

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 24th May 2006 at 6:00pm

Chair: Richard Lockwood

Present	Richard Lockwood (RCL) Michelle Blakeley (MB) Sue Ratchford (SR) Eric Hobin (EH) Anna Trotman (AT) Pat Glazebrook (PG)	Board Member Board Member Board Member Board Member Board Member Co-optee
In Attendance	Larry Patrick (LP) Sue Sanderson (SS) Matt Roberts (MR) Diane Roberts (DR)	Director of Property Services Principal Surveying Service Manager Asset Procurement Manager Governance Support Officer (Minutes)
Observers	None	

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Quorum confirmed.	
2	Apologies for Absence Apologies - none	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising Items 10, 11 and 15 are confidential. Item 16 is a training session.	
4	Minutes of Previous Meeting Minutes agreed as a correct record Matters Arising Item 8 - RCL has met with MR and PM to agree Traffic Light summary. The enclosed report is a summary of orange and red indicators. There will also be an efficiency report presented, when	Approved

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	<p>applicable. A full report is available to all Board Members as requested.</p> <p>Each LAP will have a full set of their own area indicators.</p> <p>Item 11 – Gas Servicing Improvement and Efficiency Letters have been amended. A summary report has been approved by Board on 16 May 2006. Sub-Committee recommendations are in a standardised format to Board.</p> <p>Item 6 – Energy Action Plan partners are yet to be selected.</p> <p>Item 7 - Awaiting proposal for Stock Condition Survey</p> <p>Item 9 – Repairs Performance Report on the agenda.</p> <p>Item 12 – CH has checked the properties and programming.</p> <p>Item 13 – Training on “The Life of a Scheme” arranged for end of this meeting.</p> <p>Item 14 – Board noted the Contingency Programme for Capital Works on 16 May 2006.</p>	
<p>5</p> <p>2.3</p>	<p>Monthly PI Report on Current Capital Programme Schemes</p> <p>The following targets were agreed</p> <p>BV184 a The proportion of LA homes which were non decent at 1 April 2006</p> <p style="text-align: right;">45% agreed</p> <p>LP explained how the age of properties affects this target. Northwards promise to provide everyone with some improvements in the first 2 years means that the achievement will appear low initially with a dramatic rise in the final years.</p> <p>BV184b The percentage change in proportion of non decent homes between 1 April 06 and 1 April 2007</p> <p style="text-align: right;">-4% agreed</p> <p>AT requested clarification if this was an increase or decrease change. It was agreed the target should read minus 4 to indicate the change.</p> <p>3 BV63 The average SAP rating of LA owned dwellings</p> <p style="text-align: right;">71 agreed</p> <p>4 NHL049 Projected year end spend against the budget</p> <p style="text-align: right;">95% agreed</p> <p>MR explained how efficiency savings can affect this target.</p> <p>5 NHL050 Actual value of work done against the budget</p> <p>95% agreed</p> <p>This is a new indicator. MR and LP explained how this target is affected by efficiency savings</p> <p>6 NHL051 Projects commencing on time against the approved programme</p> <p style="text-align: right;">75% agreed</p> <p>LP and MR explained that this is a reasonable target due to new contractors and new way of working may affect achievement.</p> <p>7 NHL034 Planned schemes to council stock completed on time</p> <p style="text-align: right;">84% agreed</p>	

