

Minutes of the Yorke Drive Residents Consultative Panel Meeting

17 June 2025, 18:00 at Beaumont Walk Community Centre

Present:

Residents: Ginnette Hardy - Chair (GH), Susan Hancock (SH), Julie Ledger (JL), Diane Ledger (DL), David Clark (DC), Bernice Shambrook (BS) Sue Cowie (SC), Cllr. Irene Brown (CIB), Cllr. Debbie Darby (CDD).

NSDC: Cara Clarkson-Business Manager Regeneration and Housing (CC), Ellie Buchanan-Senior Regeneration Officer Housing (EB), Jenny Palmer-Community Development Officer (JP), Chris Morton-Regeneration Officer Housing (CM),
Compendium Living: Wendy Lister-Project Manager

Apologies: Bruce Lister (Lovell), Alex Maulson (Resident).

	<u>Item</u>	<u>Action</u>
1.	Welcome and Apologies GH opened the meeting and welcomed everyone.	
2.	Minutes of the meeting held on 29th April 2025 GH raised a number of points relating to the previous minutes. These were: • Is there space for a dishwasher in the new houses? • Are outside taps to be fitted? • Will storage sheds for mobility scooters be provided? EB confirmed that: • The new homes will not have space for dishwashers. • Outside taps will be fitted. • Still to confirm whether mobility scooter sheds would be provided. Action EB to confirm if scooter sheds will be fitted in the new homes. GH proposed the minutes to be confirmed as a true and accurate record of the meeting held on 29 th April 2025. DL seconded this proposal.	EB

3.	Regeneration Update <u>Removals contract</u> EB fed back to the panel that the soft market questionnaire had received 209 views in total from across the country, 12 click throughs and 4 EOI submissions. EB explained the feedback from the soft market questionnaire had been used to develop a draft specification. The draft was sent to internal teams at NSDC and to DL for feedback. Their comments were incorporated into the specification. EB advised the draft had gone to NSDC's legal team for a final check and will then be sent to Welland Procurement by the end of the week. They will then upload it onto their system and the tender will be advertised for eight weeks for suppliers to bid on. EB stated that interviews will then take place with the shortlisted suppliers and DL will be invited to take part in the interviews to represent residents' views. DL explained she only picked up two points within the draft specification. These were: • To carry out a visit to the resident one month prior to moving. • Queried, whether sheds could be dismantled and reassembled as part of the service. EB advised DL's point on visits had been included and the tender amended to reflect this. In relation to sheds, a mid-way point was agreed, with the removals company being asked to move the shed, providing the tenant dismantles it first.	
	<u>Playpark workshop</u> EB updated the panel that a workshop on the play park equipment has been arranged for 26th June with local children being invited to attend to select their favourite pieces of equipment for the new play areas. EB advised that at the work shop the children will be shown plans for the following: • The LEAP (Local Equipment Area for Play) • The Trim Trail • The LAP (Local Area for Play)-Normally for smaller children	

