9

Actions from West Area Panel meeting 19 September

Deadline for staff to respond: {Tuesday 22nd October}

6	6		

Ref	Previous detail > Information > Action	Officer	Update / Response and detail what is Completed (C) or Outstanding (O)	C/O?	Action Date
			Designated officer >>>>>>>		
OWA1 from June	Previously raised: Overgrowth maintenance on authority properties. Service charges being taken despite service not being delivered. Previous response to August West AP: We understand ground maintenance is a frustrating issue for residents. Was recorded as Outstanding, to be completed 20.08.24 - update requested	Robert Walker / Emma Gilbert	We understand this is an ongoing issue for residents, City Parks and Housing are reviewing the agreement with City Clean. We employ contractors to undertake urgent works and will continue to do so until this is resolved. We are planning on bringing a joint paper to area panel in the spring and are sorry we've been unable to resolve this issue.	С	Oct 24
OWA2 from August	Previously raised: Better inclusion of residents in EDB consultation. Previous response supplied to August West AP: Gaps in recent West EDB bids/ consultations will be looked at, support offered to bidders. Residents to contact Keely with any specific enquiries. 3 new CE officers being onboarded would improve outcomes for West Area. Agreed as Ongoing – update requested	Keely McDonald	We now have 3 new community engagement offices which will significantly improve the situation. Barry Winchester and Stephanie Mooney will be working in the West of the city together. We will continue to monitor the involvement of resident consultation on all EDB bids.	С	Oct 24
OWA3 From June	Previous response supplied to August West AP: West Area Estate Walks, record incorrect as residents unable to attend, ClIr Hewitt confirmed Hangleton walk but no Knoll walk. Deemed ongoing.	Justine Harris / Em Gilbert	West Area Housing Manager, Rob Keelan is taking this action forward with Cllr Hewitt	o	Oct 25

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	Response from August AP: officers confirmed a citywide schedule being rolled out by the new year.				
WA4	Regarding the above West Area Estate Walks, Cllr Hewitt requested a timeframe for implementation	Justine Harris / Em Gilbert	We are very keen to start up a programme of planned estates inspections. Once we are in a position to do this we will we publish the two year schedule, this includes 128 routes. Feedback from residents was that they wanted blocks to be included in the inspections which we will do. The delay in implementing a planned programme of inspections has been caused by a lack of capacity in the area Housing teams, we are working through a plan to resolve this and are confident we will be in position to start them from April '25. In the meantime, until we have a planned programme, estate inspections/ site visits are carried out on an ad hoc basis in response to resident and or cllr requests. Please contact us if you want to arrange a visit/inspection in your area	С	Oct 24
WA5	Residents raised concerns regarding overgrowth maintenance and management in and around Stonery Close. Residents detailed a lack of response and follow up by officers.	Robert Walker	This was followed up by the Estates Service.	С	Oct 24
WA6	"Elected representatives of residents' associations are not able to vote at various Resident Engagement meetings if they are leaseholders or homeowners." It was noted at the panel that there was a meeting scheduled the week after the panel relating to EDB in West Area. Also noted there were no plans to change the ToR for area panels.	Keely McDonald	The Community Engagement team will be reviewing the TOR for AP in relation to EDB voting. If agreed by the residents, the intention is to bring the EDB voting in line with the other voting processes at AP. This means that anyone who is elected through their TRA as a representative is able to vote at EDB panel regardless of their tenure.	С	Oct 24

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	Residents requested clearer guidance and more lead in times for this information to be provided ahead of EDB related meetings so residents are better aware of their ability (or not) to vote/contribute on EDB bids/process.				