

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 23 rd May 2007 at 5.00 pm

Chair: Richard Lockwood

Present	Richard Lockwood (RCL) Sue Ratchford (SR) Anna Trotman (AT) Harvey Norton (HN) Pat Glazebrook (PG)	Board Member Board Member Board Member Board Member Co-optee
In Attendance	Larry Patrick (LP) Sue Sanderson (SS) Matt Roberts (MR) David Heys (DH) Diane Roberts (DR)	Director of Property Services Principal Surveying Service Manager Senior Asset Procurement Manager Technical Services Manager Governance Support Officer (Minutes)
Observers	None	

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Quorum confirmed.	
2	Apologies for Absence Michelle Blakeley. RCL read a note of thanks to MR from Michelle.	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. No confidential items. Equality and Diversity matters arising will be covered under relevant agenda items. RCL reported some Audit Commission facts which were relevant to the Sub-Committees work.	
4	Minutes of Previous Meeting 25th April 2007 The minutes were approved as a correct record	
5	Matters Arising 4 Minutes of 28 February SS has not yet had an exact figure. SS will report back directly to AT.	SS

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	<p>5 Matters Arising from minutes of 25 March</p> <p>6h Improving Choice for Resident and Improving Value through Gas or Electric Fire Choice –MR reported that redecoration was an option.</p> <p>7a Responsive Repairs Performance Indicator Report SS had followed up the fallen wall. The target for NHL084 is still under negotiation. LP updated the Sub-Committee regarding the voids review and discussions with MWL (Manchester Working Limited) and MCC (Manchester City Council). The void loss of 1 million is under review and incentives to reduce this are being discussed.</p> <p>Matters Arising from minutes of 25 April</p> <p>6a Traffic Light Report Project - 32169 Cheetwood Waterloo West – MR reported that the cost of the asbestos work is £110k, the contract value is 1 million. This represents approximately 10% of the contract. HN asked how many properties are involved. DH reported 279 properties are included in this scheme.</p> <p>6b Northwards Housing Capital Programme KPIs – KP14 DH reported replacement sockets installed are flush. LP reported that a similar issue had been passed to Paul Maidment. DH reported that additional or constructional issues may require sockets to be surface mounted.</p> <p>6c Proposal to Install Photovoltaice (Solar) Panels onto 19 Multi-Storey Blocks across North Manchester LP reported that the Board report of 8th May had been updated to include the information requested.</p> <p>8a Gas Servicing Report DH reported that further development work had been identified to Promaster. HN enquired why this was required, DH reported it may be due to the original specification. It was noted that MCC, Parkway Green and Eastlands are affected by this system.</p> <p>9c Surveying Services Team Improvement Plan SS reported that measures are in place to avoid delays. Wording will be changed for next report.</p> <p>9d Action Plan 2007/08 To improve KPI performance at Hammerstone Road Depot – AT confirmed that she had received the list of properties and raised an issue at Harry Piggott Court. LP confirmed this was being dealt with.</p>	SS
6	Capital Programme	
	<p>6a Traffic Light Report – Capital Investment Programme MR presented the report. Most schemes were showing improvement. The level of complaints has increased this was expected due to the high level of works on site. HN asked if forms were now being returned in envelopes. MR will check with contractor. MR reported that both high and low scoring forms have been returned. Action is taken where low</p>	MR

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	<p>scores are received.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6b Northwards Housing Capital Programme KPIs</p> <p>MR presented the report. RCL noted that larger returns of feedback forms have resulted in a drop in satisfaction. MR reported that this may or may not be connected. Internal work has now commenced and is more disruptive than external work. MR highlighted that the annual spend was 70% rather than the 95% target. This was due to delays in funding.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>6c Report to Riverways Panel on Allegations of Health and Safety Matters</p> <p>LP presented the report. He highlighted that it was tilers not electricians who had not fixed sockets correctly. Many of the minor faults had already been identified and were in the process of resolving. Electrical sub-contractors had not been sacked, their work had been reduced as they had over extended. LP reported this is the most common problem in the construction industry.</p> <p>LP reported that Riverways Area Panel had accepted this report. Furthermore he had discussed the situation with the local tenants representative who has reported improvements.</p> <p>AT noted that systems were now in place to prevent reoccurrence of the complaints. HN commented that "Northwards do not have to accept over extended issues". LP reported that it is in everyone's interest to ensure good satisfaction rates</p> <p>Procurement and Property Sub Committee noted the responsive given.</p>	
7	Responsive Maintenance	
	<p>7a Responsive Repair Performance Report</p> <p>SS presented the proposed targets. The Sub-Committee requested that all Northwards targets be above or equal to MCC targets. It was noted that five targets are yet to be agreed.</p> <p>Procurement and Property Sub Committee noted the report and approved the proposed KPI targets for 2007/08 subject to the amendments above.</p>	SS
	<p>7b Feedback on Repairs and Improvement Task Group</p> <p>Sub-Committee were concerned about the low attendance. MR suggested more publicity. SS will review after next meeting as other meetings had been well attended. HN suggested some type of incentive scheme. AT commented that incentives would need to be consistent. RCL suggested that all focus groups are included on Northwards website.</p> <p>Procurement and Property Sub Committee noted the minutes and agreed the updated programme for the Repairs & Improvements Task Group</p>	SS