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8	<p>NHL033 Percentage of Customers satisfied with the overall service</p> <p style="text-align: right;">94% agreed</p> <p>Actual achievement for 2005/06 was 99%. LP explained that new contractors may have some teething problems so this target was prudent.</p> <p>EH has had very good feedback from Multi-story blocks. MR to contact EH with actual figures.</p> <p>9 NHL093 Percentage of customers satisfied with the amount of information they were provided with</p> <p style="text-align: right;">94% agreed</p> <p>10 NHL094 Percentage of customers satisfied with range of choices offered</p> <p style="text-align: right;">94% agreed</p> <p>11 NHL095 Percentage of customers satisfied with the quality of the work</p> <p style="text-align: right;">94% agreed</p> <p>12 NHL091 Percentage of Properties serviced within 12 months</p> <p style="text-align: right;">99.5% agreed</p> <p>13 NHL092 Number of Properties not serviced over a sixteen month period</p> <p style="text-align: right;">Nil agreed</p> <p>LP explained the rationale regarding this target</p> <p>The targets will be recommended to the Board.</p>	MR
6	<p>Traffic Light Report Capital Investment Programme</p> <p>MR highlighted the variations and reasons behind each item.</p> <p>Sub-committee noted the report</p> <p style="text-align: right;">Noted</p>	
7	<p>Monthly PI Responsive Repairs Report</p> <p>SS explained that targets approved last meeting have not been updated in this report. It was agreed that the level of detail in this report is appropriate.</p> <p>The following targets were agreed.</p> <p>NHL0821 Average Repair Value</p> <p style="text-align: right;">£75 agreed</p> <p>NHL083 Average Cost of Variation Orders</p> <p style="text-align: right;">£40 agreed</p> <p>NHL084 Number of relets returned on time from contractor</p> <p>Unable to retrieve data from IT system.</p> <p>NHLO85 Average total cost of repairs to empty properties</p> <p style="text-align: right;">£550 agreed</p> <p>The criteria of Northwards Housing and MCC is different.</p> <p>Northwards relates to repairs only.</p>	

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	<p>BV211a Total repairs expenditure on planned repairs/maintenance compared to expenditure on responsive repairs</p> <p style="text-align: right;">70% agreed</p> <p>SS reported that Hammerstone Road Depot performance is being addressed. SS will report to June Sub-Committee meeting results of meetings and plans for improvement.</p> <p>BV211b Expenditure on emergency/urgent repairs compared to expenditure on non urgent repairs</p> <p style="text-align: right;">18% agreed</p> <p>SS meeting Depot Manager to agree changes in decorating system. SS will report outcome to June Sub-Committee. LP reported that the current IT system will only allow one date to be monitored on the system. The new IT system will rectify this. SS reported that the move to Local Depot's will make this service more efficient.</p> <p>The targets will be recommended to the Board.</p>	SS
8	<p>Options Appraisal Guidance Deferred to next meeting</p>	
9	<p>Charges for Rubbish Removal</p>	
	<p>AT requested that a variable charge be applied dependant on the amount of rubbish to remove. LP explained that a minimum and maximum charge will be proposed. Simplification of the City Solicitors advice is awaited.</p> <p>LP reported that Performance and Quality Services Sub-Committee are reviewing the Exchanges Policy .</p> <p>Sub-Committee noted the new policy and recommend the proposed changes to the Board. Item 9e on Board Agenda 14 June 2006.</p>	
10	<p>Novation of Consultancy Services to Eastlands Homes – Confidential</p>	
11	<p>Lift Servicing Staffing Proposal - Confidential</p> <p style="text-align: right;">Report noted</p>	
12	<p>Home Improvement Communication</p> <p>MR reported that the reports had been considered by LAP's. AT requested that the font size of the Customer Satisfaction Survey be increased to 12 point.</p>	

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	<p>Sub-Committee noted the implementation of the home improvement leaflets and customer satisfaction questionnaire. Postscript note The real leaflet is double the size of the one we saw and so meets the point above – LP.</p>	
13	<p>Inspection Update LP reported that Team Improvement Plans have been completed. Mystery shopping has probably begun. Arrangements are being made to set up interviews with residents, staff and Board Members.</p>	
14	<p>Compensation Policy Statement AT reported error on the leaflet “Your belongings” – last line of final paragraph “your” should read “you”. The Sub-Committee agreed that this will clarify the deductions of rent arrears from any payments made.</p> <p>Sub-Committee approved the Compensations Policy Statement and recommend that the Board adopt this policy. Item 9d on Board Agenda 14 June 2006.</p>	LM
15	<p>Investment Programme Procurement Update – Confidential</p>	
16	<p>Training – Life of a Scheme MR and LP presented the Sub-Committee with a Gant chart and explained how each element of the scheme fits together. He also described each stage of a scheme. MB also explained how the JVCo and Framework Agreement Procurements will make this process more efficient. Sub-Committee have now developed a clear understanding of this process.</p> <p>Communication of the free phone contact, contract details, complaints, timescales and expectations will be widely available. A residents’ handbook with be provided, regular visits from Resident Liaison Officers and future plan for a DVD are planned.</p>	
17	<p>Agree Schedule of Meetings to end of 2006 The following dates are agreed: 28th June 2006</p>	

