

Minutes



Minutes of Area 1 Panel meeting held on Thursday 28th January 2008 at Lathkill Close

<u>Present:-</u>	Kath Biddle	KB
	Kevin Butt	KBT
	Carol Phillips	CP
	David Phillips	DP
	Olga Footitt	OF
	Kevin Butt	KB
	Sheila Loades	SL
	Mureen Henson	MH
	Ros Yousouf	RY
	Ruth Haywood	RH
<u>NCH:-</u>	Will Morritt	WM
	(Housing Manager)	
	Kathy Mason	KM
	(Anti-Social Behaviour Project Officer)	
	Claire Reeves	CR
	(Tenant and Leaseholder Involvement Officer)	
	Brian Walker	BW
	(Property Services)	
	Steve Williams	CB
	(Property Service)	

Councillors:- , Ginny Klein and John Hartshorne.

NCC:-

Apologies:- Christine Tunneycliff, Barry Tunneycliff, Ros Yousouf, Gill Moy Director of Housing Operations, Councillor Alan Clark, Councillor Eunice Campbell, Sheron Riley Area Housing Manager

Action

1 **Welcome, Introductions and Apologies**

The Chair welcomed everyone to the meeting and introductions were made.

2 Previous Minutes

The minutes of the previous meeting were read and accepted.

3 Matters Arising

3.1 RS asked how it was possible to collect 100.21% of rent

3.2 WM advised that this was because we had been able to collect some money owed in arrears.

3.3 CP advised that the issue on Wingbourne Walk was still ongoing 11 cars had been sighted recently

3.4 WM had contacted Planning who had been to investigate but they had closed the case as they were unable to observe anything. WM agreed to ask for this to be re-investigated. WM

3.5 Councillor Klein updated that when Bulwell Market was re-vamped no lighting was included due to cost.

4 Anti-Social Behaviour (ASB)

4.1 KM introduced herself and her role. She advised that she had been looking at feedback from customers to find out how Nottingham City Homes' (NCH) deals well with cases of ASB and where we can improve. Three areas arose from the feedback; to ensure consistency in dealing with cases, issues with completing diary sheets and our performance. During the last 12 months changes have been implemented, challenging targets have been set around early intervention with ASB. We have a target to resolve cases within 3 months or 6 months in more complex cases. The diary sheets have been changed and a pack created to support their completion and give details of what happens during a case. An ASB case review panel has been formed which is made up of NCH, a solicitor and partners who review cases over 2 months old to ensure consistency and to make sure cases are dealt with in the most effective way. Bulwell Housing Office is performing well when cases of ASB are reported, they have achieved 100% of visits within 5 days of a case being reported and 78.5% of cases are being resolved within 3 months. Bulwell Housing Office also obtained 20 Court Orders between April-October 2008.

Councillor Hartshorne asked if Anti-Social Behaviour Orders (ASBO) were seen as a badge of honour.

KM advised that nationally an ASBO is not aspired to as the consequences of breaching an ASBO are very serious.

Nottingham also doesn't over use ASBO's as has occurred in other cities.

KB observed that cases can take a long time to resolve if they enter the court system.

KM advised that the nature of the ASB dictates the approach NCH takes. We can move swiftly to court for example if there was a threat of violence to protect the victim.

KB asked if NCH names and shames perpetrators of ASB.

KM advised that we are increasing publicity around issues of ASB but in cases of ASBO's the Courts may not allow us to publicise information.

WM encouraged Panel members to help partner agencies get the message out to the community that it is important to report instance of crime and ASB and that it is possible to do so anonymously through Crime Stoppers.

5.0 Priorities/Forward Plan

5.1 CR advised the Panel that she had circulated a draft Forward Plan with the papers prior to the meeting for the Panel's consideration. The draft included key items the Panel had previously raised and which could form the basis of the Panel meetings for 2009/10 so that the Panel could scrutinise its priorities. The plan was submitted in draft format so that the panel could consider how it would like to plan for the forthcoming financial year.

