

Area Panels Update – October 2007

Area Panel 1 – Bulwell	Area Panel 2 – Bestwood
<ul style="list-style-type: none"> • Meetings are held at the Bulwell Office and Chair and Vice Chair have been elected at the last meeting • Performance information was discussed and the Panel decided that they wish to focus on particular items at meetings. • League table for performance was found to be useful but a breakdown for the Bulwell area was requested • Re-let times were discussed together with Homelink • Future agenda items requested are: private rental issues and anti social behaviour • The Panel will be working with the Area Housing Manager to develop standards and targets to improve performance and service delivery 	<ul style="list-style-type: none"> • Chair and Vice Chair elected • Panel discussed performance information with officer from the Best Value and Performance Team requesting reports for next meeting • Local issues and the Mock Inspection were discussed • The AHM explained about the function of the Area Panel and the Terms of Reference were circulated • Venue for meetings was approved but times of meetings altered to start at 6.30 pm and finish at 8.00 pm
Area Panel 3 – Aspley and Bilborough	Area Panel 4 – Radford
<ul style="list-style-type: none"> • Area Panel 3 meetings are held at the Bee Centre in the heart of the Broxtowe estate. • The Panel has a Chair and is supported by the Area Housing Manager and Tenants and Residents Officer. Updates on hotspots and LAGs were discussed at the last meeting as well as feedback from Tenants and Residents Associations in the area. This is a standard agenda item. • Area Performance was discussed, in particular the Area Office performance. • Greenspaces are to be invited to the next meeting 	<ul style="list-style-type: none"> • Priority for Radford is to hold regular Estate Inspections with NCH, NCC and the Police involved and this was discussed along with the proposed Estate Inspection taking place during September. • A newsletter is produced by the Panel for the local area highlighting the work and activities the Panel are involved with as well as information about the Compact in a summarised format • The Panel received statistical information on performance and had a chance to discuss and raise issues around performance

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<ul style="list-style-type: none"> • Training was requested for chairing meetings for the Vice Chair 	<ul style="list-style-type: none"> • Good practice was noted for the cleaners of Pine View • The Tenancy Agreement consultation document was an item at the meeting for discussion and comment, together with the Mock Inspections • The meeting was attended by a Councillor from NCC
<p>Area Panel 5 - Southglade</p> <ul style="list-style-type: none"> • Area Panel 5 meetings are held in the Board Room at Hounds Gate. This is in agreement with the Panel. • One member is co-opted onto the Panel • The Chair and Vice Chair were elected at the last meeting • The Panel were provided with information about how detailed reports about performance in the local area will be provided to the Panel on anti social behaviour, rental income, customer service, estate management and void properties which are all items suggested by the Panel for scrutiny • The AHM discussed the forthcoming Mock Inspection with the Panel 	<p>Area Panel 6 – St Anns</p> <ul style="list-style-type: none"> • Area Panel 6 holds it's meetings in various local location within the St Anns and Sneinton area and have agreed to have a rotating Chair for meetings • The latest discussions that that have taken place with the Panel have covered: the performance of the St Ann's Housing Office, the Sensitive Lettings Policy including 40 plus accommodation, highlighting anti social behaviour hotspots, outlining possible links to Area Committees, completed and proposed estate inspections and clean ups and also noting waiting list times in various bands in terms of getting a property through Homelink • The AHM and TRO are actively looking for more tenants and leaseholders to join the Panel, particularly people from BME communities, young people and people with young families
<p>Area Panel 7 – Wollaton and Lenton Abbey</p> <ul style="list-style-type: none"> • Work is underway to set up Area Panel 7 and the TRO is working with tenants and leaseholders in the community to take up membership on the Panel and ensuring that local Tenants and Residents Associations are aware of how the membership on the Panel can help to influence and scrutinise the services provided by NCH and NCC. 	<p>Area Panel 8 – Lenton and the Meadows</p> <ul style="list-style-type: none"> • The Chair and Secretary have been appointed and the Panel meet at a local venue • At their last meeting the Panel discussed value for money as well as the outcome of the mystery shopping exercise in Lenton in July and how well the Area Office has performed in both face to face contact and telephone

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	<p>handling</p> <ul style="list-style-type: none"> • The Panel received performance information from the Best Value Team for the Meadows and Lenton Area • The Mock Inspection was also on the agenda and Estate Inspections and the Weeks of Action that have taken place and made huge improvements to the estates in Meadows and the Lenton. • The next meeting of the Panel will cover the signing of the Constitution and it will be “an event” of the evening with representation invited from NCH and NCC • Agenda items for the next meeting include the programme for Decent Homes, feedback from the Mock Inspection and an update on regeneration in the Meadows area. • NCC were unable to attend due to other meetings arranged.
<p>Area Panel 9 - Clifton</p>	
<ul style="list-style-type: none"> • The Chair and Vice Chair were elected for the Panel • Performance statistics for the area were provided by the Best Value and Performance Team. Ideas were asked for by the Team for the next round of performance from the Panel. The Panel have been looking at customer satisfaction for Decent Homes work being carried out by both Keepmoat and Lovells in the Clifton area and discussing environmental/fencing schemes approved by Area Committee in July 2007, which is to be completed by the end of March 2008. There has been particular focus on the development of a consultation plan for those residents who are going to benefit from the work 	

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| <ul style="list-style-type: none">• The outcome of the Estate Assessments carried out in September 2007 by the NCH Tenant Inspectors was covered at the meeting and the external improvements that have taken place since a previous inspection in June 2007. Improvements have been made to the overall tidiness and cleanliness of the area.• Concerns were raised about the ongoing problems with parking in and around Clifton Cornerstone. There was no representation from Councillors or NCC, but both have had written invitations and a list of the dates of meetings.• Pre agenda meetings have been arranged between Chair/Vice Chair and AHM before Area Panel meets• More information on the three Cs received since Decent Homes work commenced in the area has been requested by the Panel | |
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