	EB shared the draft plans for the LEAP and the trim trail for residents to view. She added the third plan for the LAP, is not yet ready for circulation, as some amendments are being made to the equipment choices following feedback from the council's Street Scene Manager. These concerns were on items where it was felt they could be easily vandalised, such as the tunnel, with alternatives being substituted. DL confirmed her child will be attending the workshop. BS confirmed her two children would like to attend the workshop. DL raised two points relating to the plans for the play parks and the tender process: • Was a tender exercise followed? EB confirmed Kompan were selected from 3 returned tenders. • Concerns were highlighted with lead in times of Kompan when repairing/replacing equipment for the Sherwood Avenue park, with other suppliers having better lead in times. EB to relay this back to the team for awareness. CC confirmed that although a tender process had taken place, the final order had not been made yet (due to the youth workshop needing to select the items). Action raise concerns over Kompan's lead times for repair and replacement of equipment. Action confirm other play park suppliers were considered as part of the tender and feed back to the Resident's Panel. CIB asked how many parks will be included on the new development. EB confirmed there will be four main areas, the LEAP, the trim trail, the LAP and the adult exercise area. GH asked if the park by the Bridge Community Centre is staying as part of the plans. EB confirmed it was not part of the regeneration plans. DL asked where the parks will be located. EB explained the trim trail and exercise area are to the south of the pitches, the LEAP is next to the pavilion, the LAP is closer to Lincoln Road. An additional plan is being created for the workshop to better highlight the location of the play areas.	EB EB
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	DL stated that she understood the reasoning behind the trim trail position, however, felt it made more sense to position it near to the park (LEAP). This would allow parents to take children of all ages to the park at the same time. CIB, BS and GH agreed with this statement. CC explained there isn't space to put all the equipment together in one area and it allows the equipment to be spread out evenly across the estate. EB advised that a certain amount of space needs to be left between the adult exercise equipment and children's equipment for safety reasons and to discourage children from playing on the adult exercise items. WL added that we could look at grouping some of the equipment together. Action review siting of park equipment to take into account comments from residents. DL asked if the park would include equipment such as touch boards. CC advised that this hasn't yet been decided and would come down to budget. EB added that we are putting speaking tubes into the LAP. BS asked whether a climbing net would be included. WL confirmed that one of the options does include a climbing net. EB confirmed that we will update the group on the park plans at the next panel meeting. Action update the Resident's Panel on the final choices for the play park equipment. DL asked if the parks will be gated and fenced. EB confirmed that only the LAP will be fenced. CIB explained that keeping dogs out of the parks would be important for children's safety. Action look into including a low fence around the parks to keep dogs out.	EB/WL EB EB
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	BS asked if signs could be put up asking residents to keep dogs on leads when using the fields. CC stated that the pitches are a shared space but these need to be protected to maintain their standards (being built to Football Association Standards). <u>Survey</u> EB explained there is a live survey asking for residents to give their views on Yorke Drive, relating to areas such as how safe people feel and their sense of community. The survey will be rerun on a regular basis to see how people are feeling about the improvements of the estate. GH asked how many responses had been received, she confirmed she had handed out the surveys to people attending the Food Hub and will do so again this week. CM stated that 22 responses had been received so far. CIB raised a concern that people not living on the estate will complete the survey and this will affect the results. EB explained the survey asks responders for their address so we will know if responses are from people living on the estate or nearby. CC added the response had been disappointing and needs to be improved so sufficient data can be collected to evaluate if the regeneration scheme has had a positive impact for residents. <u>Yorke Drive Family Fun Day</u> EB explained the Yorke Drive Family Fun Day is being organised by the Tenant Engagement Team. This will take place on 30th July 2025 and will be held at the Bridge Community Centre and Lincoln Road Play Park. There will be food, drink, and stalls, with the children's entertainer being sponsored by Compendium Living. GH mentioned she has asked Jane in the Tenant Engagement Team about details of the event but was unaware. EB confirmed it was Robyn from the Tenant Engagement Team who was leading on the organisation and has everything in hand. CC advised that Mending Lines had attended last year to advertise their fishing activities for young people and suggested they be invited again. Action ask Mending Lines to attend the fun day.	CM
