

**MINUTES
INNER WEST AREA PANEL MEETING
4pm AT WESTFIELD CHAMBERS
MONDAY 11th FEBRUARY 2013**

ATTENDEES:

AREA PANEL MEMBERS: Hugh Morgan Pugh (CHAIR) HMP
Jenny Holt JH
Jean Paxton JP
Councillor J Mckenna JM

OFFICERS:

Akbar Khan APM AK
Rukhsana Mahmood
C& D Project Officer RM
Elaine Rey
Corporate Support ER
Tracey Thorpe Minutes TT

- 1.0 Apologies:** Apologies were received from Andy Liptrot, Deanne Hodgson. Cllr McKenna informed the panel that Cllr Taggart was attending another meeting. A message and a pack was sent out to Mr Graham McDonald but no contact has been received

1.1 EQUALITY & DIVERSITY TRAINING

Rukhsana Mahmood attended the meeting to deliver training on Equality and Diversity a paper was circulated to all members who took part in answering all the points covered in the report. HMP found it all very interesting and asked Rukhsana if they could have a certificate.

1.2 ALMO REVIEW

Elaine Rey from Corporate Support attended the meeting to report on the Almo review. The report has gone to the Executive board in early January; there are two options to consider. One is to go back under the direct control of Leeds City Council, two the Almo will be run as one. Letters and questionnaires have all been sent out to customers. Area Panels will continue to operate, Leeds City Council is interested in what the Area Panel's thoughts are for the future i.e. would they like to see any changes.

ER stressed to the panel that no final decisions had been made and that Leeds City Council do not have a preferred option at the moment.

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

Minutes were read through and agreed a true record.

3.0 Capital Expenditure.

Paul Rounding of ABCL to be invited to attend the next meeting in April, TT to send invite out. **TT**

3.1 External Funding Update.

Funding reports are apparently only done every quarter, the next one will be due at April's panel. TT to contact Dawn Appleyard for April's report. **TT**

4.0 Customer Involvement

4.1 Area Panel Bids

Bid Ref AP87 2012 BROADLEA FENCING £17,250.00

The above bid has been submitted by Sukhvinder Singh Aujla to install approximately 120 metres of palisade fencing, powder coating in green, at 1.8 metres in height to boundary of waste land properties on Broadlea Grove, Broadlea Hill and Leeds & Bradford Road. To level and grade the land to make it suitable to be put on contract with Continental for them to then maintain and to remove the remaining items of fly-tipping.

The panel agreed this area would be improved by the fencing, the bid will be deferred until the next meeting in April. The panel would like to see the consultation letters that were sent out to tenants of Broadlea Grove, Broadlea Hill and Leeds and Bradford Road. If the bid is approved the funding will be out of the next financial years budget. TT to ascertain the letters from SA and bring back to the next meeting. **TT**

4.2 Update on Previous Bids from AK

Revenue:

Armley Fun Day was a success now completed.
Coal Hill Lockable Grit Bins have been ordered.
Poplar Way turfing verges, issue with materials Ak currently chasing up.
Broadlea Grift Bins have been ordered.
Armley Christmas lights have been paid for thanks to the area panel.
Westerley Rise Fencing is to be resubmitted to the area panel.
Broadlea A, frame works to be ordered.
Burnsall Court tenants facilities and Burnsall Croft improvements both awaiting authorisation which will be put on before next the meeting in April.

Capital:

Wyther Park Metal Fencing
Landseer Road Fencing
Burnsall Grange Walkway
Summerfield Place bin area
Clyde Walk

All the above have been raised to the property service team and awaiting confirmation when the works will start.

The Clyde Walk project will have £40,000.00 spent over the next twelve months all monies from capital is pretty much spent, there is about £15,000 left from revenue. AK stated everyone has done really well in getting the bids through, there has been a wide and varied collection of bids and a marked improvement on them all.

4.3 Community Engagement & Inclusion Update

Steven Towler gave a explanation of the areas of work that the team have carried out each month.

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.

There was no diverse community fund from Inner West.

In the report RM also reported on 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.

RM reported that the Tenant Scrutiny Board have completed their scrutiny of Property Security. This primarily covered fire safety, gas servicing and access to communal buildings.

