

Scrutiny Review Panel 1 – 2013/2014: Governance Additional Feedback on Ward Forums

Name		Comments
1.	Cllr Anita Kapoor	<ul style="list-style-type: none"> - Ward Forums provide a platform for the local community. - Officer support is very good. - Can sometimes be difficult to work when there are Councillors from different parties. - Each Councillor should have a specific budget to utilise where he/she sees fit. - Each Councillor should have the right to be able to spend their budget without having a consensus with other Ward Councillors. - There should also be a borough-wide Ward Forum meeting (for the residents) at least every six months e.g. to discuss cross-Ward issues e.g. transport, etc. - Caretakers/management of the Council estates within the Ward should attend all the respective Ward Forum meetings just as the Police do because a lot of the issues discussed affect these residents. - It would also be useful to have some Area Forum (several Wards) meetings as this could help generate economies of scale in purchasing certain supplies, etc. Perhaps the Ward Co-ordinators should be more proactive in this matter to save the Council money. - The Council should scrutinise its tendering system for cost effectiveness e.g. cost of alley-gating, etc. - The Chairs of Committees/Panels should be selected on merit, expertise and experience - not just for being a member of a specific party.
2.	Patrick Chapman Walpole Ward Resident, Chair – Walpole Residents' Association, Regular Ward Forum Attendee	<p>As feedback, I would suggest that in the centre of Ealing, the old Area Committee was more relevant; the local Ward Forums by comparison are geographically too small (in the centre). This will change as you get away from the centre. So I recommend the two questions for the Panel to address and answer are:</p> <ol style="list-style-type: none"> 1. What is the purpose of these meetings (to which the answer is “meeting the public and establish a closer involvement in policy” I assume)? 2. Why should “one size fit all” (i.e. we have had Area Committees or Ward Forums – why not have a hybrid according to the location within the Borough)? <p>The current structure is better than no structure at all – but I believe it does not actually address the “need” in different areas of the Borough. We need a solution that links into “Natural Areas” that bring together Wards with similar needs. The issue is that these “needs” change over time, so the “natural areas” might well change – which will be very difficult to handle in any formal governance sense. One solution would be for each Ward (which have to be the smallest unit of governance) to join with more than one Ward to form a natural area. This would be expensive and therefore unworkable. So a compromise is needed.</p>

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	<p>Maybe the solution is:</p> <ol style="list-style-type: none"> 1. Define Natural Areas in the Borough (e.g. Central Ealing, West Ealing, Northfields, South Ealing (?), Southall, Hanwell, Greenford, Northolt, Perivale, Central Acton, North Acton...) probably areas that centre on local shopping and communities. 2. Where Wards fit on these areas, then all Ward Councillors attend that "Natural Area Forum". 3. Where Wards straddle areas, then the Councillors split and attend the appropriate Forum – a maximum of three split between the three Councillors. <p>The final test of this will be "do the residents care"?</p>
3.	<p>David Watson Southall Green Resident</p> <p>Thanks for your email about the review of neighbourhood ward forums. As a reasonably new resident of Southall, I have appreciated the opportunity the ward forum represents in airing my views and opinions on the matters affecting me (of which there are many in Southall!), hearing from other residents, and also hearing from the Council as to what their plans are for community facilities, policing, and other council services. I think the Ward Forums are key to ensuring that the residents feel connected to their Councillors. In fact, I think that the Forums could be more often and be advertised more widely.</p>
4.	<p>Amran J M Hussain Walpole Ward Resident</p> <p>I would like to suggest the idea of having election Forum Committee's rather than it being presiding over by Councillors. This allows local leaders from various different parties and backgrounds to hold Councillors to account.</p>
5.	<p>Rob Case Church Road, W7</p> <p>I would like to join the Hobbayne Ward Forums. Could you kindly include me please?</p>
6.	<p>Dave Randles Ealing, W13 ONT</p> <p>I understand that the Council is currently conducting a consultation on the effectiveness of Ward Forums and wish my views to be taken into account:</p> <ol style="list-style-type: none"> a) Attendance at Ward Forums is often poor and unrepresentative and it often feels as though Ward Forums are held just in order to pay lip service to public consultation. b) Important agenda items are frequently missed – at my last Elthorne meeting 3 items were excluded as no Council representative turned up. They were St John's School regeneration, Warren Farm development and Park Rangers. Many people turned up specifically to discuss one or more of these issues but were simply told that no information was available or that the relevant guest speaker had failed to arrive. c) Sometimes the Councillors are ill-informed about major issues – an example of this might be a recent discussion

