

Minutes



Minutes of Area 1 Panel meeting held on Thursday 21st January 2010 at Lathkill Close

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| <u>Present: -</u> | Kevin Butt (Chair) | KBT |
| | Kath Biddle | KB |
| | Olga Footitt | OF |
| | Ros Yousouf | RY |
| | Ruth Haywood | RH |
| | | |
| NCH: - | Dorothy Smith | DS |
| | (Housing Manager) | |
| | Gill Moy | GM |
| | (Director of Housing Operations) | |
| | Steve Williams | SW |
| | (Corporate Property) | |
| | Brian Walker | BW |
| | (Property Services) | |
| | Inspector Chris Davies | CD |
| | (Notts Police) | |
| | Jackie Medcalf | JM |
| | (Notts probation) | |
| | Allan Breeton | AB |
| | (CDP) | |
| | Derek Roberts | DR |
| | (Project Manager, Secure, warm and modern) | |
| | Clair Marshall | CM |
| | (PLO, Secure, warm and modern) | |
| | Cheryll Rawling | CR |
| | (Tenant and Resident Officer) | |
| | | |
| Councillors:- | Councillor Ginny Klein | GK |

Apologies:- Councillor Clark, Carol Phillips, David Phillips, Maureen Henson

1 Welcome, Introductions and Apologies

- 1.1 The Chair welcomed everyone to the meeting and introductions were made.
- 1.2 The Chair reminded everyone that the next meeting on the 18th March is the AGM and both the Chair and Vice-Chair will be standing down at that meeting. He asked if everyone could ensure that they attend.
- 1.3 The Chair praised Bulwell Housing Office for their prompt action in helping a tenant get a radiator fitted.
- 1.4 Apologies were received from Councillor Clark, Mr and Mrs Phillips and Maureen Henson.

2 Minutes of Last Meeting

- 2.1 The minutes of the previous meeting were read and the following amendments made.

Page 2. DS confirmed that Katrina Curnow of Neighbourhood Management Team would provide a copy of the Enforcement Officers report showing how many tickets have been issued in readiness for the next meeting.

3 Matters Arising

- 3.1 1.6 Tesco is now definitely opening their store in Bulwell.
- 3.2 1.13 The tickets will be supplied for the next meeting.
- 3.3 7.2 Information on the painting has been passed to Phil Green. Painting in Bulwell Hall has now finished.
- 3.4 8.2 Residents have now been contacted regarding replacement windows.
- 3.5 8.3 Chris Langstaff stated that all tenants should have received letters.

4 Justice Seen, Justice Done

- 4.1 This came about because of a case review by Louise Casey

It involves;

- One dialogue with the public on crime. (Public should not have to go to more than one meeting on crime).
- Promoting the Policing Pledge (Everyone should look

at this).

- Highly visible Community Payback
- Community Crime Fighters
- Victims and Witnesses- improving services – Nottingham is having a champion to help support people who stand up against ASB.

4.2 Nottingham City is one of sixty pioneer areas. AB is now the Neighbourhood Crime and Justice co-ordinator (Each of the sixty pioneers will have a co-ordinator).

Engaging Communities with the Criminal Justice System. Implementation priorities are;

- Community Prosecutors
- Community Impact Statements
- Using Citizen Panels
- Establishing Virtual Community Justice Teams

This subject is high priority across the City, and has cross-party support, so will continue even if there is a change of government.

AB's role is to help deliver better partnership working in this area and to advertise the services that are provided and who to contact in different instances, and to improve the service provided to victims of anti-social behaviour and crime.

AB will make sure that the police, probation and courts are doing what they should be doing.

4.3 The presentation was made to Area Panel 4 and concerns were raised that this could be lip service. How can the public be made aware of the impact they are having on the service – are they making a difference. AB said that he was not sure how to measure the impact; is it improving, are sentences more severe. AB will be talking to the courts. The police, courts etc are not good at publicising what's being done. Offenders can now be identified. Communities can be updated with leaflets identifying what has been done to offenders. The community will be told of anyone who gets an ASBO, the police need to know if they breach the order.

4.4 Community Payback was previously known as Community Service. Offenders have been working in the community for forty years but this was not publicised because of negative feedback. Work is now visible with approximately 60 adult offenders (aged 17 – 70) currently working 6 days a week across the City.

Presentations are being given to each Area Panel in order to engage with the community to find suggestions for work to do.