Their report on their findings and recommendations was taken to the Board meeting on 24th January 2013. They have made 16 recommendations to improve our service to tenants and leaseholders and these are now being considered by the Board and an Action Plan for implementing those that are agreed will be developed.

Copies of the report are available on the WNWhl web site or on request from the Community Engagement & Inclusion team.

The next step for Tenant Scrutiny is to decide its future topics. This will be done using customer satisfaction levels and performance information. A meeting will be held with Board members in March to agree the topics.

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

There are currently eight active and recognised Tenants & Residents Associations 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.

Area Representatives are invited to regular meetings to receive up to date information and support in their role. The six areas currently represented are: Brookleigh, Minster Flats, New Street Grove, Whingate Green, Whingate Court, Whincover Grange.

5.0 Local Issues

5.1 Local Performance Framework.

AK reported that during December performance was poor there was a lot of sickness in the Armley and Bramley teams plus Christmas holidays.

92.8% graffiti was removed.

AK reported that Paul Robinson's teams had done a brilliant job of clearing snow and putting the grit down. A letter to thank all Neighbourhood Standard Officers in all areas is to be sent out congratulating them on their efforts.

From April a narrative report will be attached with the performance records.

A action plan for the Bramley office will be put in place for when staff have not not performed ie missing targets hopefully there should be a marked improvement for April.

AK is looking at having more involvement from residents wanting to promote more local schemes looking at the Broadleas, Fairfield, Wyther areas. A locality pilot on Mistress Lane and Ley Lane is going to be starting, with a view to looking at litter not getting picked up, graffiti and illegal drugs issues, working with the police using their intelligence. Hopefully in August we will be able to give good feedback on what has been achieved.

5.2 Ground Maintenance Update.

The report highlights that grass cutting was completed on the 7th November 2013. This was the last grass cut for the season and an extra cut to what was originally planned due to wet weather over the year.

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)

A monthly customer satisfaction surveys only take a snapshot of views from our customers. Out of 367 asked, 83% have been very or quite satisfied by performance, and 14% very or quite dissatisfied. Satisfaction in the winter months is always higher than in the height of the growing season and the overall performance data is improving.

Shrub maintenance is due to be completed by mid-February some delays were experienced due to the weather and ground condition. Training has been offered to Neighbourhood management staff to ensure that all staff is confident with monitoring and that they all understand issues around inaccurate mapping and how to rectify this.

Re-stocking of shrub beds that are in a poor condition and are not always fully stocked potentially are leaving large areas which tend to be invaded by weeds. Consideration needs to be given to whether WNWhl wants to restock some of the shrub beds or if it is more appropriate to remove the remaining shrubs and grass the bed over. Area Panels may want to consider whether there are any of these changes they would like to support and fund as may local Councillors.

AK reported on the Safer and Stronger Communities Scrutiny Board, the report highlighted that during November Leeds City Council Scrutiny board; made 10 recommendations related to the Leeds wide ground maintenance contract.

The most significant recommendation (2) to WNWhl is to explore a move towards an extended shrub maintenance service; and a fortnightly grass cut frequency to achieve a better quality of service.

The response is WNWhl need to make sure that they prioritise the best use of their limited funds in these difficult financial times. WNWhl want to retain flexibility and phasing will be adopted in 2013 which will use climate condition to direct the overall frequency. It is believed that this approach offers the best value for money. The increased frequency of grass cutting on "premium" sites in response to customer concerns raised during 2012 will be retained.

Recommendation 4 ask for a number of departments and continental to review the existing litter picking responsibilities and opportunities for more joined up working.

The response is some consideration is being given for Continental to expand litter collection to cover adjacent hard surface where applicable in co-ordination with street cleansing activities.

Recommendation 10 is to develop a Communication Strategy aimed at promoting public awareness of behaviour that is obstructive to the delivery of a good quality grounds maintenance service (e.g parking on public verges).

The response it is proposed that this takes place ahead of the grass cutting season in 2013.

JP stated there has been letters in the evening post about how the grass is being left too long in between cuts.

AK has asked Jean is to report back if the grass gets too long as local areas of issues need to be reported.

6.0 Any Other Business

Date and Time of Next Meeting

Monday 29th April 2013 4pm (Training 4.30pm) at Westfield Chambers