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4.	Lovell Update-Customer service during development CC introduced Wendy Lister from Compendium Living and advised she has asked her to come along to talk about customer service during the development. This will be for all residents and not just those buying the new homes. WL explained that they do not have a standard customer charter, as each project is different and therefore a bespoke customer charter is created. WL advised that in terms of communication there are three main strands to this: 1. There will be a site team and details will be advertised on how to contact them to report any issues relating to the construction which require immediate attention. 2. Wendy will attend the estate every two weeks during development and will be available to take any enquiries from residents relating to the development. Her contact details will be advertised to residents. 3. There will be an out of hours number for residents to call for any urgent enquiries. GH asked who would deal with any security issues in the middle of the night, for example if kids manage to start up a digger. CC explained there will be 24hr site security, which could be CCTV or a physical security presence. This will be decided by the developer. GH raised that during previous developments on the estate, there were problems with people breaking into the compound and tenants were left trying to sort it out. WL confirmed that this will not happen during construction, as security is paramount. CIB said that due to the current ASB on the estate, councillors, the police, Lovell and residents must work together to ensure security. CC explained we can link Lovell in with police colleagues to do this. GH raised concerns that the police might not respond and therefore there needs to be a nominated resident to contact Lovell instead. WL confirmed she is aware of the ASB issues on the estate. She advised they will work closely with the police and the council to ensure a joint approach to site security. Any criminal activity will be reported to the police immediately.	
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	WL explained that on some sites they have physical security guards, and this can be looked at. Action look into security measures for the site including having onsite security guards. GH explained that tenants were previously told that diggers would not be left on site, to prevent children breaking into them. WL advised that it's not practical to take every piece of plant equipment off site each night, but the remaining equipment will be secure in the site compound. CIB asked if it would be possible to see a layout of the site compound. WL will look into getting a diagram to show what the site compound will look like. WL added the panel could visit the site office/compound and meet the site manager, to help offer reassurance. The panel agreed this was a good idea. Action WL to look at getting a diagram to show what the site compound will look like. Action WL to arrange a visit of the site compound for the Panel to meet the team, once set up. CC added there are other developments in town that are hoarded and secured. These include St Marks and the ASI, so this shows sites can be secure. She added that one security solution could be a WhatsApp group to report issues. Action look into a WhatsApp group to report site security issues. CIB asked whether machinery left on site will be disarmed and highlighted the risk of leaving ladders around. DL questioned whether the different sub-contractors will have a site induction. WL advised that ensuring the site is left tidy is important for safety and it is always part of the site induction, however she will ask for this to be emphasised by the site manager. She added as a further control, that the storage of materials will be minimised, however, some items, such as bricks, do have long lead in times and may be stored on site.	WL WL WL WL
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Action WL to check what is covered in the site induction and will ask the site manager to emphasise that the site must be left tidy at the end of the day. CC thanked WL for explaining the safety issues, however there is a need for residents to know what they can expect in terms of customer service. For example, residents should know how long it will take to get a response to any enquiries. WL suggested the following could be provided: - Continued attendance by Lovell and herself at the Resident's Panel Meetings. - Report on key performance information to the Resident's Panel. - Provide information for the newsletter. - Deliver letters to residents to inform them of any specific issues such as the need to close a section of pavement. - Regular site attendance by the resident liaison officer from Lovell. - Facilitate a subgroup of the Resident's Panel to create a customer charter. CC proposed that a subgroup of the Resident's Panel be set up and the role of this group will be to: - Set customer service standards for the construction phase of the project, including response times to enquiries. - Discuss site security expectations and measures during construction, such as the need for a security guard and a WhatsApp Group. - Discuss what performance information will be provided to the Resident's Panel e.g. construction progress, no. of complaints received and any H+S issues reported. - Draft the customer charter and bring it back to the Resident's Panel for agreement.	WL
Action set up the subgroup and prepare documents to be presented to the subgroup. EB added that a construction section on the Yorke Drive Focus Website would be useful for residents. Action create a construction section on the Yorke Drive Focus website.	WL EB