5.2 The Panel considered the draft plan and decided that their top five priorities would be;

1. The Older Person Strategy and Sheltered Housing
2. Empty Properties (both NCH and other)
3. Improving Estates (including fencing, untidy gardens, garage management, regeneration of the area and signage)
4. Repairs (including quality of repairs and the Decent Homes Programme)
5. Recruitment and engagement to the Area Panel

5.3 CR agreed to formulate these priorities into the Forward Plan and bring this to the next Panel meeting.

CR

6.0 Local Area Round Up

6.1 KB reported that since the CCTV camera had been moved instances of ASB were on the rise

- 6.2 WM advised that cameras are deployed where the greatest need is and this is decided through reported hotspots and at tasking meetings.
- 6.3 KB also advised KB and OF had been meeting as individuals not elected representatives at the Housing Office to discuss issues in the area whilst the TRA is not formally meeting.
- 6.4 OF advised that the regeneration developments were very interesting as they would want to retain the old parts of Bulwell and would be re-vamping the library
- 6.5 KB updated the Panel that B&M had applied for a licence to sell alcohol and residents had raised concerns that this could cause ASB.
- 6.6 RY advised that Bulwell Bogs and Rufford TRA had lodged an objection to the proposal.
- 6.7 Councillor Hartshorne advised that Councillors cannot raise objections these must be raised by local residents.
- 6.8 SL advised that there is a similar shop in Hucknall but it only opens till 5.30pm.
- 6.9 RY updated the Panel that Nottingham In Bloom would be taking place again this year between June and October particularly focussing on planters and barrier planters.
- 6.10 RY also advised that 18 community empowerment champions had been appointed and Nottingham is one of them. Neighbourhood Management would be developing empowerment plans.

7.0 Area Performance

- 7.1 WM circulated an overview of citywide performance for December.
- 7.2 Councillor Hartshorne queried the statistic showing complaints responded to on time as generally a holding letter is sent first not a resolution.
- 7.3 WM advised that the statistic shows we are making contact with the complainant whilst we are dealing with the query.
- 7.4 The Panel raised a concern that the overview was not that easy to digest.

- 7.5 WM advised that we could return to the original style of performance handout if that was more accessible. WM
- 7.6 RY advised that she had been made aware of an instance where a 1st floor flat had been advertised to let as a ground floor flat which had caused issue for the person who was trying to bid for the property.
- 7.8 WM advised that he would contact the Homelink Manager about this. WM
- 7.9 KBT asked if tenants could move within a sheltered complex?
- 7.10 WM advised that the vacant property would be advertised to allow people on the waiting list falling within the correct criteria to bid and the person who came to the top of the list would be offered the property.
- 7.11 KB asked if people could swap
- 7.12 WM advised that secure tenants who meet the criteria do have the right to swap.

8.0 Feedback from NCH Board/Inspection Report

- 8.1 WM updated the Panel that NCH had achieved 2* with excellent prospects for improvement at the Audit Commission Inspection. The inspectors looked at the entire organisation and found vast improvements since the last Inspection. The Tenancy and Estate Management Service was also shown to have made a significant improvement. The allocations system was thoroughly investigated and given a clean bill of health. In the report we were given 5 recommendations by the Inspectors for improvements for the future, often 3* organisations are given 10-15 recommendations. The recommendations were;
1. Take steps to improve the speed with which the repairs call centre responds to calls
 2. Establish arrangements for tenants to self-refer for minor adaptations without the need to undergo an occupational therapist assessment.
 3. Ensure that all relevant services undergo comprehensive equality impact assessments and that any weaknesses identified are reported and addressed
 4. Ensure that leaseholders receive comprehensive information on planned improvements affecting the blocks in which they live and on repairs undertaken to communal areas
 5. Ensure that tenants and leaseholders whose homes may be affected by asbestos are provided with guidance on its possible location and the likely risks posed within three

months of the report publication.

This is fantastic news as this unlocks the £165M to achieve the Decent Homes standard by 2013. We are already working toward achieving 3* at the next Inspection.

- 8.3 WM agreed to keep the Panel updated of progress with the Decent Homes Programme. WM

9.0 Any Other Business

- 9.1 CR advised the panel that a Community Crime Fighters event would be taking place on the 25th February at the Crown Plaza and invited Panel members to attend if they wished.
- 9.2 Ros Yousouf, Kath Biddle, Kevin Butt and Ruth Hayward agreed to attend.
- 9.3 CR also updated that the Big Spring Clean would commence again in March and that if Panel members had any proposed schemes to forward those on.
- 9.4 Councillor Hartshorne suggested a clean up of the Blenheim pub carpark.

10.0 Date, Time and Venue of Next Meeting

Thursday 19th March 5.30-7.30pm Lathkill Close – AGM