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	<p>about the closure of Ealing A&E.</p> <p>d) Members of Ward Forums should prepare in advance of the meeting in order to avoid public squabbling on political opinion. Meetings should not be openly used for electioneering purposes.</p> <p>e) Given that the majority of local concerns relate to planning decisions, more effort should be made to release information and encourage open debate at the meetings. Councillors who are members of the Planning Cttee should be free to express opinions but should state their interest in advance.</p> <p>f) Ward boundaries can often fail to adequately represent the views of residents and traders within a natural geographical area – for example the interests of electors in parts of Hanwell, W7 are not necessarily those of West Ealing which has a very different demographic make-up.</p> <p>g) Ward Forums should be free to hold interim meetings on single-subject matters or on matters relating to a particular geographical area if requested to do so by majority opinion.</p> <p>h) For matters of wider interest, the use of joint meetings involving representatives from more than one Ward should be considered. Such meetings should not be confined to a political area.</p> <p>i) Ward Forums should make greater efforts to promote and co-operate with designated Neighbourhood Forums – the relationship should be mutually beneficial and not adversarial. How do Ward Forum boundaries conflict with designated Neighbourhood Forum areas? What efforts will be made to include future Neighbourhood Plans within Ward Forums?</p> <p>i) Where designated, Neighbourhood Forums should be listed as a regular agenda item and progress reports should be given.</p> <p>On another matter, I would also like to comment on governance rules at Council Meetings. I am aware of two occasions this year when the Chairman of the Planning Cttee has used his casting vote to decide on a tied vote from the floor. On both occasions the Chairman, a member of a political party, was entitled to 2 votes – once as an elected Councillor and once as Chair of the meeting. On both occasions the Chairman voted in accordance with the views of his party and departed from normal good practice in not voting to retain the status quo. Given that such votes are tied, and that the opinion of those eligible to vote is therefore equally divided, I feel it is quite wrong for casting votes to be in favour of change – good practice in the majority of public meetings dictates that, in such circumstances, voting should “fail safe” and that, if necessary, the matter should be the subject of further open debate. It is undemocratic for the Chair to ignore the natural rules of fairness in favour of his/her political opinion and I feel that the governance rules and guidance for all Council meetings should be amended as a matter of urgency. It is vitally important that the Chair of any meeting is seen to act independently as failure to do so is both undemocratic and discourteous to the members and the electorate. Thank you.</p>

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7.	Pete Grist South Acton Resident	I believe the Ward Forums are a great success (or at least South Acton is) and would urge you to keep them going as an effective method of residents engaging with the Council.
8.	Cllr Ian Potts Ealing Broadway Ward	<p>From my experience of Ealing Broadway the Ward Forums generally work well.</p> <p>We normally get about 30 people (probably about 20 regulars) and always meet in the Council Chamber. We did originally plan to move round the ward (like I believe most other panels do) but our residents told us that they found the Town Hall most convenient with both transport and parking available. The only minor snag arises when we are considering matters which overlap with our adjoining wards but we have normally managed to find a “modus vivendi” with our neighbouring colleagues.</p> <p>We also took a decision that we would have the same chairman for all our meetings and agreed on Cllr Young.</p>
9.	Amrit Dhanoa	<p>From my personal experience, Ward forums have had limited success due to a lack of accountability. The success is dependent upon the skill of the Councillors rather than the framework employed within the forums. Success in this respect, relates to how public issues are tracked and reported upon.</p> <p>Without formal minutes post each meeting, the context and nature of concerns raised by the public are often lost. This is further compounded by the fact that the meetings take place every 3 months – a long time to wait to review or chase up on issue.</p> <p>Suggested changes are: Formal agreement at the end of the meeting on the issues the Forum has discussed and agreed to investigate. Provision of timely minutes within 7 days to allow for confirmation that the correct issues were agreed upon. Bi Weekly status updates (email) from the Chair to the public.</p>
10.	Geoffrey Nolan	<p>I am a resident of the Cleveland Ward and attend the Ward Forums whenever I can, which is most of them.</p> <p>I think they are a very good idea. Ours is well run by the Councillors and gives them an opportunity to talk about things the residents might, or should, want to hear about and to bring in "experts". It also provides opportunity for the residents to air views, both complimentary and complaining, which is usually taken advantage of.</p> <p>I hope the Forums will be maintained.</p>
11.	Jane Milton Greenford, UB6 0JY	North Greenford Ward Forum

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		<p>I have been a borough resident for around 20 years, I came to London from Scotland and have worked hard to fit in and be part of my community. I am a local road steward and volunteer to run the local allotment association shop so I meet a variety of residents I would not otherwise. But I have found the Ward Forums are invaluable in getting to know about all that is happening locally, in being able to have my say and in getting to know local Councillors too. After meetings I make sure others in my street know about all the key points. I also really value the chance to talk with the local Police there and have a say in how the money available to our local community will be spent.</p> <p>I cannot imagine how any alternative arrangement could be as effective and I really hope you will continue to fund them.</p>
12.	June Thompson W5 4TS	<p>Neighbourhood Wards Forums are very useful for getting to know one's Councillors and meeting neighbours and discussing local concerns and should definitely continue.</p> <p>However, there should also be a more effective way of bringing some local concerns/issues directly to the attention of the whole Council if local Councillors are unable to use influence. E.g., the appalling E2 and E3 service via Northfields compared with other bus routes in the borough. Why should there be at least 10 buses via Hanwell/Southall for every one to Northfields? Also, the lack of bus timetables at many bus shelters informing passengers how long the wait is for the next E2 and E3.</p> <p>Also, Northfields residents were not asked if they wanted the pelican crossing outside the Tube replaced by a set of traffic lights, after because Boris Johnson complained he was held up by pedestrian crossings when he visited Ealing. These lights are not only very slow to change to red but then give people 2 seconds to cross the road when they do. The Council should put pedestrians before cars.</p> <p>It is also ludicrous that when a new pavement leading up to the Tube in Northfield Avenue was laid, no spaces were made for parking cars even though the pavement is wider than the road, which is made even narrower by parked cars.</p> <p>These are some examples of local issues which the Council could ask residents directly for their opinions.</p>
13.	Roger Jarman Vice Chair Ealing Fields Residents Association	<p>I attend the Northfield Ward Forum. I think it works well. I am impressed that even though our Councillors are in Opposition we still can access funds to carry out improvements in our local area. Frequency is right and the format works well.</p>

