



**MINUTES
OF THE MEETING OF THE
PARTNERSHIP DELIVERY GROUP
TUESDAY 17 OCTOBER 2017**

Held at 7pm in Council Chamber B, Rushcliffe Arena, Rugby Road, West Bridgford

PRESENT:

Councillors Mrs J A Smith (Chairman), S P Bailey, J E Greenwood, R Hetherington, E J Lungley, Mrs M M Males (substitute for J Donoghue), G R Mallender, E A Plant.

ALSO IN ATTENDANCE:

W Cox Head of Service Delivery (National) – Metropolitan
C Perry Chief Executive – Rushcliffe Community Voluntary Service
N Raffell Housing Services Manager – Metropolitan
B Watson Head of Housing (North) – Metropolitan

1 member of the public

OFFICERS PRESENT:

D Banks Executive Manager – Neighbourhoods
D Dwyer Strategic Housing Manager
C Taylor Community Development Manager
L Webb Constitutional Services Officer

APOLOGIES FOR ABSENCE:

Councillors J Donoghue, A Phillips

7. Declarations of Interest

There were no declarations of interest.

8. Notes of the Previous Meeting

The notes of the meeting held on 5 July 2017 were accepted as a true record.

9. Review of Metropolitan Housing Partnership

The Strategic Housing Manager presented the report of the Executive Manager – Neighbourhoods which requested that members of the Group reviewed the performance of the Council's partnership with Metropolitan, the main housing provider in Rushcliffe. Beth Watson, Head of Housing (North area), Nichola Raffell, Housing Services Manager (Nottinghamshire) and Wendy Cox, Head of Service Delivery (National), from Metropolitan attended the meeting and made a presentation to the meeting to provide a review of the partnership for 2016/17.

The Housing Services Manager noted that the turnover of homes in Rushcliffe during 2016/17 had increased slightly on the previous year, but remained relatively low, new innovations implemented during the year had included

visiting outgoing tenants in order to understand why they wanted to leave the property and to also see if any repairs were needed before new tenants could occupy the property. The Housing Services Manager advised that during 2016/17 all new tenants were given fixed term tenancies of five years, after which a housing officer would visit them in order to see if the reasons why they first applied for a property remained the same. It was noted that if during this review the housing officer assessed that the tenant's financial circumstances had changed they would be given the opportunity to move to a private rented property or onto a shared ownership scheme. It was also noted that 43 new homes had been completed during 2016/17 with 93 new homes scheduled to be completed during 2017/18.

The Housing Services Manager provided the Group with details of reports of antisocial behaviour in their properties and advised that the main category of anti-social behaviour reported was noise, followed by harassment and threats. With regard to noise complaints, residents were encouraged to use a noise app to assist with the monitoring of the investigation with support being provided by anti-social behaviour officers. It was also noted that a number of environmental improvements to estates had occurred including tree planting, borders and remedial work to communal areas at Carnarvon Close, Bingham and the rear of land in Bingham Road, Cotgrave. Members of the Group were concerned that a number of residents were parking on grassed areas. The Head of Housing and the Housing Services Manager advised that before investigating they would need to know whether the land being parked on was land that they maintained or other whether it was land managed by Nottinghamshire County Council.

Members of the Group asked several questions about the implementation of fixed term tenancies and were advised that their introduction was due to a change in housing legislation, however the Government's policy to extend Right to Buy to all eligible social housing tenancies had not yet been implemented. Members of the Group also expressed concern that the new houses being built by Metropolitan were being built in separate blocks away from other new houses and in more rural areas, away from public transport and local schools. The Strategic Housing Manager advised the Group that on all new developments where an approved affordable housing scheme was required the affordable units would be pepper-potted across the site and or individual phases of development unless there were particular restraints. In relation to the site in question, the Strategic Housing Manager agreed to consult with colleagues in the Development Control Team. The Executive Manager – Neighbourhoods also suggested that Members of the Group could attend the Growth Board meetings where issues such as transport, healthcare and schools were discussed.

The Head of Service Delivery informed the Group that during 2016/17 12,500 repairs had been completed on homes in Rushcliffe and that approximately £380,000 had been saved in repair costs due to the launch of Networks, Metropolitan's in-house contractor in February 2017, who dealt with responsive repairs. Members of the Group asked several specific questions about how responsive repairs were dealt with. The Head of Service Delivery confirmed that customer satisfaction with Networks currently stood at over 90% and that Networks were expected to attend to an emergency repair within

four hours and complete it within 24 hours, with other non-emergency repairs being completed within 28 days.

Members of the Group were advised that rent arrears had reduced from 2.75% in 2015/16 to 2.70% in 2016/17, collection rates had increased and the number of evictions had dropped in comparison to previous years.

