

**Minutes of the North West Forum Meeting
4th December 2007, 10.30am
In The Haywood Room**

Present

Frank Knapton	SJC / Morton & Chaucer Rd TARA (Chair)
Ernie Plastow	SJC / Model Village TARA
Harold Trickett	Kirkstone Close TA
Kath Trickett	Kirkstone Close TA
Anne Pawson	Highfields TARA
A Riggans	Highfields TARA
Norman Rowlston	SARA TARA
Sheila Blake	Woodlands New Estate TARA
Rosemary Lambert	Woodlands New Estate TARA
Len Morgan	Woodlands Central TARA
Carol Bailey	Toll Bar TARA
Len Thomas	Trafalgar Estate TARA
John Parkes	Trafalgar Estate TARA
Lynne Harrison	SLHD - Community Liaison Officer
Carol Higgins	SLHD
Helen Kilshaw	SLHD
Claire Trigger	SLHD
Dave Harrison	SLHD
Sharon West	DMBC Area Support Team
Jonathan Hall	DMBC
Abby Wilson	DAWN Environmental

Naz Hussain Federation Support Officer (Minutes)

1. Welcome & Introductions

Frank Knapton opened and welcomed everyone to the meeting.

2. Apologies

Keith Jobson	Middlegate TARA
Dave Wilkinson	SLHD
Sarah Lee	SLHD

3. Minutes of Last Meeting

The minutes were agreed and passed as a true and accurate record.

4. Matters Arising

Pg 1 – Rosemary Lambert reported that the situation on Lawn Avenue still has not been resolved and remained the same with no further developments as previously promised. Claire Trigger admitted it was a SLHD issue and agreed to look into the matter.

Pg 1 – Frank asked if the Kirkstone Community Hall has appropriate signage as signs can be requested from SLHD; Claire to look into the possibility of ordering signs for the hall.

Pg 2 – Lynne Harrison reported that all 'Smart Water Kits' are now issued and dealt by Nancy Higgins of DMBC who can be contacted on 01302 737086.

Pg 2 – Ernie Plastow asked about the fencing for Middlegate; Carol Higgins agreed to contact Alison Clarke for the programme of fencing in the area.

Pg 2 – John Parks again raised the issue of health & safety concerns of the bungalows in Carcroft; Carol stated she would investigate the matter.

5. Manager's Report

St Leger Homes of Doncaster (SLHD)

Carol was in attendance on behalf of Dave Wilkinson but agreed to provide a manager's report for future meetings, and was willing to take any issues and answer any queries anyone had.

Kath Trickett asked why estate walks were not taking place, Carol stated that the process for estate walks had been re-enforced recently and is improving. John asked when the Trafalgar Estate was to be done; Claire responded that due to staff shortages it will most likely be next year as a new programme is to be produced by February 2008 and will be sent out to all TARAs.

A discussion about street cleansing and waste collection ensued and Sharon West advised all such matters should be reported to customer services on 01302 736000 and you can leave messages.

Norman Rowston asked for a list of useful contacts as he was new to the role of secretary for his TARA; Lynne to send relevant contact list.

SLHD (Rents)

Dave stated he was invited to attend to help answer any queries or questions relating to rents.

Dave reported that on the whole rent arrears have stabilised but have slightly increased and the service for rent collection has improved. With reference to the collection of former tenant arrears, SLHD has been doing really well.

Recycling

Jonathan Hall of DMBC and Abby Wilson of DAWN Environmental provided information on recycling issues through the medium of leaflets and stated they would take any comments or questions regarding recycling.

Jonathan went on to discuss the plastic bottles programme and corrugated cardboard banks and stated that all their recycled materials remains in the UK, which helps monitor and control recycling.

Abby added that DAWN would clear any spillages occurring after collection and she would be willing to visit any TARAs to discuss any issues relating to DAWN Environmental and the work they do.

Carol Bailey asked if tenants' and residents' would get all their different bins when they move back into Toll BAR; Jonathan said they would automatically be given them upon their return.

6. Performance Indicators

Helen discussed the various monthly performance figures for September 2007 and updated the Performance file, which is located within the Haywood Room. Helen disseminated the performance information document and discussed each figure detailed. The issues highlighted were:

- Change in number of days taken to deal with complaints from 7 to 5 and 28 to 20;
- Number of ongoing ASB / Breaches of tenancies stood at 260;
- Currently reviewing how to feedback on waiting / transfer list through choice based lettings.

Examples of the types of anti social behaviour cases and breaches of tenancies were highlighted and included:

- Noise
- Harassment / Intimidation
- Hate/ism
- Criminal Damage
- Animal
- Vehicle Nuisance
- Drugs
- Alcohol Related
- Domestic Abuse
- Physical Violence
- Litter, Rubbish, Fly Tipping
- Garden Nuisance
- Communal Public area Misuse
- Sexual Acts
- Other Criminal Behaviour
- Tenancy Breaches

Other actions derived from the discussion were:

- Change wording of 'Gas Servicing' indicator for more clarity.

Helen agreed to look into the issues raised and feedback at the next meeting.

7. Chairs Report

There was no Chair's report.

8. Any Other Business

Highfields

Ernie reported that Highfields was no longer part of the 'Green Corridor Project' and decency works were ongoing within the area.

9. Date & Time of Next Meeting

Tuesday 5th February 2008 at 10.30am in The Haywood Room.