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		Scope for improvement? Maybe residents associations could be given more of a formal role in the proceedings. More presentations from officers as well about local issues. Overall though very worthwhile.
14.	R Gill Southall Broadway Ward Resident	<p>Southall Broadway Ward Forum: The trouble with Southall Broadway Ward is the Councillors are fighting amongst themselves and not working collectively for the residents.</p> <p>Also, some requests tend to 'go missing' and views are often not heard.</p>
15.	Richard Ashmore Ealing Broadway Ward Resident	<p>I have attended the Hanger Hill Ward Forums when I lived at my previous address and now attend those for Ealing Broadway.</p> <p>The observations I have are:</p> <ol style="list-style-type: none"> 1. They seem to work best when chaired by an independent person rather than the Councillors. For a time a member of the clergy did this, but I appreciate it is probably difficult to find such volunteers who have the time and skills for this. There are some regular attendees who try and monopolise the meeting and I think it might be easier for an independent chairperson to “control” this rather than a Councillor who could more easily be accused of bias. 2. Too many people turn up, sometimes for only a very short part of the meeting, as they have just one personal gripe and when they have that off their chest they are often not seen again. People attending should be encouraged to see the meetings as being for the good of the whole Ward rather than a sort of public surgery for their personal complaints. 3. Sometimes meetings are taken over by resident association representatives. Whilst they do a valuable job, it can tend to put attendees off from speaking if they are merely there representing themselves. 4. Often not a lot of actual decisions are made at such meetings and when they are, it often seems that the Councillors have little power to carry out the wishes of the meeting. If the meetings have no teeth then they can seem rather a waste of time. 5. Communications from the Council have improved but I still feel that Agendas for the next meeting and Minutes of the last meeting should be emailed to those who attended that meeting.

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<p>16. Tony Purton Cleveland Ward Resident</p>	<p>I regard Ward Forums as a con-trick. The earlier Area Meetings were far better platforms for bringing Ward problems to the attention of the whole Council and its officers – they were the forum for promoting and pursuing the make-over of Pitzhanger Lane. Giving the Wards a little pot of money to play with is simply designed to kid residents that they are ‘empowered’ while diverting their attention away from the bigger issues. And while the Ward budgets can be spent on ‘nice to have’ trivia’, the Council also insists that they are used to cover safety essentials like the road calming measures in Kent Avenue. Meeting once every four months is also derisory.</p> <p>As far as I remember, the earlier Area Meetings were taken away without consultation during the introduction of the current Cabinet-based structure in which the majority party calls ALL the shots, leaving the opposition little opportunity to change the will of the governing party. THAT is where things started to go wrong, and perhaps the Scrutiny Panel should examine the possibility of returning to the Area Committee structure, dumping the Ward Forums.</p> <p>I expressed these views to Cleveland Ward Councillors in July 2012 giving then current examples – see evidence below:</p> <p>Councillors Stafford, Popham, Grant</p> <p>As you know, I am not a fan of Cleveland Ward Forums because I regard them as a con-trick. The earlier Area Meetings were far better platforms for bringing Ward problems to the attention of the whole Council and its officers – they were the forum for promoting and pursuing the make-over of Pitzhanger Lane. Giving the Wards a little pot of money to play with is simply designed to kid residents that they are ‘empowered’ while diverting their attention away from the bigger issues. And while the Ward budgets can be spent on ‘nice to have’ trivia’ like John Bird’s butterfly garden, the Council also insist that they are used to cover safety essentials like the road calming measures in Kent Avenue. Meeting once every four months is also derisory.</p> <p>You should encourage Ward residents to take direct action with the Council by providing them with the type of information set out below and help them to understand how to use it.</p> <p>Some information that I expect to see included in the ‘Notes’ of last night’s Cleveland Ward meeting.</p> <p>1. Tony Purton Avenue – Traffic Island: If you insist in ‘taking the piss’ out of me I demand that the mis-named</p>