Offenders are supervised at all times, and can do work such as garden / land clearances, litter picks, painting and decorating, and small building work. All jobs are risk assessed prior to being started.

Cllr GK stated that work has been done already around the Bleinhem area.

Community Justice wants the community to nominate work to be done, and 3000hrs have been ring-fenced for work within the NCC boundaries. Contact details are available on the leaflets attached.

There is a perception that the offenders are dangerous, this is not so. Dangerous offenders are locked up. This is an opportunity for the offenders to be punished but to do some good in the community.

There has been a meeting with Nottingham City Council and an emergency call out system has been worked out whereby offenders can be diverted to help in situations such as the bad weather. GM stated that NCH has been told to use grit sparingly.

4.5 Cllr GK asked if JN could provide information on the work the team has done within local communities so that people have an idea of the type of work done. JN said that she could. JN

4.6 AB confirmed that they would be happy to come out to any other meetings that the group wanted. Please contact Katy Follows at the Crime and Drugs Partnership (0115 9156383) or CR who will organise this to happen.

5 Forward Planning

5.1 This item was deferred until the meeting in May.

6.0 Repairs

6.1 See attached sheet.

6.2 Cllr GK stated that there had not been a lot of repairs enquiries so the repairs service must be improving.

6.3 SW will look into Carbon Monoxide monitors. SW

6.4 GM was asked why average offers of properties are now 2.9. GM answered that this had been benchmarked with other choice based lettings schemes. The reasons have been analysed, a lot of people have a change of mind and also the properties are in the wrong area. A lot of work is being done on property profiles. People who turn down two properties are now called in for an interview. The average offer does not have a significant impact on void time. In the last couple of months significant progress has been made in reducing the voids and they are now down to 352.

6.5 It was stated that there is a perception that people feel they have to bid or be removed from the list. NCH need to give people a better understanding of the scheme.

7.0 Local Area Round Up

7.1 **Police** CD stated that a comparison in crime in 2009 with crime in 2008 showed a 6% reduction in the area which is on par with the rest of the City.

7.2 Bulwell Hall has seen the biggest reduction of 25% along with Hempshill Vale, Bulwell Forest and Rise Park.

7.3 There has been a significant rise in crime in Bulwell; however there has been success in tackling drugs in the town centre. There has been a 20% increase in burglaries across Bulwell. An increase is not acceptable.

7.4 An operation has been in place in Snapewood for the last four/five months. There has been a problem with a group of youths on the estate. Fifteen individuals are now on a five step ASB procedure. Snapewood is an area of concern and this work will continue throughout 2010.

7.5 The panel were informed that there will be an increase in the number of police officers in Bulwell. Two new Officers will join the street team.

7.6 CD briefly explained the Policing Pledge. Ten points that the Police are promising they will aspire to.

7.7 The police have two ways of working with the Tenants and Residents Associations (TRA's), through the Local Action Groups (LAGs) with the safer neighbourhoods' team looking at local beat issues and also working on three Area priorities. The priorities are ASB in Snapewood, Knights Close in Top Valley and the main focus will be on mini moto's. There will also be a process starting up whereby Chairs of the TRA's can direct police resources for the next six months. Details of

this will be available nearer the time. There will be feedback and the hope is that residents will feel that their views are being taken into account.

7.8 OG praised the police for the work they did during an attempted break-in on Norwich Gardens.

7.9 KB stated that in his experience when police concentrate on an Estate resources are drained from other areas leaving it easy for perpetrators to move into these areas. CD replied that the police try to leave the beat teams in their areas and as from February there will be extra resources.

7.10 CD was referring to the Snapewood Beat not Estate.

7.11 The panel were told that the perpetrators of ASB at Snapewood were local and the police are working with NCH. There is a five step process; the third step is to consider tenancy action, which would involve either sending out warning letters or eviction.

7.12 **Environmental Schemes**

This item was deferred until the May meeting.

7.13 GM asked the panel members to think about garage sites. There are a lot of voids. NCH need to work with the tenants and leaseholders to find out if there are any sites in the area that could be improved with a bit of investment.

8.0 **Area Performance**

8.1 DS circulated the performance report and highlighted 87.3% sustainability, tenancies are lasting longer.

8.2 Lettings complete the pre-termination visits however housing patch managers will be checking properties on their biennial visits.