5.	Chair's items No items raised under this section.	
6.	Resident's update <u>Repair issues</u> CIB explained that fencing repairs on the regeneration properties are not being carried out. GH raised that some repairs are still not being done, as residents are being told that regeneration properties are not being repaired by the council. CC advised that: • The repairs team have been told which properties are in the regen zone and that repairs should continue. The only exception is where it would be a major repair and it's not economically viable to do so. • Fences are normally the responsibility of the tenant to maintain, however it has been agreed that fences in the regen zone will be repaired and replaced with basic fencing to ensure ongoing security. • CC will reiterate to the repairs team these expectations. • CC asked for GH to provide examples of where residents had been refused repairs. Action conduct a briefing with the repairs team to inform them of which properties are in the regen zone, that repairs should still be carried out where economically viable and that fencing should continue to be repaired. Action provide examples of repairs not being done and CC to raise these. <u>Gardens</u> GH raised that a number of gardens on the estate have rubbish in them and a perceived lack of enforcement with being removed. CIB added that tenants are leaving properties and not removing their rubbish from the gardens. CC explained that rubbish will be removed from gardens at the empty properties and action will be taken against tenants with rubbish where appropriate.	CC GH

	<u>EPC text message</u> GH mentioned there was a text message sent out to residents in the regen zone asking for them to book in for an EPC check. She said it was not clear the message was from the council and vulnerable residents might have felt it was a scam. EB confirmed this issue had been raised to the relevant team. <u>Move dates for compensation</u> DL explained she was informed by a resident wanting to move off the estate, they can only move from summer 2026 if they want to receive compensation. She added this person lives in one of the last demo phases. CC explained that if they are in the last demo phase they would not be asked to move until summer 2027 and would therefore not be eligible for compensation until summer 2026. DL asked to clarify that if a property came up and they moved before summer 2026, then they would not be guaranteed compensation money at this stage. CC confirmed this is correct, however, we are currently carrying out a piece of work to look at options to allow people to move earlier and still receive compensation. Action circulate the programme at the next Resident's Panel meeting. <u>Spray paint markings</u> CDD and DL mentioned pavements across the estate had been marked with spray paints for utilities works. They stated this makes the estate look untidy. CC explained these marks should be removed once the work has been completed. <u>Room sizes of new homes.</u> BS asked if the size of the rooms for the new homes had been confirmed. EB confirmed the architect is pulling this information together. This will be shared alongside the plot allocation letter due to be sent out in the summer and will include anticipated dates.	CC
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	<u>Litter picking</u> David Clarke raised that a tenant had complained about his litter picks. CC and the Panel all agreed he was making a wonderful contribution.	
7.	Community Engagement <u>Planters</u> GH explained that she had applied for a grant from B&Q for community projects and if successful will consider asking them to build another planter at Beaumont Walk. <u>Issues relating to Beaumont Walk Community Centre and wider estate</u> GH raised a number of issues relating to Beaumont Walk Community Centre and the wider estate that needed resolving. These were: • An outside tap for the centre has been approved but is yet to be fitted. This is needed to make watering the garden easier. • Paving slabs around the centre are uneven causing a trip hazard and making it difficult to move the bins onto the street for collection. • Awaiting an update on measures that will be taken to resolve the lighting issues on the estate. • Noticeboard location. An application for a notice board to be installed at the top of the street had been submitted. The notice board had been approved but told it will be fitted outside the community centre instead. She added the notice board needs to be fitted at the top of the street so that more people can find out what events are taking place. • She had raised some of these issues at the Community Link Group but had been told they were not related to that group, so queried the correct forum to raise them in. Action look into the following issues relating to the Beaumont Walk Community Centre and the wider estate: • Confirm when the outside tap will be fitted at Beaumont Walk Community Centre. • Report the uneven paving slabs causing a trip hazard around the community centre. • Provide an update on proposals to improve lighting around the estate. • Check if the notice board can be fitted at the top of the street, rather than outside the community centre.	CC

	CC added there was a need to ensure co-ordination between both the Community Link Group and the Yorke Drive Resident's Panel. The options could include either a member of the regen team attending the Community Link Group or the two groups combining. Action review the roles of the Community Link Group and Resident's Panel to ensure co-ordination between both groups. Look into options including combining both groups. <u>HAF Summer Holiday Activities</u> GH stated the HAF summer holiday activities will be taking place at the Bridge in the summer holidays and residents can now book on. They will provide free events for children from the local area. She added that she will advertise these on the Newark Food and Wellbeing Facebook Group page and put up a poster. CC added these will also be advertised in the newsletter. (Places can be booked by sending an email to activenewark@hotmail.com) <u>Street Names</u> The street naming information for new developments was circulated to the panel. DL stated she had reviewed NSDC's Street naming policy and confirmed streets could be named after people who have passed away at least 25 years ago. She had met with CIB and they had come up with some suggestions for street names, these were: - Names to reflect Yorke Drive being built on an old army camp: - Army Avenue -Soldiers Walk. - Names to reflect Newark's History: -Bearings Close, as Newark was known for bearings. - Local residents: -John Carr Close, designed Newark Town Hall -Emily Blagg Avenue, created the Palace Theatre and helped the women of Newark -Sir John Arderne Avenue, pioneering surgeon who lived in Newark. -Irena Sendler Place, having helped Jewish children escape in WW2	CC
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	• To celebrate the strong community spirit of the estate: -St Leonards or Bridge, Crescent, Mews, Walk -Pavilion Place -Community or Union Place. • Other: -Fosse Road, to reflect the previous name of the area -Yorke Crescent, links to existing name. CIB explained she felt it was important to reflect the community spirit in the street names, as Yorke Drive has always been a place where people from different backgrounds come together and support each other. GH agreed with all the names apart from Fosse Road and Emily Blagg Avenue. EB also queried whether 'Blagg' would be suitable to use. CDD added Orchard Close should be considered due to an old Orchard on the estate. DL concluded the names had been put together as a list to consider and hopes that some of the suggestions can be used. WL confirmed she will review the list of names and feedback to the Resident's Panel. Action WL to review the list of names and feedback to the Resident's Panel	WL
8.	Date of Next Meeting The next meeting will take place in the second week of September, after the summer holidays. Exact date and time to be confirmed and residents notified.	