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	<p>project 'Improvements to Pitzhanger Park Bowling Green' (which has nothing to do with the bowling green or the bowling club) be redefined as 'John Bird's butterfly garden'.</p> <p>2. Kent Avenue: It should be recorded that the £10k expenditure on the Kent Avenue traffic islands was the result of an 87-signature petition from Kent Avenue householders submitted to the Chief Executive of Ealing Council last November for traffic calming measures in Kent Avenue to curb the increasingly dangerously high entry speeds from Scotch Common and Cleveland Road and the high transit speeds in this residential road that has become a 'rat-run' for motorists in a hurry. Following a traffic speed survey the Council's highways department recommended the installation of traffic islands at these junctions and double-yellow lining to prevent corner parking (same as at the entrance to North Avenue) – the double yellow lines to be extended on the Western exit into Cleveland Road to improve emerging traffic sightlines. Having agreed the project the Council dictated that it must be funded from Cleveland Ward funds, hence my application and Ward Councillor approval of the scheme. Ward Councillors will shortly be invited to approve the design, and the necessary Traffic Order for public consultation is due to be published thereafter in the Ealing Gazette and locally. Kent Avenue residents intend to make a further case for a 20mph speed limit in Kent Avenue which would cost about £40-£50K, to be funded either by TfL or from the excess income in the Council's Parking Budget which in 2010/11 showed an income of £14.2M (mostly from parking fines) with an excess of income over expenditure of £8M which is ring-fenced for road improvement projects, £5.8M of which was used to fund the Freedom Pass travel cards of Borough residents.</p> <p>3. Cleveland Ward Budget 2012/13: I wish you to record my suggestion that a pedestrian crossing be established on Scotch Common from immediately East of Kent Avenue (photo attached), to provide safe access across Scotch Common to Pitzhanger Park and the Duke of Kent pub, be added to the list of suggested projects. The existing double pedestrian refuges with dropped kerbs and overhead lighting would require only flashing beacons, a black/white crossing strip and zigzag markings to convert it to a full pedestrian crossing, probably for no more than the £13,000 spare money you have in the Ward fund for 2012/13.</p> <p>4. Tell Ealing Council – the attached Corporate Resources Public Survey notice – "LOVE IT OR HATE IT? WE WON'T KNOW UNLESS YOU TELL US" – is an invitation to residents to approach Ealing Council DIRECTLY on any issue rather than waiting for/hoping for the 4-monthly Cleveland Ward meetings. Messages should be directed in the first instance to CUSTOMER SERVICES (customerservices@ealing.gov.uk) with copies to Cleveland Ward Councillors.</p>

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	<p>5. Council Powers and Responsibilities:</p> <p>a) Blocked Drives (Pavement crossings from the highway into private property): The Council powers to fine motorists who park across driveways into private properties. The details are set out on: http://www.ealing.gov.uk/site/scripts/google_results.php?q=dropped+kerb+enforcement. Once a driveway is registered a property owner can ask Ealing Council to issue a PCN to anyone who parks across it – that itself will not remove the vehicle, but the driver may be discouraged from doing it again.</p> <p>b) Overhanging Vegetation: overhanging vegetation belonging to the Council such as park trees, hedges, street tree basal growth, is the responsibility of Ealing Council who should remove it when told about it. Ealing Council also has powers to require land owners to remove overhanging vegetation from public land/thoroughfares. Write to CUSTOMER SERVICES detailing the nuisance (photograph) and giving the location including the postal district (i.e.W5/W13).</p> <p>c) Leylandii Trees or Cypress Hedges: local authorities are authorised under anti-social behaviour powers to assess the situation and determine the level of nuisance, taking action if necessary. For further information on high hedge nuisance, visit http://www.primelocation.com/guides/legal-and-surveying/guide-to-garden-law/#ixzz1zei6eD8J. Ealing Council were recently obliged by representations from residents to cut down to 6ft (fence height) the 20-30ft cypress hedges on their own land in Cleveland Park bordering the gardens of houses in Kent Avenue which they had not bothered to trim for more than a decade. That work cost £4,000 which was charged against the Parks budget.</p> <p>d) Blocked Drains: Ealing Council's road drainage maintenance programme is designed to clean the drains on main roads once a year and those on side roads every two years. Many road drains become blocked between these periods causing road flooding which can lead to pedestrians being showered with rainwater thrown up by passing vehicles. Blocked drains should be reported to CUSTOMER SERVICES who normally deal with them fairly quickly. A photograph of the flooding and the location of the drain causing the problem should be provided to ensure a rapid response. And not only road drains. Earlier this year the Council were told by a local resident that all the drains on the footpaths across Cleveland Park, which had been blocked for some years because they are not covered by any regular maintenance schedule, were causing the rainwater run-off to turn the park paths into rivers and flooding the pavement and roadway on Scotch Common. The Council were eventually persuaded to clean all the drains across</p>

