

LTF TARA Panel: Andrea Purdy (LTF Chair & Queenswood TARA), Pearl McCardle – Saxton Gardens TARA, Madeline Hunter – Button Hill TARA, Wendi Carson – Queenswood TARA, Kim Frangos – New Wortley TARA, Maureen Ingham – New Wortley Community Association, Susan Kerrigan – St Augustine’s Court TARA, Dawn Coles – John O Gaunts TARA, Patricia Jackson – Hunslet TARA, Sue Clifford – Lakeland Court, Margaret Foster – Thorpe TARA, Yvonne Crowther – White Rose TARA, Rose Hodgkinson – Rosedale Patch (BITMO), Sarah Webster – Rothwell TARA, Jeff Gantschuk – Westfield TARA, Ann Maughan – Sandringham TARA, Neruka White – Gipton Area Representative Co-optee: MickDodds, Chair VOLT & St Augustine’s Court TARA

LEEDS TENANTS FEDERATION
TARA PANEL
Thursday 19th May, 2017
John Lewis Community Hub
4.30 – 6.00pm

Name	Initials	Position
Margaret Foster	MF	Vice Chair of LTF / Thorpe TARA
Patricia Jackson	PJ	Hunslet TARA
Ray Laing	RL	Thorpe TARA
Tom McCarthy	TMc	Halton Moor
Tony Hepworth	TH	Attendee
Ann Maughan	AM	Sandringham TARA
Sue Kerrigan	SK	St Augustine’s Court
Mick Dodds	MK	St Augustine’s Court
Sarah Lockwood	SL	Tenant and Community Involvement Manager
Tracey McGarry	TM	Housing Assistant – Tenant Involvement (Minutes)
Sue Kerrigan	SK	St Augustine’s Court
Wendi Carson	WC	Treasurer LTF / Queenswood TARA
Sue Clifford	SC	Lakeland Court
Jackie Worthington	JW	Secretary LTF
Tony Hepworth	TH	Attendee
Tom Donohoe	TD	West Yorkshire Police
Apologies		
Jeff Gantschuk	JG	Westfield TARA
Sheila Horne	SH	Area Rep – Whincover Grange
Andrea Purdy	AP	Chair LTF and Queenswood TARA
Pearl McArdle	PMcA	Saxton Gardens
Philip McConnell	PMc	Broadleas Better Community
Angela McConnell	AMc	Broadleas Better Community
Maddie Hunter	MH	Button Hill TARA
Kimberly Frangos	KF	

Item No		Owner
1.0	Introductions and Apologies	MF
1.1	Apologies were made on behalf of Jeff Gantschuk, Sheila Horne, Andrea Purdy, Pearl McArdle, Philip McConnell, Angela McConnell, Maddie Hunter and Kimberly Frangos.	
2.0	Conflicts of Interest	MF
2.1	No conflicts of interest were raised.	

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3.0	Minutes of the previous meeting	MF
3.1	<u>4.6 - Money Buddy schedule to be circulated with the panel.</u> TM circulated the 2016 timetable to the panel, TM to circulate the 2017 details when they become available.	
3.2	<u>5.5.1 - Factsheet to be supplied from CW to provide basic setting up account guidelines.</u>	
3.3	<u>5.9 - TM to attach the Private Rented Sector guides to the next meeting papers.</u> TM provided the panel with three hand-outs and will attach to a future email for the panel to have an electronic copy.	TM
3.4	<u>7.3 - AP to supply information guidelines for disabled parking for Blue badge holders.</u> AP was unable to attend today, AP to follow this up for a future meeting.	AP
3.5	<u>8.2 - Circulate the flyers SL shared in AOB for Leeds Housing Concern and Clean Start.</u> Completed.	
3.6	The panel agreed the minutes were a true record.	
4.0	Feedback from Aprils meeting – WYCAS	ALL
4.1	MD mentioned that he had found the attendance from Claire Welling helpful and informative.	
4.2	In response to training updates being available, SL advised that CW can be approached by TARAs whenever they feel they need training or support.	
4.2.1	SL reassured the panel to let her or CW aware if they or any individuals in their local groups need 1-1 support with account management from WYCAS.	
4.3	SL advised that for new groups, once the treasurer is agreed to get in touch with CW and templates / resources can be provided with commitment from WYCAS to yearly check the accounts in time for their group’s AGM.	
5.0	Police 101 Customer Contact Centre – Tom Donohue – West Yorkshire Police	TD
5.1	Tom Donohue (TD) spoke to the panel about the performance of the WYP contact centre when dealing with 999 and 101 calls.	
5.2	TD notified the panel that : <ul style="list-style-type: none"> ▪ West Yorkshire has the best performance of 999 calls in the country. ▪ Average call time for 999 services has maximum of 4 seconds answering time. ▪ HMIC accredited WYP as being best at recognising vulnerability on first contact. ▪ Recognition of strongly identifying a potential terrorist threat. ▪ The service utilise intelligence calls and sensitive information to ensure that necessary services are informed if caller is identified as a concern. 	
5.3	TD continued and addressed the 101 service : <ul style="list-style-type: none"> ▪ 101 calls are being answered on average of 87 seconds. 	

