK informed the Panel that the attached report had been provided for information purposes. He requested that the Panel read this at their leisure, and then to advise him if perhaps they wish a representative from the Contact Centre, to attend future meetings. Alternatively, if they wish, it could be an agenda item for a future meeting.

5.5.1 AL commented that the Contact Centre is aware that we are not happy with the service that they are providing. He suggested that members of the Panel might like to visit the Contact Centre, to view the service in operation, perhaps four members at a time.

EG, having taken some residents of WNWhL, to the Contact Centre, said that it had been well worth going. She added that the trip had been educational, however, they were not able to listen in on telephone calls on that visit.

5.5.2 It was agreed that Margaret Houchen writes to all Panel members, to enquire if they would be interested in taking part in a visit to the Contact Centre.

MH

6.0 Revenue and Capital Expenditure

6.1 Decency Update and Capital Investment 2010/11

Rebecca Mell, Investment Planning Manager, was not available for the meeting.

- 6.1.1 It was also noted that her regular attendance at the Panel Meeting is not required, unless there is a specific issue that either she, or the Panel wish to raise/discuss.
- 6.1.2 AL requested that for the meetings where Rebecca Mell will not be attending, that her reports bear the wording of, "For Information Only" on the front page.

The Panel noted the contents and the updates of the report.

6.2 Area Panel Bids

- 6.2.1 AP05-2011: To request match funding to organise a community party for the Royal wedding

Total estimated cost: £1,340.00.

Due to having an interest and involvement with the bid, DL left the room.

HMP enquired if of the Area Committee and if match funding by them has been agreed or received. MPD said that she was unsure.

JG queried the responsibility for payment of the TV licence, year on year, and suggested that perhaps it might be an option to lease a TV for the day. MPD believed that it might be possible to obtain a licence for the period of one week also.

Lee Dobbins suggested that Morrison FS might be able to assist with the leasing of a TV.

Discussion took place around suitable funding alternatives, such as MICE money, or a Diverse Community bid. The possibility of perhaps part funding the bid was also questioned. However, it was pointed out that this would effectively mean making a new bid.

The bid was rejected by the Panel.

MPD requested clarification of the reasons why.

She was informed by AL that the bid was inappropriate. HS added that it failed on the parts of the TV and licence.

- 6.2.2 AP06-2011: Request for the installation of a 1.4 metre high metal fence, on the perimeter of 70 to 80 Landseer Way

Estimated cost: £5,000.

The Panel asked of the evidence of ASB, referred to in paragraph 2.6 of the bid, of which none was provided to Panel.

JG suggested that perhaps the ASB problem goes deeper than the request for the fence.

As the bid had been previously accepted, GMD asked of the need to agree the bid yet again. MPD informed him that there has been a change in the specification, and

that original bid was for a 1 metre high fence.

JW noted that the cost of the bid for a higher fence was cheaper than that of last year.

It was enquired by AL whether or not the leaseholders of Landseer Way are prepared to pay for this fencing. MPD advised him that they have objected. JA enquired if the leaseholders would be forced to pay their share, if the bid is agreed to, and was advised that this would be so. He then replied that it would not be morally right or fair to force them to pay a share.

JG mentioned that he lives with a similar situation, and that the metre high fence in place, has not acted as a deterrent.

The bid was rejected by the Panel.

MPD requested clarification as to the reasons why.

AL replied that the bid does not represent value for money, and does not benefit many people. Also, the lack of evidence of ASB.

AK confirmed that the tenant in question has done all that she can with obtaining victim support, and that the issues which she is suffering from are those of loitering and nuisance.

7.0 Any Other Business

AL thanked the Panel for allowing him to Chair the meetings.

JW also thanked AL, and in his new capacity of Chair, thanked everyone for attending the meeting.

8.0 Date, Time and Location of Next Meeting

8.1 Monday 13th June 2011, at 5.30 pm, The Board Room, Westfield Chambers.

8.2 Future scheduled meetings: 8th August, 10th October and 12th December 2011 (all to be held at the same venue, and at the same time).