

Minutes of the Rotherham North Area Assembly Meeting
Held on Tuesday 9th February 2010
At Rotherham Sea Cadets

Present:	Cllr. L.M.S. Johnston	Elected Member (Chair)
	Cllr. J. Foden	Elected Member
	Cllr. K. Sims	Elected Member
	Cllr. J. Akhtar	Elected Member
	Mick Greenwood	RMBC Streetpride
	Ian Jones	Richmond Park TARA
	Jackie Scantlebury	RMBC Service Quality Team
	Kevin Rimes	RMBC Service Quality Team
	Sgt. Dave Baines	South Yorkshire Police
	PC Dave Roberts	South Yorkshire Police
	G Morgan	Rotherham Sea Cadets
	Jan Hardy	Thorpe Hesley Forum
	Julia Millea	RIDO
	Matthew Spittles	2010 Rotherham Ltd
	Cheryl Vernon	2010 Rotherham Ltd
	R Davies	Resident
	T Lilley	Resident
	K R Foden	Resident
	C Sims	Resident
	F Avill	Resident

Cllr. Johnston welcomed everyone to the meeting.

Jan Hardy thanked the Chair and Area Assembly for the Community Achievement Award she received at the December Area Assembly meeting.

1. Minutes of the Meeting held on Tuesday 15th December 2009

The Minutes of the meeting held on Tuesday 15th December were passed as a true record.

**2. Presentation from Service Quality Team
Jackie Scantlebury and Kevin Rimes**

The Service Quality Team gave a presentation about the work they are doing. The five key areas are:

- Gaining customer insight
- The culture of our Organisation
- Information and access
- Delivery
- Timelines and quality of service

Regular surveys are carried out to test customer satisfaction and outcomes including customer satisfaction questionnaires, community safety impact surveys and social care user experience surveys. Another method used for testing the quality of services is through Home Truths, which are written or video diaries from customers which are taken to management meetings to identify service improvements. Mystery shopping exercises are also carried out to test performance against service standards.

A Copy of the presentation is available on request.

3. Update from 2010 Rotherham Ltd - Cheryl Vernon

Cheryl provided a handout with dates for forthcoming community walkabouts and estate action weeks. Cheryl also gave information about resident involvement and an overview of the staff working in Rotherham North.

A Copy of the handout is available on request.

4. Partners and Communities Together (PACT)

The current PACT priority areas are Ferham, Fellowsfield Way and St. John's Green. Sgt. Dave Baines informed the meeting that there has been a reduction in all crime however there has been a small rise in reports of anti-social behaviour which is mainly due to snowballs.

This month the Safer Neighbourhood Team has:

- made 11 arrests for various offences
- issued 7 ABC's Acceptable Behaviour Contracts
- held 7 Computer Games clubs
- carried out 2 nuisance motorcycle operations seizing 1 motorcycle and issuing 1 Admin 171
- conducted an operation in conjunction with HMCS recovering £750 in non payment of fines
- conducted 1 "test purchase" operation area wide issuing 1 £80 Fixed Penalty Notice for selling alcohol to an underage person
- confiscated 20 cigarettes, 20 cans of beer, 10 cans of lager, 4 litres of cider and a quarter bottle of vodka
- carried out checks at all local scrap yards
- identified and pursued 2 males for burglary resulting their detention and arrest
- assisted with scene preservation at 2 major incidents

A PCSO from the Rotherham North team was presented with an award at the Rotherham district annual awards ceremony and the team have also been nominated for a force wide team award.

A resident raised the issue of young people congregating on the corner of Meadowhall Road and Richmond Park Avenue causing damage to her fence. If they go out to challenge them they run away. Sgt. Baines confirmed he would speak to the resident after the meeting and arrange for PC Martin Moody to go and visit.

It was agreed to move the Area Assembly meeting to the 3rd Tuesday of each month where necessary to allow for the Police stats to be ready for the PACT meeting.

A copy of the presentation is available on request.

5. Any Other Business

Forms are available to make requests to the Streetpride Devolved Budget. The closing date is 19th March.

6. Next Meeting

The next meeting was scheduled for Tuesday 20th April 2010, at Rotherham Sea Cadets, College Road, Masbrough, commencing 6.00 p.m.