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		Cleveland Park at a cost of £1,000 which was charged to the Parks budget.
17	Ruth Pearson Greenford Broadway Ward Resident	<p>Nice to come to Neighbourhood Ward Forums and get a list of matters in my area, last meeting was not in Greenford Hall and by good luck noticed in Around Ealing or would have missed it.</p> <p>One request, can each person speaking always use a microphone, if on the Panel or member of public!!</p>
18	Mrs Rashpal Khuttan Southall Green Ward Resident	<p>From the last meeting I attended it came across that generally residents were more concerned with our local safety due to the constant drugs/prostitution and noisy people that walk our streets at night which makes total sense, however the Councillor advised that this is for the Police to speak to us and they had not attended that evening on 2nd October. I felt that these were our main concerns but they were not what the Councillors wanted to discuss because it is not in their remit and that almost we should have a separate meeting for these things.</p> <p>I would like to know what the Ward meetings are for if they cannot address our concerns for our personal safety and for our families. I think we are not fully aware of what these meetings are for and as they are now held every quarter there is maybe less continuity between each one.</p> <p>I would have liked to discuss and be informed on things that are relevant to us like:</p> <ul style="list-style-type: none"> • Switch On scheme that the council are trying to help with cheaper energy bills because I don't think everyone reads the magazine. • The fact that resident parking tickets can no longer be bought at the Council premises and other issues like this that affect us. • I love to hear about improvements in local parks and what is happening to our library and I would have liked to have seen the plans of its new abode. • Apparently the gas plant is under change again even though we didn't want it to happen in the first place but nothing was mentioned in the meeting of this. • NHS – saving Ealing hospital this is a big issue and obviously not just part of a ward meeting but just as important to at least be updated on the progress made seeing as Ealing Council is against it and actively seeking judicial review. • News of any local cultural/religious/charity events taking place to bring the community together even if they were posters stuck on a board to look at before the meeting started or something to get people engaged. • Our safety concerns to be addressed and it is comforting to see the crime figures dropping when compared to

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		<p>other boroughs but in a more technological format.</p> <ul style="list-style-type: none"> The style of the meetings need to be brought into the 21st Century as in interactive equipment like TV/projector style formats showing the pictures of the improvements being made around us or plans that have been raised in a particular area. This would be a lot easier to see and understand rather than sifting through bits of paper and looking at black & white pictures! <p>Apologies if the list is too long but I think this is a great idea to revamp the meetings!</p>
19	June Martin The Little Art Room	<p>I have been actively working with Neighbourhood Ward Forums in Elthorne and Hobbayne Ward for a number of years as a member of Hanwell Association of Traders, a Trustee of local charities and as a resident of Elthorne Ward.</p> <p>Ward Forums are a positive and inspiring contributor to our locality allowing residents to have a voice and work with Councillors to highlight priorities in our community. This engagement has allowed us to collectively identify projects which can and have made a real difference. Together residents and Councillors have delivered well attended events, projects and allowed the community to connect and identify volunteers.</p> <p>Information is easily accessible and decisions made efficiently and effectively. If Councillors are not available Officers are always there to back up Councillors. I would like to particularly mention and thank Tan Afzal who has gone beyond the call of duty to ensure all our projects are supported, we receive the right information and queries are answered within hours.</p> <p>I see the Neighbourhood Ward Forums as the most effective Council communication to local communities and they offer real benefits and change by allowing residents to have an input into the real issues and concerns on the ground.</p>
20	Miriam Galena Elthorne Ward Resident	<p>My comments below relate to the Elthorne Ward Forum, which I would like the Governance Scrutiny Review Panel to consider at their meeting on 28 November. I have attended nearly all Elthorne Ward Meetings, since they were established in 2008, with the exception of the first one.</p> <p>1. What Works – What is Successful Ward Forums are more transparent compared to the old system of Area Committees. Our Ward Forum has been beneficial in several areas, as follows:</p>

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	<p>a) Improved contact with local councillors It has enabled local residents to have face-to-face contact with all their local councillors, all at the same time and on a regular basis throughout the year, on wider community issues, compared to an individual resident raising a personal issue in private at a councillor's surgery, which they can still do.</p> <p>b) Improved contact with officials from Ealing Council, and other organisations It has enabled some officials from the Council, and other organisations, to give presentations at Ward meetings, and give local residents, the opportunity to question those officials about schemes affecting their Ward. This can help inform the Council's decision-making process.</p> <p>c) Improved the decision-making process It has enabled community-wide issues to be brought to the attention of local residents, and gives residents the opportunity to discuss these with other residents, and for our local councillors to hear what residents feel about our local area. This can also help inform the Council's decision-making process.</p> <p>d) Improved access to funding Our Ward Forum has an annual budget of £37,500 (as at May 2013). This enables residents to put forward ideas, to establish or improve local community amenities and activities, some of which may not happen at all without funding from the Ward Forum.</p> <p>e) Number of Ward meetings Our Ward has three meetings a year, around February, June and October.</p> <p>(i) <u>Three meetings a year, three months apart, is the right balance</u> It is more than enough to cover Ward business that arises over the year.</p> <p>(ii) It gives our local councillors adequate time between Ward meetings to deal with any business arising out of the last meeting.</p> <p>(iii) It's not too onerous on local residents time. Some residents do not want to spend their leisure hours going to meetings all the time.</p>

