

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

Wednesday 27th June 2007 at 5.00 pm

Chair: Richard Lockwood

Present Richard Lockwood (RCL) Board Member
 Anna Trotman (AT) Board Member
 Michelle Blackley (MB) Board Member

In Attendance Larry Patrick (LP) Director of Property Services
 Greig Lees (GL) Investment Strategy Manager
 Sue Sanderson (SS) Principal Surveying Service Manager
 Paul Maidment Senior Asset Procurement Manager
 David Heys (DH) Technical Services Manager
 Steve Kirkham (SK) Technical Team Leader
 Diane Roberts (DR) Governance Support Officer (Minutes)

Observers None

ITEM	SUBJECT	ACTION
1	Welcome and Introductions Quorum confirmed.	
2	Apologies for Absence Sue Ratchford, Pat Glazebrook.	
3	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising There were no declarations of interest. Item number 10 was a confidential item. Equality and Diversity matters arising will be covered under relevant agenda items.	
4	Minutes of Previous Meeting 23rd May 2007 The minutes were approved as a correct record, subject to the date of the minutes being corrected.	
5	Matters Arising 4 Minutes of 25th March SS reported that AT has been informed if the number of kitchens in stock. 5 Matters Arising from minutes of 25 April	

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	<p>9c Surveying Services Team Improvement Plan – SS has updated the wording of the report.</p> <p>Minutes of 23rd May 2007</p> <p>6a Traffic Light Report - Capital Investment Programme PM has re-issued the procedure to contractors. Returns are now being sent to Northwards.</p> <p>7a Responsive Repair Performance Report SS has updated targets, the remaining targets will be proposed at July meeting.</p> <p>7b Feedback on Repairs and Improvement Task Group Web space is not available. SS suggested placing an article in the next Northwards Natter. Questionnaires will be going out to residents in the near future; SS has requested that publicity is incorporated into these questionnaires.</p> <p>8a Gas Servicing Report DH will update the Sub-Committee under item 8a.</p> <p>9b Technical Services Team DH asked AT for clarification – colours are issue. DH will rectify.</p> <p>9d New Action Plan 2007/08 to improve KPI Performance at Hammerstone Road Depot SS confirmed that the Progress Update has been updated.</p>	SS
6	Capital Programme	
	<p>6a Traffic Light Report – Capital Investment Programme PM presented the report. The following schemes were discussed; 32143 – Progress delays are due to contractor performance. New management teams are in place. Northwards have written to apologise and arrange meetings with tenants. 32134 – This scheme is progressing well. 32161 – This scheme is progressing well. Queensferry – The contractor on this scheme is working well. 8 out of a possible 15 forms have been returned with a 10/10 result. Resident expectations are being clarified – working to clarify which works are due to be done. Newton Heath – Residents have raised queries about doors and single glazed windows.</p> <p>There are 30 contracts live on site at the moment. MB asked for overall handovers and satisfaction rates overview to be included in the next report. PM to action.</p> <p>AT raised concerns about kitchen replacements being done using the wrong specification. AT to visit a resident on Friday pm. LP will investigate before AT's visit. DH or PM to feedback to AT.</p>	<p>PM</p> <p>LP DH / PM</p>

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	<p>Procurement and Property Sub Committee noted the report</p>	
	<p>6b Northwards Housing Capital Programme KPIs PM presented the report. KP4 – 9.5 – 332 returns KP5 – 9.4 DH and PM have carried out training with Northwards and Contractors and Sub Contractors staff on culture change. KP6 – 9.1 (all contractors) RCL reminded the Sub-Committee that it had been agreed to review targets in July PM reported that a monthly prize draw is to be introduced to increase the number of feedback form returns. RCL – noted that at July Sub Committee a review will made of the Targets for KP’s 1 to 12. NHL049 – 105% - A high level of schemes are on site. Procurement and Property Sub Committee noted the report.</p>	<p>CH</p>
	<p>6c Maintenance of Widows and External Doors RCL indicated that the report should be noted for future reference. DH confirmed that maintenance is required whether it is UPVc or wood, that guarantees are not affected by not carrying out annual maintenance. The manufacturer recommends periodic maintenance. Carrying out planned maintenance will assist the 60/40 split of planned/responsive repairs.</p> <p>Procurement and Property Sub Committee noted the report. In principle they approved the implementation of a 5-year cyclical approach to the maintenance of windows, external doors and trained external joinery for which a more detailed report will be submitted in 2010/11.</p>	
	<p>6d 2007/08 Capital Programme Review LP presented the report. LP indicated that savings on the Capital Programme Works have been achieved by a number of initiatives. It is expected that the works currently approved will be delivered under budget (up to £25m) which could lead to a possible loss of funds. To ensure a full spend, contractors need to programme additional works now to ensure that they have the potential capacity to deliver later in the year if required. It may be possible to carry out some or all of the proposed accelerated schemes subject to savings. LP wants to ensure that works are approved and programmed now to ensure smooth delivery and maximise the funding available. A number of schemes had been agreed with contractor parties as deliverable which were agreed by the Sub-Committee.</p> <p><u>Window replacement and associated works:-</u></p> <ul style="list-style-type: none"> ▪ Charlestown South (Manchester Working) ▪ Moston Miners (Manchester Working) ▪ Crumpsall Lower Crumpsall Estate (Manchester Working) ▪ Harpurhey North Satellites (The Lord Group) 	

