

**MINUTES OF THE
INNER WEST AREA PANEL MEETING
held on
Monday 8th August 2011
5.30 pm, at Westfield Chambers**

Attendees:

Area Panel Members:

John Willshaw,	JW
Andrew Liptrot	AL
Hugh Morgan Pugh	HMP
Harry Shields	HS
David Higgott	DH
James Granger	JG
Jenny (Zeniada) Holt	JH
Jean Paxton	JP
Francesca Harris	FH
Cllr Neil Taggart	CllrNT
Deanne Hodgson (Observer)	

Officers:

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

Guest Speaker/s:

Kevin Bradbury – Policy and Marketing Manager	KB
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1.0 Apologies for Absence

1.1 Apologies were received from John Aubery and David Lawrence.

Due to various personal commitments, Dave Lawrence has also resigned from the Panel.

1.2 MH said that she had been informed by Cllr Janet Harper, that she will no longer be attending the Inner West Area Panel Meetings, as Cllr Jim McKenna has now been nominated to serve on the Inner West Area Panel Meetings.

1.3 A warm welcome was extended to everyone at the meeting by JW. Kevin Bradbury, guest speaker was also welcomed to the meeting.

For the benefit of the Panel, introductions were given.

1.4 AL drew the Panel's attention to the Area Panel Code of Conduct. Whilst some

Action

members may already be in receipt of a copy, AL advised that there is now the requirement for all panel members to agree to be bound by this Code of Conduct. To this end, he requested that each member signs the last page of the document, and hands it to MH before they leave the meeting.

2.0 Minutes of the Meeting Held on 13th June 2011

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

3.0 Matters Arising

3.1 Item 5.2.5 of previous minutes: JH confirmed that she is now in receipt of a Tenancy Agreement.

3.2 JW informed the Panel that between now and the next meeting of the 10th October 2011, they shall be looking to appoint a Vice Chair, for the Inner West Area Panel. He requested that any expressions of interest be directed to Akbar Khan.

JW thanked AL for kindly agreeing to chair the last meeting in his absence.

3.3 Item 6.2.1 of previous minutes: an update on progress with the bid to install bollards to the grassy field in New Wortley, was requested. MPD advised that work should commence within the next couple of weeks.

3.4 Item 4.0 of previous minutes (Solar PV Scheme): Copies of the updates for action points 4.1.3, 4.1.10 and 4.1.17, received from Phillip Charlton, Project Manager by email, were circulated at the meeting.

RM said she is no longer on the scheme panel, and has been replaced by Dean Evans. She will no longer be able to provide updates on progress, but will ask if Dean Evans can provide her with this information.

RM

AL mentioned that he had details of the open days for the Solar PV Scheme, which he will forward onto MH, should any members of the panel wish to attend.

AL/MH

3.5 Item 3.1 of previous minutes: JW enquired if the visit to the Contact Centre has been arranged yet, by Mick Parker. MH to chase progress with Mick Parker.

MH/MP

***Addendum to the minutes:** AL has informed MH that the open day for the Inner West area, was for the 10th August 2011. Unfortunately, it would have been impossible to inform or invite members of the Panel, given the short timescale.*

4.0 ALMO Business Centre Leeds (ABCL)

4.1 Kevin Bradbury introduced himself to the Panel, and explained his role with regards to the development of the ABCL.

4.1.1 Copies of the ABCL Briefing Paper 1, were circulated at the meeting. KB apologised for the lateness of the document, but explained that firstly the Briefing Paper had to be agreed across the other ALMOs.

A slide presentation was provided to the Panel, and KB asked if there were any questions.

- 4.1.2 In response to the JG's question, KB informed him that Neil Evans is not in charge of the ABCL, as he is Director for Environments and Housing. Claire Warren, Chief Executive of West North West homes Leeds, is the appointed person in charge of the ABCL.
- 4.1.3 HS asked what will be happening to the Boards. He was informed by KB that the Boards will remain as they are. HS then requested clarification of the services to be provided. AL informed him that the customer facing services will remain as they are. The rest of the services, eg, HR and Marketing, will go into the ABCL.
- 4.1.4 JG enquired if the ABCL is going to work. KB advised him that there is no reason for it not to. In addition, financial savings have to be made as well as the delivery of a better service.
- 4.1.5 DH questioned that if there are to be savings, then why the need for two office moves, and not just the one move. KB agreed that such a situation would have been ideal. However, part of the brief was to have a leased building close to the city centre, and not next to another ALMO. DH then queried if the ABCL could create an overspill into yet a third building. KB felt that it should not.
- 4.1.6 JW enquired of the budgets for the ALMOs. KB replied that these have been agreed for this year for each ALMO. However, next year may see a difference in the setting of budgets.
- 4.1.7 HMP asked if ABCL will be housed in Council owned buildings. KB informed him that Enterprise House is a Council leased building.

5.0 Customer Involvement

5.1 Update

- 5.1.1 A brief summary of the report, and Customer Involvement Policy, was provided by EG.
- 5.1.2 EG made reference to paragraph 2.2 of the report and advised that the workshops have already been held.
- 5.1.3 With regards to the Policy, EG explained that the two main areas of change, are the Service Standards and the Performance measures.
- 5.1.4 Focus groups are to be held in early Autumn for both involved and uninvolved customers.

There were no questions arising from the report and policy.

The Panel noted the contents of the report and policy.

5.2 Local Performance Framework

A summary of the report was provided by AK. He advised that June's performance for Armley, was greatly affected by staff shortages with almost three quarters of staff either on annual leave or off sick. He hopes to see an improvement in the figures for July 2011.