Action List

No.	Action	Responsible	Progress
1.	Provide a list of contractors used by NSDC.	Cara Clarkson	Started
2.	Review TOR for different groups.	Cara Clarkson, Ellie Buchanan, Chris Morton	Started
3.	Lovell to involve residents with site security measures ready for construction.	Lovell	Started
4.	Check if outside taps are to be installed at the new homes.	Cara Clarkson	Completed
5.	Act on behalf of the panel and assist with interviewing the shortlisted removal company suppliers.	Diane Ledger	Started
6.	Look into the arrangements for residents moving off site and running two tenancies for a short period of time.	Cara Clarkson	Not started
7.	Residents to discuss street naming options for the new estate at a future resident's panel meeting.	All	Completed
8.	Confirm if scooter sheds will be fitted in the new homes.	Ellie Buchanan	Not started
9.	Raise concerns over Kompan's lead times for repair and replacement of equipment.	Ellie Buchanan	Not started
10.	Confirm other play park suppliers were considered as part of the tender and feed back to the Resident's Panel.	Ellie Buchanan	Not started
11.	Review siting of park equipment to take into account comments from residents.	Ellie Buchanan/Wendy Lister	Not started
12.	Update the Resident's Panel on the final choices for the play park equipment.	Ellie Buchanan	Not started
13.	Look into including a low fence around the parks to keep dogs out.	Ellie Buchanan	Not started
14.	Ask Mending Lines to attend the fun day.	Chris Morton	Not started
15.	Look into security measures for the site including having onsite security guards.	Wendy Lister	Not started
16.	Look at getting a diagram to show what the site compound will look like.	Wendy Lister	Not started
17.	Arrange a visit of the site compound for the Panel to meet the team, once set up.	Wendy Lister	Not started
18.	Look into a WhatsApp group to report site security issues.	Wendy Lister	Not started
19.	To check what is covered in the site induction and will ask the site manager to emphasise that the site must be left tidy at the end of the day.	Wendy Lister	Not started
20.	Set up the subgroup and prepare documents to be presented to the subgroup.	Wendy Lister	Not started

21.	Create a construction section on the Yorke Drive Focus website.	Ellie Buchanan	Not started
22.	Conduct a briefing with the repairs team to inform them of which properties are in the regen zone, that repairs should still be carried out where economically viable and that fencing should continue to be repaired.	Cara Clarkson	Not started
23.	Provide examples of repairs not being done and Cara Clarkson will raise these.	Ginnette Hardy	Not started
24.	Circulate the programme at the next Resident's Panel meeting.	Cara Clarkson	Not started
25.	Look into the following issues relating to the Beaumont Walk Community Centre and the wider estate: • Confirm when the outside tap will be fitted at Beaumont Walk Community Centre. • Report the uneven paving slabs causing a trip hazard around the community centre. • Provide an update on proposals to improve lighting around the estate. • Check if the notice board can be fitted at the top of the street, rather than outside the community centre.	Cara Clarkson	Not started
26.	Review the roles of the Community Link Group and Resident's Panel to ensure co-ordination between both groups. Look into options including combining both groups.	Cara Clarkson	Not started
27.	Review the list of names and feedback to the Resident's Panel.	Wendy Lister	Not Started