

**MINUTES
INNER WEST AREA PANEL MEETING
4pm AT WESTFIELD CHAMBERS
MONDAY 10TH DECEMBER 2012**

Attendees:

Area Panel Members:	Hugh Morgan Pugh (Chair)	HMP
	Deanne Hodgson	DH
	Jenny Holt	JH
	Andy Liptrot	AL
	Graham McDonald	GM
	Councillor J Mckenna	JM
	Councillor N Taggart	NT

Officers:

Mick Parker N.P.M	MP
Stephen Towler Scrutiny	ST
Tracey Thorpe: Minutes	TT

1.0 Apologies: Apologies were received from Jean Paxton, Betty Nyamayaro, Akbar Khan.

2.0 Minutes of the Previous Meeting Held on the 22nd October 2012 and Matters Arising all agreed.

Update to (Item 7.0) MP reported that the Neighbourhood Improvement Programme support team held a open day for members of the community to attend at the Fairfield Community Centre which was received very well.

3.0 Capital Expenditure.

3.2 External Funding Update.

Regarding the external funding report from Dawn Appleyard this report covers the whole of the Almo's it is not just for the Inner West area. Dawn Appleyard is the key person to contact in putting bids together for the future.

Action

4.0 Customer Involvement

4.1 Area Panel Bids

AP39 Railings to Westerley Rise & Westerley Croft

To fit fencing to the Westerleys the original cost was £1,000 now at £1,280.00
Approved.

AP70 Burnsall Croft.

The scheme will improve the overall appearance of Burnsall Croft the cost will be £2,083.00.
Approved.

AP78 Clyde Walk Regeneration Project

Enhance the quality of footpaths and communal open spaces within the central spine route of the New Wortley Estate. Cost £50,000
Approved.

HMP is to discuss with AK that we need to have schemes ready to move forward at the next couple of Area Panel meetings so we can spend the money as soon as expenditure is approved in April. There is also a need to target the multi storey flats for renovating, cleaning, and the provision of skips at local events. Cllr Mckenna added that he has been delighted on the the previous bids that have gone through.

4.2 Theaker Lane - Lighting

A evaluation report regarding the Theaker Lane Garage Site Lighting was submitted to the panel. The panel had previously agreed to fund the work to install the additional lighting columns on the site at a total cost of £8000.

The project has been well received by the tenants of the garages on Theaker Lane. Respondents were particularly satisfied that the work had improved community safety or reduced crime and reduced levels of anti-social behaviour. Customers also expressed satisfaction that the project had improved the health and well-being of residents and made an improvement to the quality of the local area.

Other comments received from customers were very positive stating that the lighting had been a very good idea and money has been well spent.

4.3 **Community Engagement & Inclusion Update**

The report goes out every month with a summary of the activities of the team.

If anyone has any new and creative ideas as to how you can involve your community, you can contact Rukhsana Mahmood who is the Cohesion & Diversity Officer at WNWhl.

The report also states how WNWhL are meeting the needs of Diverse Communities by continually organising and promoting twice yearly forums for each of the top 6 languages other than English which is requested by our customers these include Arabic, Farsi, Kurdish, Polish, Tigrinya and Urdu.

One of the areas states that WNWhl have been successful in achieving the award for standards of "Excellence" in Social Housing.

The assessment was led by the Local Government Association who will validate and formally recognise the Excellence level.

ST reported that the Tenant Scrutiny have held a assessment day on the 27th November and 3 out of 5 applicants were selected.

The 2 unsuccessful candidates were advised to increase their experience of involvement with WNWhL and reapply in 2013. The sixth applicant was unable to attend due to a previously arranged holiday and an additional assessment session will be arranged for him.

Further reports will continue to be brought to the Area Panel as scrutiny progresses.

There is currently nine active and recognised Tenants and Residents Associations representing residents in the Inner West area. Associations play an important role in developing community spirit and in ensuring that local residents have a voice and are able to influence the services and priorities affecting their communities.

There is also two Area Representatives for the Inner West covering the Landseer's and Wellington Gardens. Area Representatives represent tenants in a defined area and act as a link between WNWhl and the local community.

The report also publicises the outcomes and activities from customer involvement which is an important part of the work the team do. During December they have produced the fourth edition of IMPACT which has been circulated to all of our customers and staff. Articles have also been added to the website, where up to date feedback and results from customer involvement can be seen.

5.0 Local Issues

5.1 Local Performance Framework.

Customers have been consulted on repairs from Morrisons another survey will also take place in the New Year. Targets have been achieved by contacting customers within one day of their complaint coming through and a full response was met within the first 10 days. MP and AK do have a monthly meeting where they look at the performances of the team.

MP is to arrange to have a narrative box added to the performance report to highlight what targets have been achieved. Cllr McKenna has asked for New Wortley and Bramley to carry out at least 100 inspections.

Cllr McKenna stated that looking at the report it is indicating we are heading in the right direction in meeting our priorities, but would like to see the red areas turning green.

Cllr McKenna would also like to see more involvement in working together with the Police and the PCSO's.

Cllr Taggart raised an area of concern in sharing data on customers with contractors. We need to have customer's needs ie anything that is specific to that customer highlighted on the database so that the contractor would be aware in what their needs are ie any language barriers, disabilities, special needs.

Cllr McKenna reported that one of his constituents is Kurdish enquiring do WNWHL have any support in place to offer support in the community. ST reported that twice a year forums are held to offer support and help for members if anyone requests information to go out in the appropriate language then this can be arranged.

5.2 Grounds Maintenance Update Report.

The report show that with about 1,300 grass assets cut each time, Neighbourhood Monitoring Officers have been achieving a strong monitoring rate of an average of 30%.

Continental Landscapes have been delivering against WNWHL performance targets with 99.5% overall performance result (99% target) 92% of assets have been cut right the first time (90% target)

Customer satisfaction surveys have been carried out, of the 300 asked so far 81% have been very or quite satisfied by performance and 17% were very or quite dissatisfied. The report indicates there was a dip in satisfaction during the wet weather in the summer. Performance is shown by each ward some wards have had low or very low numbers, Outer West has had a high level at 9% joined alongside with Inner West. Outer North West has had the highest levels of monitoring of all areas at 38% but all areas have achieved 25% or More.

6.0 Any Other Business

- 6.1 Neighbourhood Action Plans have now been signed off and are available for viewing on the WNWHL web site.

Date and Time of Next Meeting

Monday 11th February 2013 4pm (Training 4.30pm) at Westfield Chambers