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	<p>(iv) <u>Problem with too many meetings</u> Too many meetings could have a negative impact on Ward Forum business, e.g.:</p> <ul style="list-style-type: none"> • Creates extra work for our local Councillors. • Would turn residents off Ward issues, and reduce the numbers attending meetings. <p>2. What Does Not Work – What Needs Improving Several things need improving with regard to the organisation and management of our Ward Meetings. For example:</p> <p>a) Venue Facilities The person responsible for booking the venue should ensure that:</p> <p>(i) <u>Proper chairs are provided and suitable for adults to sit on.</u> At the Ward meeting on 10 October 2013, held at Oaklands Primary School, residents had to sit on very low backless benches. Suitable for school kids, but uncomfortable for adults to sit on for 2 hours (length of the meeting). I had backache the day after from sitting on these backless benches. If Oaklands School cannot provide chairs appropriate for adults to sit on, then that venue should not be used again.</p> <p>(ii) <u>Microphones should be provided and used at Ward meetings</u> If microphones are not used at our Ward meetings, people with hearing problems, like myself cannot hear what is being said, particularly if a person speaks softly, speaks into their chest, or the meeting is in a room with high ceilings, e.g. school assembly hall.</p> <ul style="list-style-type: none"> • Lack of microphones is a DISCRIMINATION ISSUE People with a hearing problem have a right to be able to hear what is being discussed at our Ward meeting, as much as any other resident. People with a hearing problem should not be discriminated against because their disability cannot be seen by others. • The organiser of Elthorne Ward meetings should be issued with a <u>standing instruction</u> by Ealing Council to ensure that a microphone is provided and used by the councillors and

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	<p>those giving presentations at our Ward meetings.</p> <p>b) Conduct of Meetings Elthorne local councillors need to time-manage our Ward meetings better.</p> <p>(i) <u>Time limit agenda items</u> In 2009, this issue was raised at the Review of Neighbourhood Governance, by other Wards. In 2010, I also raised this issue with Cllr Nigel Bakhai in an email dated 18 November 2010. In 2013, I am having to raise this issue again.</p> <p>(ii) The Q&A session at the end is the most important part of the Ward meeting. It gives local residents the opportunity to have their say about other issues. It should be given 15 minutes of agenda time. Yet, the Q&A session is always rushed and ended quickly at our Ward meetings. This goes against the principle of having Ward Forums in the first place.</p> <p>(iii) The problem of running out of time at meetings, and having items shortened, can be overcome by setting a time-limit against each item on the agenda, or have fewer items on the agenda. For a 9 item agenda, in a 2-hour meeting, time could be allocated as follows:</p> <ul style="list-style-type: none"> • Introduction = 5 minutes • Other items = 10 minutes each item • Q&A session = 15 minutes <p>c) Budget Ward Forum spending should be distributed equally, and fairly throughout the whole of a Ward. Over the years areas to the west and the south-west of Elthorne Ward seemed to have received a disproportionate amount of money to fund projects, whilst the north-east corner of the Ward where I live has been neglected and received less money.</p> <p>d) Public Money – Transparency and Accountability It should be stipulated that local groups and individuals in receipt of funding from a Ward Forum should be required to attend a Ward meeting and report back to residents what they have actually spent the money on, and how their projects have benefitted the Ward's local community. The report back to a</p>

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Name		Comments
		<p>Ward meeting can take the form of a simple verbal summary.</p> <p>(i) This issue was raised by me at an Elthorne Ward meeting on 28 February 2013 and in a letter to my local councillors on 8th May 2013. The reply I received from our Ward Co-ordinator on the 14 May, missed the point that was being made. It is to be expected that Council officers will examine applications for funding. <u>What is not happening</u>, is that <u>residents</u> at Ward meetings rarely get to hear from local groups and individuals themselves, what they've actually spent our money on, and how their projects have benefitted our local community.</p> <ul style="list-style-type: none"> • <u>For example</u>: At the end of the Elthorne Ward meeting on 10 October, the organiser of the Hanwell Carnival thanked residents for funding/supporting their activity, and described some of the main items they had bought with our money, and how it was being used to benefit other local groups. This needs to be encouraged amongst others who receive Ward funding. <p>(ii) If the Council expects transparency and accountability from recipients of funding, then local residents should expect the same. Ward Forums are giving away thousands of pounds of public money. If local groups and individuals can be bothered to attend a Ward meeting to request funding, then they can be bothered to report back to a Ward meeting on what they've spent our money on, particularly when many people in the UK at the moment are having to scrutinise what they spend their money on.</p> <p>3. Best Practice To ensure consistency at Ward Forum meetings across the Borough, it is hoped Ealing Council will publish a document on 'Best Practice' on Neighbourhood Governance based on the 2013 Review.</p>
21	<p>Dan Padbury CEO, Talentfizz</p> <p>Jane McEwan, Hanwell, London, W7 2QD</p>	<p>I write in response to the request for comments on Ward Forums (in particular Elthorne).</p> <p>Firstly, Ward Forums tend to be productive and have led to some very useful initiatives within Elthorne Ward.</p> <p>However, with regards to Warren Farm the structure has failed completely. Several people turned up at the October Elthorne Ward Forum for an update on Warren Farm. The Council failed to provide someone to speak. And also failed to send an apology.</p>