8.3 Sensitive lettings are having an affect on the figures. The portfolio holders have been asked to reduce the number of sensitive lettings areas. There are serious concerns in Bulwell Hall regarding children and child density. There are less children in the area and this is causing a problem at the local school. Cllr GK suggested that the situation be monitored.

8.4 Section 105 consultation letters are being sent out regarding the cessation of cash collection. This could potentially save £300,000. NCH are consulting with tenants and staff. Consultation with tenants closes on 19th February.

- Rent arrears are £1.2 million less than two years ago.
- 8.5 There are more efficiencies within voids and garages.
- 8.6 NCH will look at other positions within the company for rent collectors and clerical staff. The rent collection service is very high risk and expensive. Mansfield have also stopped their rent collection service. It costs £6.00 to have the rent collected compared with 16p direct debit costs.
- 8.7 Bulwell Office won Office of the year for the reception area. They are challenging for Office of the Month.
- 8.8 Sheron Riley has resigned. Dorothy Smith and Will Morritt are jointly acting up in the role.
- 8.9 The 2.7% rent increase recommendation has to go to Nottingham City Council. A section 105 consultation letter will be sent out when a decision has been made
- 9.0 Feedback (NCH Board)**
- 9.1 Item deferred until the may meeting.
- 10.0 Secure, Warm and Modern (SWM)**
- 10.1 DR introduced himself as the Project Manager in Bulwell. He asked if the panel had seen the SWM brochure.
- 10.2 Work will be starting on Monday in 210 homes in Bulwell Forest. The 210 properties have been selected on stock condition as a result of an independent survey carried out by Savilles. Tenants can challenge/appeal the decision. The 210 properties can therefore increase as a result; also there may be people who are late in responding.
- 10.3 The contractor partner is FHM. The contractors work closely with the NCH customer care group. Every property will receive a customer satisfaction survey. The Contractors code of conduct and an 'improving your home guide' will be given to each tenant.
- 10.4 The team were given 1,800 properties to improve in Bestwood. To date 1,400 properties have been completed and the team are on track to complete the rest.
- 10.5 Customers wishes are always respected and people can and do refuse the work. There is also a mop up service whereby

the team go back into areas to complete work that was not completed the first time e.g. no access. There are key performance indicators and vision management targets and these are being met. The service should be what the customer wants.

- 10.6 There is a true partnership between NCH and the contractor. The ethos is if the partner fails, NCH fails.
- 10.7 CM introduced herself. She stated that all 210 properties had been surveyed. The next step is that tenants will be invited to an open day; this will be an all day drop in session. Following the open day the program will start. Each property is assigned a liaison officer by the contractor. The tenants will choose the design. A three week notice letter will be sent out, followed by a seven day letter. The program consists of a fifteen day completion period. A program of who/what trade will be coming on what day is sent to each tenant. Documentation is kept in the property. Every property has two billboards that display information, including; pictures of workers coming into the property, helping hands and a place for tenants to put comments.
- 10.8 Adaptations will be carried out on properties if the work is picked up on the stock condition survey.
- 10.9 Tenants are issued with 'Don't be a victim' calling cards.
- 10.10 Helping hands is a scheme to help elderly and vulnerable tenants; a profile assessment for the scheme will be carried out on induction.
- 10.11 Operatives carry language identity cards.
- 10.12 Cllr GK asked what arrangements are made for people that cannot stay in their homes whilst work is being carried out. CM stated that NCH will use community rooms at sheltered schemes for short periods and transport is provided. Long term NH look to relatives or respite care.
- 10.13 The Chair asked about the properties on New Highbury Vale. GM stated that a range of options had been put forward for the properties. A public meeting is being held on 1st March. Invitations will be going out.
- 10.14 The Chair stated that wrong sized windows have been fitted at Musters, Abercarn and Rufford Walk. DR will look into this. The relationship with the window partners are no different to that with other contractors, they will be back. The Chair suggested that the tenants need reassurance that they

DR

haven't been forgotten.

10.15 KB asked why the tenants have to wait so long after the survey to be told what work they were having done. DR stated that tenants should have received a letter after the survey and will chase up the reasons why this hadn't happened.

DR

10.16 OF stated that the workmen who had put her central heating in were marvellous.

11.0 Date, Time and Venue of Next Meeting

Thursday 18th March 5.30-7.30pm Lathkill Close. This is the AGM.