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8	Servicing	
	<p>8a Gas Servicing Report DH had already reported that Promaster has not yet been implemented due to the problems with Civica. DH was awaiting a further report from a meeting held earlier that day. It may be possible to upload data from current systems. DH will arrange for the back-log to be entered if this is possible. HN asked if there were any issues the Sub-Committee should be concerned about that could be detected without the usual data. DH confirmed that the programme is on track and we are confident that we are delivering the service</p> <p>Procurement and Property Sub Committee noted the report.</p>	DH
9	Action Plans	
	<p>9a Inspection Action Plan LP presented the report. Any changes are highlighted in bold and italics. LP reported that it will be necessary to build plans beneath plans e.g. Void process review is now complete, but will require a new plan for the actions required. Civic is the main source holding up completion of items. HN asked if staff would be up to speed on the computer system when live. LP reported that Steve Finegan will report to EMT the best way forward.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9b Technical Services Team DH presented the report. AT requested that the formatting is revised.</p> <p>Procurement and Property Sub Committee noted the report.</p>	DH
	<p>9c Surveying Services New Team Improvement Plan 2007/08 HN asked what improvements are being undertaken to improve dry-rot works. SS reported that some operatives are now trained to deliver treatment this is reducing the timeframe to days rather than weeks.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9d New Action Plan 2007/08 to improve KPI Performance at Hammerstone Road Depot SS reported that many items have been carried over from 06/07 Plan. AT requested that the last Progress Update be updated.</p> <p>Procurement and Property Sub Committee noted the report.</p>	SS
	<p>9e New Team Improvement Plan 2007/08 to improve the ratio of planned to responsive spend AT enquired what maintenance is required to PVC windows. DH reported it is recommended by the manufacturer that an annual clean and oil is required. This will be reviewed.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	9f Action Plan to Reduce Emergency Repairs 2007/08	

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	<p>SS reported that there is a big role for OnCall to achieve this target as they order most of the repairs. HN asked if improvements would result in a financial saving. SS responded that emergency repairs are far more expensive so this would result in savings.</p> <p>AT was concerned that item 5 – inappropriate use of E uplift for heating repairs did not have an impact on genuine cases. SS reported that genuine cases would still be regarded as an emergency.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9g Regeneration Team Improvement Plan 2007/08</p> <p>LP presented the report. Sub-Committee discussed regeneration opportunities and high demand in the North Manchester area.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>9h Asset Management and Procurement Team Improvement Plan 2007/08</p> <p>MR presented the report. HN asked for more information regarding the fencing action plan. MR reported that pooling of budgets to create bigger impact is being discussed. The work would be let to either MWL or Framework contractors. LP assured Sub-Committee this would be limited works.</p>	
10	<p>Restructure of Property Services</p> <p>LP presented the report and highlighted the key changes proposed and the benefits of the changes.</p> <p>HN asked if this proposal would cause any redundancies. LP reported that there would be no redundancies as a result of this proposal. HN also asked for clarification of the proposed structure. LP explained this by drawing a structure. HN also enquired if any regrades had been considered as part of the proposal. LP confirmed that they had and that the outcome would be cost neutral.</p> <p>Procurement & Property Sub Committee approved the principles of the restructuring set out in the report.</p> <p>Human Resources & Equality Sub Committee had noted the proposal and agreed that the existing scheme of delegation is used to bring this new structure into existence at 22 May meeting.</p>	
11	<p>Any Other Business</p> <p>RCL asked if Sub-Committee wished to meet in August. It was agreed to keep the meeting and review at a later date.</p> <p>RCL gave Sub-Committee good wishes and thanks to MR. MR wished Northwards well and much success with the Decent Homes Programme.</p>	

ITEM	SUBJECT	ACTION
12	<p>Date and Time of Next Meeting The next meeting will be held on Wednesday 27th June 2007 at 5.00pm. The venue for the meeting is Hexagon Tower Boardroom PG gave her apologies for this meeting.</p>	
13	<p>End of Meeting The meeting closed at 7.00 pm</p>	