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Name	Comments
<p>Christine Kirkpatrick Elthorne Ward Resident</p> <p>Anthony Belfrage Elthorne Ward Resident</p>	<p>This has been the situation with regards to Warren Farm all along. Warren Farm is in Norwood Green so it has never been put on the Elthorne Ward Agenda. This despite Council planning guidelines and National Planning Policy Framework guidelines stating that political boundaries should not be used as a basis for reference, but rather proximity to a planning related issue.</p> <p>Clearly, Warren Farm is far more than a planning issue. The impact of fencing it off is slowly filtering through despite the best efforts of Ealing Council to keep the details as low profile as possible. Hopefully it will be stopped. More generally, people who have attended Norwood Green meetings to find out more information have been told they are not entitled to speak as it is not their Ward of residence.</p> <p>This is another example of how Ealing Council has completely failed to consult with residents who are impacted by the Warren Farm decision.</p> <p>Ward Forums must be tasked to address issues that impact the Ward as well as issues within the Ward if they are to be effective.</p> <p>I look forward to hearing your response and receiving details of the outcome of the Scrutiny Panel meeting.</p>
<p>22 Peter Hutchison Elthorne Ward Resident</p>	<p>Ward Forums can be productive. In Elthorne we have used them to enhance the community maintained Sandy Park (King George's Field) which has in turn won a Green Flag. This is a great example of the community and Council working together.</p> <p>However, the structure has failed completely with regards to Warren Farm and the proposal by Ealing Council to in effect gift this incredible community asset to QPR Football Club. Several people turned up at the October Elthorne Ward Forum for an update on Warren Farm. The Council failed to provide someone to speak, failed to notify anyone they would not be attending. Have not rescheduled the meeting and have failed to send an apology.</p> <p>Warren Farm is precisely one of the reasons that Ward Forums exist.</p> <p>Because Warren Farm is in Norwood Green it has never been put on the Elthorne Ward Agenda. This despite Council planning guidelines and National Planning Policy Framework guidelines stating that political boundaries should not be used as a basis for reference, but rather proximity to a planning related issue.</p>

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		<p>Clearly, Warren Farm is far more than a planning issue. The impact of fencing it off is slowly filtering through despite the best efforts of Ealing Council to keep the details as low profile as possible. Hopefully it will be stopped.</p> <p>More generally, people who have attended Norwood Green meetings to find out more information have been told they are not entitled to speak as it is not their ward of residence.</p> <p>We have been, in effect, blocked from commenting on the proposal while the Council has slowly worked through the various checks and balances to make it possible for this to happen. It is an outrage and a massive failure in governance with regards to Ward Forums, and on many other levels.</p> <p>This is another example of how Ealing Council has completely failed to consult with residents who are impacted by the Warren Farm decision.</p> <p>Ward Forums must be tasked to address issues that impact the Ward as well as issues within the Ward if they are to be effective.</p> <p>I look forward to hearing your response and receiving details of the outcome of the Scrutiny Panel meeting.</p> <p>Thank you for asking for opinions.</p>
23	Edwin Owen Secretary Park Gate (Ealing) Residents W5 1PX	<p>I submit my observations as follows:</p> <ol style="list-style-type: none"> 1. Having attended most Hanger Hill Ward forums since inception, as a representative of Park Gate Residents Association, I believe they have been useful in getting small improvements locally in my area – improved access to Montpelier Park, yellow line for restrictive parking, bulb planting etc. – all appreciated by local people. 2. Having lived in the area for 40+ years the forum has been a vehicle for addressing local issues which was not available before the inception of ward forums. 3. The frequency of meetings – three per year – seems to work well. 4. The format and content of the meetings seems to be satisfactory – with a crime report and environmental

