

# Minutes

**Minutes of Area 3 Panel held on  
Tuesday 24<sup>th</sup> November 2009 at the Bells Lane Community  
Centre**

**PRESENT:**

Clive Thorpe	(CT)	Chair
John Day	(JD)	Vice Chair
John Hendren	(JH)	
Carole Limb	(CL)	
Sue Stevenson	(SS)	
Alison Thorpe	(AT)	
Ina McCallum	(IM)	
Tony Payne	(TP)	
Jeff Herring	(JH)	
Chris Holloway	(CH)	Housing Manager
Jim Hartshorn	(JH)	Property Services
Councillor Hylton James		
Councillor Leon Unczur		
Gill Moy	(GM)	Director of Housing Services
Janet Glass	(JG)	Head of Business Improvement and Development
Jenny Eurge	(JE)	Neighbourhood Regeneration
John Gudalajtys	(JG)	Neighbourhood Regeneration
David Baillie	(DB)	Neighbourhood Regeneration
Claire Reeves	(CR)	Tenant and Leaseholder Involvement Officer

**APOLOGIES:**

Linda Karry, Margaret Pugsley, Peter Linford, Chris Thelen Property Services, Julie Crook Director of Finance

**1.0 Welcome, Introductions and Apologies**

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

**2.0 Minutes of the last meeting and matters arising**

2.1 CR advised that the Garden Assistance team would be visiting JD about the issue raised.

**ACTION**

2.2 CH advised that the tenants in the flats at St Michaels had been visited to remind them about tenancy conditions regarding dogs in flats.

2.3 JD reported that there are still issues around the church.

CB

2.4 JD reported that the lorry is still parking on Wigman Road.

CB

**3.0 Strategic Regeneration Framework (SRF) Update**

3.1 JE introduced the Neighbourhood Regeneration Team and advised that the SRF was approved at Board level in April. It was subsequently decided that projects would be carried out. Two key projects are currently being undertaken; firstly a plan is being developed to attract another retail outlet in to the Strelley Road area as concern was raised during the SRF consultation that only the Co-Op was available. Secondly consultation is taking place around development of Broxtowe Park, 10 residents have been invited to work with the team and further consultation will be carried out in the areas surrounding the park.

3.2 CT asked why it had taken so long to receive feedback about the progress of the SRF as residents had put a lot of effort in to the consultation process.

3.3 JE advised that the SRF report had been produced and an executive summary was currently being drawn up, this is due for completion in January 2010 and will be circulated to those involved.

3.4 CT asked for clarification on what is happening to Chingford playing field.

3.5 JE advised that the local housing company was considering building on the playing field but there are no further progress updates. All the green spaces within the city are being looked at to make sure that sufficient are maintained. Further consultation will be carried out with the community and the needs of the city will be taken in to consideration.

#### **4.0 Rent Setting**

- 4.1 GM advised that Julie Crook the Director of Finance had sent her apologies for the meeting because the figures for the rent setting for 2010/11 had yet to be issued by Government. Julie Crook would attend the next meeting of the Panel to provide an update.

#### **5.0 Business Planning**

- 5.1 JG introduced herself as the Head of Business Improvement and Development and advised that NCH was currently consulting with Area Panels and Forums about their priorities for the business over the next 3 years. Since the successful inspection NCH's relationship has moved forward with NCC and NCH is looking to develop a 3 year business plan.
- 5.2 JG asked the Panel their service priorities and also what efficiency savings could be made. Once all the consultation has been completed the TLC will look at the results.
- 5.3 The Panel then split in to two groups to discuss the Business Plan.
- 5.4 Group 1 priorities for service were repairs which are carried out correctly first time, tenant participation, garden assistance, tenancy and estate management and have staff out on estates.
- 5.5 Group1 efficiencies were less consultations being used, use local Universities and Colleges to help with communication and marketing
- 5.6 Group 2 priorities for service were repairs, the handyman service, tenant participation, communication, anti-social behaviour (however it was felt that the NCC anti-social behaviour helpline could be improved) and collating profiling information for tenants and leaseholders.
- 5.7 Groups 2 efficiencies were improving communication within repairs, multi-skilled operatives, the use of fewer contractors and consultants.

5.8 JG thanked the Panel for their help and advised that the comments would be fed in to the consultation process.

## **6.0 Performance in the Local Area**

6.1 CH circulated the performance figures for west area and advised that the Bells Lane area is currently 2\* and Broxtowe is 1\*, Streetscene, Broxtowe Partnership Trust and Community Payback have been working in partnership with NCH to raise the standard of Broxtowe. There were currently 41 cases of anti-social behaviour open in west area

6.2 JD commented that feedback was not always received from housing patch managers (HPM) after estate inspections.

6.3 CH advised that anyone who attended the inspection should receive feedback and the HPM should give feedback to the TRA's.

6.4 CH asked the Panel to think about the format of the performance report or if any other detail could be added and advise CH.

6.5 At asked that figures be presented as well as percentages.

## **7.0 Local Area Round Up / Success Stories**

7.1 JH advised that 5000 bulbs had been planted as part of blooming Strelley, Community Payback and Seagrave school had helped with the planting. A programme of zero tolerance is taking place between Friday-Sunday at Flamsteed shops.

7.2 JD reported that there had been a low attendance at SMART's last meeting.

7.3 CL advised that DADTRA had applied for funding for plants and bulbs for the Denewood area.

7.4 IM advised that BETRA's AGM would be taking place the following week. Six ways community centre is also currently very busy.

Panel

**8.0 Area Committee Update**

8.1 This item was deferred to the next meeting.

**9.0 Any Other Business**

9.1 CH updated the Panel on the environmental schemes, 2 parking schemes have come back at a higher cost than originally costed. CH suggested that 2 schemes for fencing be substituted for the original parking schemes.

9.2 The Panel agreed the substitution.

9.3 CH stressed the importance of TRA's and tenants and leaseholders putting forward environmental schemes for next years budget to the Area Housing Office, including the BRATS.

TRAs

9.4 JD advised that a Warburtons van had been blocking Strelley Road every morning between 09.30-11.30.

CB

9.5 JH advised that he would provide information about fencing at the next meeting.

JH

9.6 CT mentioned that certificate of thanks that JH wife had received for her work cleaning around the shops.

9.7 CT thanked all Panel members for their support over the year.

**10.0 Date, Time and Venue of next meeting**

**26<sup>th</sup> January 2009, 10am-12pm, Sheila Russell  
Community Centre**