- 5.2.1 There have also been issues at the Bramley Housing Office, of customers waiting

for over an hour to have their query dealt with. The issue of repeat contact has also increased due to the current problems with Morrison FS.

- 5.2.2 A three year programme for home visits has been put in place, and the most vulnerable customers being visited first.
- 5.2.3 Over all, the performance for Bramley Housing Office is considerably better to that of Armley. The action plan for estate grading has started in the Wythers, and has seen improvements.
- 5.2.4 AK reported that many customers are now signing up to the Good Neighbour Agreement.
- 5.2.5 The Broadleas has become a hotspot for ASB., An action plan, therefore, has been developed and they are now pushing forward with trying to make improvements to the area. However, attendance at the first tenants' and residents' association meeting, held at Moorside Community Centre, was very poor. AK added that he and his team are determined not to give up and intend pushing forward with improvements to the area. Two new housing surgeries are also to be held on the Broadleas.
- 5.2.6 AL enquired of the cost of Morrison FS, on staff. AK replied that it has lead to an increase in sickness levels with staff, plus they are falling behind with their back office work, as an outcome.
- FH enquired if relief staff are available for helping out.
- 5.2.7 Morrison FS are now holding surgeries from 9.00 am – 1.00 pm, on a Monday. JG asked who is ultimately accountable at Morrison FS. AL replied that matters were escalated to the Service Performance Meeting last month, and now the issues have been placed in the hands of Claire Warren, Chief Executive, and the Chief Executive of Morrison FS.
- 5.2.8 CllrNT enquired of the issues, when there is congestion in the office. AK advised him that each customer's details are entered onto a sheet, by the CSO, and that 80% of all issues are related to repairs. He added that footfall in the Bramley Housing Office has significantly increased, but that he is not sure of the reasons why.

The Panel noted the contents of both performance reports.

6.0 Revenue and Capital Expenditure

6.1 Decency Update and Capital Investment 2010/11

A summary of the report and appendices was provided by RM.

- 6.1.1 She advised that an additional £2m has been provided for sheltered housing projects for this, and next year.
- 6.1.2 To date, only £0.5m has been spent on voids adaptations, due to the problems with Morrison FS.
- 6.1.3 RM reported that the target of 96% for all stock to be decent by the end of 2011/12

is currently being maintained. PMS were appointed in May 2011, for helping with the schemes, and will be looking at double glazed windows for whole estates, plus additional fire safety work.

- 6.1.4 CllrNT spoke of his disappointment over £0.5m only having been spent, and was dismayed to learn of stock condition surveys not being properly carried out, as being part of that reason. He felt that these are issues of competence, leadership and management. The second issue, he raised was of kitchens and bathrooms, and thought that it should be possible for both schemes to be carried out at the same time on a property. He requested for RM to explain the reasoning behind the decision. RM informed him that it is down to government standards, ie, key components and non key components. She added that if one fails then it is not a priority, and that there has to be two points of failure to qualify for a scheme.

CllrNT thought there should be more flexibility now with schemes and that rules should change. He asked at what point they expect to see decency achieve the target of 100%. RM explained that it is an ongoing system of properties meeting decency, and of some falling off the decency standard and, therefore 100% can never be fully achieved.

There were no further questions.

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

6.2 Area Panel Bids

- 6.2.1 MPD informed the Panel that only £1,600.00 has been spent on bids so far this year.
- 6.2.2 AP30-2011: Funding requested for a garden competition, which aims to encourage tenants to take pride in their gardens and environment

Funding requested: £350.00 (to be funded from the revenue budget).

The bid was unanimously agreed by the Panel.

- 6.2.3 AP36-2011: Funding requested for a notice board to promote the activities of the Moorside Tenant and Resident Association

Due to there being a conflict of interest, JP and DH left the room, whilst the bid was discussed.

CllrNT mentioned that the Inner West Area Panel has already funded two notice boards, and in addition has spent more by making them vandal proof. He queried the cost of the bid, as he felt it should be more than the amount requested.

Funding requested: £700.00 (to be funded from the revenue budget).

The bid was agreed by the Panel.

6.2.4 AP37-2011: Funding requested for the removal of the privet hedge which border the footpath serving 10 to 16 Broadlea Hill and 161 to 167 Broadlea Terrace

MPD advised that the fence is for 87 metres, hence the cost.

CllrNT said he would be sorry to see the fence go, but realises that it is an area of ASB. MPD confirmed that there have been no reports of attack, however, it is known that people do hid behind the hedges.

Estimated total cost: £7,925.00 (to be funded from the revenue budget).

The bid was agreed by the Panel.

6.3 Evaluation of Area Panel Bids

A summary of the report was provided.

6.3.1 CllrNT enquired of the two bids under item 4.2 of the report, and JW enquired of the one bid that received more than 50% dissatisfaction.

MPD said she will provide feedback on both, at the next meeting.

MPD

The Panel noted the contents of the report. No comments on the report format, or of the type of information requested for future reports, were received.

7.0 Any Other Business

7.1 Area Panel Code of Conduct (Amendment to Process)

Covered in item 1.4 above.

7.2 Election of Vice Chair and New Member to the Panel

JG was duly elected Vice Chair of the Inner West Area Panel.

Deanne Hodgson, was co-opted onto the Inner West Area Panel.

8.0 Date Time and Location of Next Meeting

8.1 Monday, 10th October 2011, at 5.30 pm, in The Board Room, Westfield Chambers.

8.1.1 Apologies for absence for the next meeting of 10th October 2011, were received from HS and CllrNT.

8.2 Future scheduled meetings: 12th December 2011 (to be held at the same time and venue).