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Name		Comments
		<p>issues included.</p> <p>5. That planning issues are excluded as being outside the scope of the forum is right and proper.</p>
24	Edward Bonnor-Moris Perivale Ward Resident	<p>I would like to say a few words about the enormously positive effect that Ward Forum meetings have had on me. Through the Ward Forum meetings, I managed to find a voice in Perivale. I met people, found kindred spirits and have got to know all the various pillars of the community. Over the years I've met numerous Councillors, Police, Safer Neighbourhood Teams and members of Ealing Council. I've found out about local policing, envirocrime, parks, local traffic issues and how Perivale is serviced by local government. But most importantly I've seen how local people can stand up and be counted. How one man or woman can make a change. Though sometimes the meetings can feel like one long list of complaints, scratch the surface and you find many good people, all keen for a better place to live.</p> <p>Without the regular Ward Forum meetings I would have found it hard to organise the Devon Close street parties, get the neighbourhood watch team together, and most importantly, meet all the wonderful people who helped to realise the first Perivale Festival of Music and Light. On Sunday 3rd of November, I saw over 1300 local people get together for a party and really enjoy themselves. It felt like the start of something.</p> <p>We don't have a town hall in Perivale but we have a community centre. We have two high streets full of good people trying to earn a living. We have schools, families, churches and religious groups. We have self-run community groups, sports groups and local activists. Without the Ward Forum meetings, these would all be disparate entities - we absolutely need these meetings, so that we can have a focal point, somewhere we can all meet with one common factor, where we live. And one common aim, to make it a better place.</p> <p>To be honest, I was rather hoping to build on the momentum of the festival at the next Ward Forum, only to find from Evelyn that it's not scheduled until February. Where I understand there might not be any obligation to hold more than three a year, I would suggest putting more in the calendar - I know Councillors have their surgeries, but it's always good to garner opinion about the bigger picture.</p> <p>I would maybe call them something else too - 'Ward Forum' is terribly dull and officious... maybe doesn't capture the local imagination?</p> <p>PS: Can we get someone from the Canal Waterways to come along – it is kind of a local feature.</p>

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Name	Comments
25 Sian Sim St Marks Road, Hanwell, W7	<p>I do appreciate ward forums can be useful and have led to some very good initiatives within Elthorne Ward but with regards to Warren Farm the structure has failed miserably. The Council provided absolutely no one to speak at the subject of Warren Farm at the October Ward Forum and there wasn't even an apology!</p> <p>Just because Warren Farm comes under Norwood Green I don't see why it shouldn't be put on the Elthorne Ward Agenda - we are still on its boundary – plus Council planning guidelines and National Planning Policy Framework guidelines states that political boundaries should not be used as a basis for reference, but rather proximity to a planning related issue.</p> <p>Warren Farm is far more than a planning issue - the impact of fencing it off is slowly filtering through despite the best efforts of Ealing Council to keep the details as low profile as possible. Hopefully it will be stopped.</p> <p>More generally, people who have attended Norwood Green meetings to find out more information have been told they are not entitled to speak as it is not their ward of residence.</p> <p>This is another example of how Ealing Council has completely failed to consult with residents who are impacted by the Warren Farm decision.</p> <p>Ward Forums must be tasked to address issues that impact the ward as well as issues within the ward if they are to be effective.</p> <p>I look forward to hearing your response and receiving details of the outcome of the Scrutiny Panel meeting.</p>
26 Geraldine Wassell SEN Service Delivery Manager	<p>Northfield Ward Forum</p> <p>I really appreciate the work being done by the Ward Forum. I have the time to fill out the on line questionnaires so it's helpful to have these. It's very helpful to have this focus on the local area because the issues discussed affect us all and our quality of life in the area, but wouldn't really be of interest to others. So it's good to have the Forum to discuss, etc. Have only attended a few meetings but would like to attend more, when I'm not working full time in a demanding job.</p>
27 Linda Coviello London, W7 2JF	<p>Warren Farm</p> <p>I learned only last week about the Council's plans to lease this precious Open Space to a private organisation to build its Corporate Training HQ – in exchange for building some community changing rooms. Are you kidding? Even if the Council has been seduced into thinking it might attract some limited investment in local sport, that is a</p>

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		<p>spectacularly bad deal in exchange for a rare piece of local countryside. I'm not the only one who knew nothing about this travesty, and it appears that the Council has purposely evaded any meaningful public consultation.</p> <p>It is intolerable that the Council values its open spaces less than the people who pay their taxes and choose to live in this area. It is intolerable that the Council fails to consult with its residents about making fundamental changes to the place we live in. Ward Forums must have a say, whether proposed changes are literally within their patch or adjoining it. Once you give our Open Spaces away, they're gone for good. Has anyone seriously canvassed the community to learn how it values these local public and school sports fields?</p> <p>Along with others who manage to learn what the Council is up to, I demand that there is a Judicial Review as there is every reason to suspect that Ealing Council is flouting national, regional and its own local planning policies in deciding to dispose of 61 acres of protected Metropolitan Open Land.</p> <p>I look forward to your response and receiving details of the outcome of the Scrutiny Panel meeting.</p>
28	Dorothy Johnstone Hanwell, W7 2HB	<p>I would like to comment on Ward Forums as part of the Scrutiny Panel meeting on the 28th November. I have only just been made aware of this and hope my comments will be included.</p> <p>The October Elthorne Ward Forum did not include an update on Warren Farm and the Council did not send a speaker on the subject nor an apology. This is a very important matter to the people of Elthorne Ward, as the Council is well aware.</p> <p>Ealing Council have failed to consult with the residents of Hanwell who will be adversely affected by the development and fencing off of Warren Farm. Although Warren Farm is not in Elthorne Ward, the impact will affect the people of Elthorne Ward greatly.</p> <p>This matter should be included in the Elthorne Ward Forum.</p>