The Head of Service Delivery informed the Group that Metropolitan had recently won a Gold Standard Youth Mark Award and that they were working in partnership with the Trent Bridge Cricket Trust to deliver local job clubs in Cotgrave to support 38 residents of Rushcliffe into employment. Information was also provided on how Metropolitan was investing in the communities in Rushcliffe. The 'Super Kitchen' project had recently been launched in Bingham which enabled residents to gain work experience and food hygiene qualifications and a 10-week basic IT course had also been delivered in Cotgrave.

The Chairman and members of the Group thanked Metropolitan for attending and answering their questions.

It was RESOLVED that:

- a) the report and the presentation made by Metropolitan Housing be noted.
- b) the work of the partnership be endorsed.

10. Service Level Agreement with Rushcliffe Community Voluntary Service

The Community Development Manager presented a report on the Council's Service Level Agreement (SLA) with Rushcliffe Community and Voluntary Service (RCVS) for the year 2016/17.

The SLA with the RCVS aimed to enable the provision of training and advice to volunteers and help place them with a range of organisations. The Community Development Manager highlighted the second recommendation to the Group which was to approve the future monitoring of the performance of RCVS through Portfolio Holder scrutiny rather than through the Partnership Delivery Group. This was due to the value of the Service Level Agreement being reduced from £22,500 in 2016/17 to £15,000 in 2017/18, and that due to this change it could be an appropriate time to review how the performance of the SLA was monitored.

The Chief Executive of the RCVS, Carolyn Perry gave a presentation to the Group which focussed on the services delivered in Rushcliffe, performance against targets, key achievements and current and future priorities.

The Chief Executive noted that the RCVS helped set up new organisations in the voluntary sector as well as assisting existing groups to develop their services by providing information, advice and training. The RCVS also aimed to act as a broker between those who wanted to volunteer and those who were recruiting volunteers as well as promoting good practice amongst volunteer organisations.

The Chief Executive advised the Group that during 2016/17 RCVS had given one to one support to 52 groups and organisations which had helped the groups secure £37,426 in additional funding. The RCVS had also helped 154 groups to develop volunteering opportunities, and support 649 people into volunteering roles.

Although there had been a reduction in funding received from the Council for 2017/18 the Chief Executive noted that they were still ahead of their targets as set out in the SLA. The RCVS had also established the Volunteer Coordinator Network and continued to facilitate the volunteer centre drop in at West Bridgford Library. The RCVS were also working with Metropolitan supporting them with the Ready for Work Clubs which supported unemployed people back into work through volunteering. It was noted that RCVS had also recently launched an 'employer supported volunteering' scheme which was a paid for service which would help employers find volunteering opportunities for their employees during work time. Other notable successes for the RCVS included the Rushcliffe Befriends scheme which had enabled those aged over 50 reconnect with their community after feeling socially isolated and the forming a partnership with Nottingham North East Clinical Commissioning Group to pilot wellbeing sessions for those with Chronic Obstructive Pulmonary Disease.

Members of the Group asked several specific questions on the content of the presentation. Members of the Group asked if RCVS received any funding from Nottinghamshire County Council. The Chief Executive confirmed that RCVS did not currently receive any funding from Nottinghamshire County Council and that that was one of the reasons why they had increased the provision of paid for services.

The Group were also advised that the RCVS office was due to relocate to the Pump House, Abbey Road in West Bridgford at the end of November and thanked Kath Marriott Executive Manager – Operations and Transformation for suggesting the site.

The Chairman and members of the Group thanked Ms Perry for attending the meeting and answering their questions.

It was RESOLVED that:

- a) the report on the performance of the Rushcliffe Community and Voluntary Service on the delivery of the Service Level Agreement from April 2016 to March 2017 be noted.
- b) a review of the role of the Partnership Delivery Group in monitoring the work of all the Council's partnerships takes place at the next meeting of the Partnership Delivery Group.
- c) that the procedures for monitoring the performance of the Rushcliffe Community Voluntary Service be reviewed at the next meeting of the Partnership Delivery Group.

11. Work Programme

The Group considered its Work Programme.

It was RESOLVED that the Group's Work Programme, as set out below, be approved.

Date of Meeting	Item
17 January 2018	<ul style="list-style-type: none">• Annual Review of Waterloo Housing• RCAN SLA Update• A Review of all Partnerships (including RCVS)• Work programme, including capturing questions for the South Notts Community Safety Partnership.
20 March 2018	<ul style="list-style-type: none">• South Notts Community Safety Update• Rushcliffe Business Partnership• Work Programme

The meeting closed at 9.02 pm.

Action Sheet**PARTNERSHIP DELIVERY GROUP - TUESDAY 17 OCTOBER 2017**

Minute Number	Actions	Officer Responsible
9.	The land at Sharpley Drive, East Leake be investigated due to complaints about residents parking on the grassed area.	Executive Manager – Neighbourhoods