



North Area Forum Minutes

Minutes of Meeting:

Date: 18 January 2011

Time: 10.30am

Venue: Tenant's and Resident's Resource Centre

Present:

Ernie Plastow	Model Village TARA, Treasurer SJC, Chair
Helen Kilshaw	Senior Performance Analyst
Vivien Binks	Community Engagement Officer
Sue Wray	Chair Redmond TARA
Tim Bartlett	Redmond Community TARA
Rose Lambert	Chair Woodlands New estate TARA
Phil Harrison	Highfields TARA
Mary Paton	Woodlands New Estate TARA
Ann Pawson	Chair Highfields TARA
Margaret Bates	Treasurer Homestead TARA
Ian Bateman	Neighbourhood Manager
Paul Lightfoot	Assistant Director
Frank Protheroe	Committee Homestead TARA

Apologies:

Judith Jones	Director Customer Services
Bernadette James	Secretary Homestead TARA
Keith Jobson	Secretary Middlegate TARA, and Vice-Chair SJC
Mick Werritt	Director of Property Services

Item No	Item	Action
1.	<p><u>Welcome and Apologies</u></p> <p>Ernie welcomed everyone and thanked them for attending</p>	
2.	<p><u>Health and Safety</u></p> <p>Ernie advised the members of the meeting that in the case of fire, the fire exits were located to the rear of where he was seated or through the double doors, through the kitchen (Please mind the step as it is steep)</p> <p>The toilet facilities are located through the double doors and straight through the door at the end of the office</p>	
3.	<p><u>Minutes Accuracy</u></p> <p>No amendments were made to the minutes.</p>	

4.	<p><u>Matters Arising from Last Meeting</u> Page 3 Spare Land, 47 – 49 Lawn Avenue Mary Paton had previously enquired whether the spare land, 47 – 49 Lawn Avenue could be allocated to potential housing use. Paul Lightfoot to investigate.</p> <p>Page 3 Empty Flats in Woodlands View Ernie Plastow had enquired about future plans for the empty flats in Woodlands View. Ian Bateman replied that the sheltered scheme was under review, and the flats could become a long-term void until a decision was made by DMBC. Tim Bartlett enquired whether this block of properties could be sold to a private developer, however Ian explained that not all of the flats are empty, and this proposition would involve decanting tenants. Ian Bateman to discuss with Kerry Brentnall and report to the next North Forum meeting.</p> <p>Page 3 PACT meetings Following the discussion regarding PACT meetings, Ian Bateman supplied a spreadsheet indicating all the times, dates and venues for 2011.</p>	<p>PL</p> <p>IB</p>
5.	<p><u>Performance Indicators – Helen Kilshaw</u></p> <p>Helen provided each member of the meeting with a copy of the performance indicators for November 2010. She explained that figures which had previously been presented in blue, have been replaced by black print, to address the needs of people with dyslexia. Tim Bartlett enquired why SLHD deal with a large number of responsive repairs each day. Paul Lightfoot explained that many properties, especially non-traditional builds, have not yet received Decency works and this could be a major factor influencing the high volume of tenant-led repairs. When all properties achieve Decent Homes standard, this should reduce the number of responsive repairs requested. Ian Bateman added that operatives working for both Repairs and Decency teams will tie in with the Estates team to identify and highlight any concerns regarding safeguarding issues.</p> <p>Helen asked the members of the meeting to look at what they wanted to feature in future performance indicators, and how the information can be best presented ready for the next Forum meeting. Members were asked to forward any suggestion to either herself Helen.kilshaw@stlegerhomes.co.uk (01302 862953) or Vivien Binks – vivien.binks@stlegerhomes.co.uk (01302 862297).</p>	
6.	<p><u>Judith Jones Report – Paul Lightfoot</u></p> <p>As Judith had sent Apologies for the meeting, Paul Lightfoot delivered the Director of Customer Services Report. This highlighted the excellent service delivered by SLHD during the</p>	

	<p>adverse weather conditions experienced in November / December. Straight after the deep snowfalls, 250 members of staff had cleared many paths around bungalows and sheltered homes. Then new problems had presented themselves as boilers froze and pipes burst. The Contact Centre had stayed open from 8am to 9pm, some operatives had worked 12-hour shifts and the situation had changed by the hour. There had been 71 cases where ceilings had come down, SLHD had relocated 41 tenants, and some were still out of their properties while dehumidifiers were been used to dry internally. As a direct result, some works had to be reprogrammed at short notice, for example tenants who had requested non-urgent plastering had been contacted to explain that their work had been put on hold while ceilings had been repaired or replaced. It has now been identified that one of the major issues was around external pipes freezing on condensing boilers. As a result, SLHD was now looking to place the condensing pipe internally, and give tenants further information on procedures for boilers and default codes. Paul concluded that although SLHD didn't get everything right during the emergency, they had received many positive comments. Susan Jordan had received a letter from the Labour Group, congratulating staff on their reactive performance.</p> <p>Ann Pawson commented that members of Highfields TARA had requested grit salt boxes to enable people to clear snow from their paths. Paul Lightfoot considered that this could be quite high cost to implement across the borough, but suggested that enquiries should be made to DMBC.</p>	
7.	<p><u>Any Other Business</u></p> <p>Estate Improvement Fund Frank Protheroe advised that the SLHD Estate Improvement Fund had purchase 2 Dome Hawk surveillance cameras costing £15,000 and donated them to South Yorks Police. It is hoped that the cameras will help to combat antisocial behaviour, and they will initially be used in Armthorpe. However, they are mobile and can be relocated anywhere in Doncaster.</p> <p>Community Skips – 23 TARAs had taken up the initiative.</p> <p>The Play project at Rossington have been allocated £7,000 from EIF Funding, with a view to DMBC match funding a similar amount.</p> <p>The planting project was waiting for materials to be delivered, planting was due to start at the beginning of February.</p> <p>Frank explained that it is not yet known whether there will be an Estate Improvement Fund in the next financial year, due to Government cutbacks. However, all tenants who have submitted projects for consideration, will be acknowledged and thanked for their interest.</p>	

	<p>Henry Boot Compound, Green Lane Ernie Plastow enquired whether the Henry Boot Compound on Green Lane was being moved. Paul Lightfoot advised that an owner occupier was challenging the site for restricting his view.</p> <p>Redmond TARA Sue Wray reported that Redmond TARA have now received funding for the Street Dance project at Carcroft Club. In addition, they have applied for Lottery Funding to deliver a Life Skills course.</p> <p>Woodlands TARA Mary Paton reported that Woodlands TARA have applied for funding in order to purchase outdoor equipment. She also enquired whether it would be possible to install a Community Noticeboard on the Oval. IB to investigate.</p> <p>Wellbeing project – Gaps in Service Provision Vivien Binks distributed Questionnaires designed by DMBC Community & Carers Wellbeing Team, to identify gaps in service provision. She explained that Bal Lall was a Wellbeing Officer tasked with identifying issues that have been unable to progress through mainstream services because there is no suitable provision to follow up via other services. Members were encouraged to complete the Questionnaire and return to Bal Lall, who will then analyse the feedback with a view to analysing gaps and removing barriers. The Questionnaire was designed to highlight gaps in service areas such as housing, neighbourhoods, health, benefits advice, work/life issues and mental wellbeing.</p>	IB
10.	<p><u>Date & Time of Next Meeting</u> Tuesday 15 March 2011 Venue TBC</p>	