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	<ul style="list-style-type: none"> ▪ Option to report non-emergency issues online. ▪ Employment to the contact centre is of a high standard and TD assured that all staff receives intensive training and regular reviews on development. ▪ Online data is available on the WYP website for public to view performance. ▪ 15-20% of reports are non - police matters, an average of 60 nuisance calls are received daily. TD gave the panel a number of these examples. ▪ TD reassured that calls are monitored and all employees are well trained to be trusted to identify callers with a mental health concern. ▪ Call handling staff share information of vulnerable callers with other services to ensure that correct support is in place. 	
5.4	TD advised that officers go out to schools to communicate the consequences of nuisance calls being made. TD also mentioned the challenges to ensure that messages are made in a positive way to ensure that nobody delays reporting issues in the future.	
5.5	TD advised that good feedback of 95% answered surveys is received. TD continued to inform that intelligence is measured and the report of crimes are logged to ensure that staff resourcing is maintained and improvement continue,	
5.6	MF raised an incident that has been reported several times and questioned if staff can acknowledge when nuisance is reported previously. TD responded and informed that crime references are logged. TD committed to investigating a particular call with details being passed from MF out of the meeting.	MF
5.7	TD mentioned that there is also an option to report ASB via an online form.	
5.8	The panel discussed their experiences with quad and motorbikes in their areas. TD advised there is information available online that show details on seizing of vehicles.	
5.9	TD explained of the 15p cost to call 101 and informed that this is a national charge and all profits are paid to Vodafone to cover the service charges of the network.	
5.10	It was mentioned that the contact centre have an increase in calls under Section 136, WC/ TD explained that this act in place for people who are of greater risk to harm themselves or others.	
5.11	TMc enquired about the lack of presence with PCSOs in particular areas, the panel discussed the difference between their local communities and time experienced when awaiting a visit from Police once a report has been made. TD committed to feedback to his team the comments made to utilise resources more effectively.	TD
5.12	TD reiterated the importance to gather information and the creation of a portfolio to record ongoing incidents. TD explained that this assists the police to prioritise.	
5.13	TD informed that a mobile application is in development and online forms are being produced to work from all devices. TD advised many useful forms of technology are used by officers to enable them work more mobile.	
5.14	The panel thanked TD for accepting the invite to come to the meeting. TD mentioned	

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	he would be happy to return and update in the future.	
5.15	TD invited the group along to the WYP Contact Centre and asked for anyone who is interested to inform Andrea who will liase with Housing Leeds to co-ordinate.	AP/SL
6.0	Communication with other groups	
6.1	The panel gave the following suggestions of ways to continue communicating with groups the information that has been shared at today’s TARA panel:- <ul style="list-style-type: none"> ▪ Attendance of other TARAs across the city. Information on when groups meet to be circulated. ▪ Sharing flyers and posters via LTF Facebook page and groups social media. ▪ Circulating leaflets at meetings and events. ▪ Utilise local noticeboards to display information. ▪ Communicating face to face with local residents / groups. ▪ Contact details for Tom Donohue to be shared. 	AP
6.1.1	SL advised the panel that after each panel meeting an email is sent to all TARAs to outline the topics discussed and attachment of any information circulated.	
6.1.2	SL informed that the Tenant Involvement officers also feedback information to their local groups that they attend.	
7.0	TARA Panel Terms of Reference - review	
7.1	SL circulated the current TARA panel terms of reference, and requested that members spend time to review the content ahead of the next meeting.	ALL
7.1.1	The panel will jointly discuss any feedback to changes at the next meeting on Thursday 8 th June, 2017.	
8.0	Any Other Business	
8.1	TMc was very pleased to let the panel know that as part of the work with Halton Moor and LUFC Foundation 8 young ambassadors have been identified on the programme to train for accredited coaching badges.	
8.2	SL informed of a survey to get views on Designated Public Place Orders (DPPOs), which do not allow people to consume alcohol within certain ‘public places’. Following the changes in the Anti-Social Behaviour, Crime and Policing Act 2014, Leeds City Council has to reconsider its DPPOs and either withdraw or replace them with the new Public Space Protection Orders (PSPOs).	
8.2.1	The survey can be accessed via the link http://www.leeds.gov.uk/pspo . For any more information please call LASBT on 0113 3788099.	
8.3	SL told the panel about residential education held at Northern College and advised that courses are free to those on receipt of benefits. Courses include 2 night bed/ breakfast/ dinner accommodation. SL to circulate further information.	SL
8.4	MD mentioned attending the LTF Spring Conference at Oxford Place on Saturday 13 th May 2017. MD informed that Rob Goor from Repairs and Ally Stavriankos from	

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	Mears were in attendance.	
8.4.1	AP to provide further feedback at next month’s panel meeting.	
9.0	Date of Next Meeting	
9.1	The next meeting will be held on Friday 9 th June, 2017. Venue: John Lewis Community Hub, 4 th Floor, Victoria Gate. Time: 4.30– 6.00pm.	

Item No.	Summary of Actions	Owner
3.3	TM to send electronic version of Private Sector information that was circulated.	TM
3.4	AP to follow up and update the panel on Blue Badge information.	AP
5.6	Issue raised by MF to be resolved outside the meeting with TD and WYP.	MD
5.13	TD to feedback comments from the panel around resourcing to WYP.	TD
5.15	Co-ordinate visit to the WYP contact centre if interest.	SL/AP
6.1	LTF Facebook page to be updated with WYP information.	AP
7.11	All revise the current Terms of Reference for the TARA panel before next meeting.	ALL
8.3	SL to send further information about Northern College.	SL