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	<ul style="list-style-type: none"> ▪ Harpurhey Baths ▪ Newton Heath Croyden Drive ▪ Newton Heath Donleigh Street ▪ Ancoats – Anita St, George Leigh St and Heath Croyden Drive. <p><u>Door replacement:-</u></p> <ul style="list-style-type: none"> ▪ Charlestown multi storey blocks – Cartmel, Deepdale, Kentmere, Rusland and Somerton Courts (Manchester Working) <p><u>Kitchen or bathroom replacement and associated works:-</u></p> <ul style="list-style-type: none"> ▪ Newton Heath Daisy Bank Estate (Wates Living Space) ▪ Newton Heath phase 1 (Wates Living Space) ▪ Newton Heath Footballers Estate and Duncan Edwards Court (Wates Living Space) ▪ Harpurhey Clough Road Estate (G & J Seddon Ltd) <p>AT asked for clarification regarding the £58m/£55m projected outturn. DH explained the principle of over programming to compensate for slippage due to unforeseen circumstances. The £3m over programming is already being eroded. MB asked for clarification regarding Hendham Vale and Livesey Street. This was clarified</p> <p>Procurement and Property Sub Committee agreed to recommend to the Board that we accelerate a contractor agreed programme of work from 2008/09/10 where necessary in order to achieve full spend this year. That delegated power is given to the Chair of Procurement & Property Sub Committee in consultation with the Director of Property Services to use the list of schemes agreed with the contractor to ensure that we spend only up to the level of savings.</p> <p>BOARD DECISION REQUIRED</p>	
7	Responsive Maintenance	
	<p>7a Responsive Repair Performance Report</p> <p>SS presented the proposed targets. SS informed the Sub Committee that we still have minor IT difficulties. SS reported that there are two further KPI targets to be agreed. The percentage of spend on repairs (day to day repairs and voids) v budget. The result for 06/07 was 21.9% overspend. SS suggested a target of 10% of budget. LP suggested that actual budget should be target. Sub-Committee approved this. Percentage of property's empty v total stock – SS reported that</p>	

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	<p>this was 8.4% last year. MCC's target is 8%. LP raised concerns about the accuracy of this information. The void rent loss is reported at 3%. LP suspects that 8.4% is the turnover figure. SS will investigate further and report back with remaining targets to July Sub-Committee.</p> <p>Procurement and Property Sub Committee noted the report and approved the proposed KPI target for 2007/08.</p>	<p>SS</p>
	<p>7b Data Warehouse reporting solution (Additional Item) LP presented the report as an update on what actions were taken to address the lack of PIs. Resource and Audit Sub-Committee have approved the proposal to commence work on creating a separate Data Warehouse solution. LP highlighted the proposed timetable. Repairs module is due to complete by 31 August; Voids are due by 31 October.</p> <p>AT enquired about the employment of a 3 month developer. LP reported that Resource and Audit Sub-Committee had approved this and it was necessary to ensure this work was done.</p> <p>AT asked if is this a reliable system. LP highlighted concerns about Civica information reporting and the benefits of this warehouse system.</p> <p>MB reported that she has experience of data warehousing and that this is a good way forward to ensure results are validated.</p> <p>Procurement and Property Sub Committee noted report.</p>	
8	Servicing	
	<p>8a Gas Servicing Report DH presented the report. KPI reporting has resumed. NHL091 – Scores have dropped. Contractor has reported high sickness and holidays – this performance should improve. NHL092 –DH tabled the schedule of outstanding servicing. DH reported that appointments have been made and is continuing to chase up. LP reported that it is not possible to reconstruct lost data for this PI.</p> <p>DH proposed that this years targets remain the same as last year. The Sub-Committee approved this proposal.</p> <p>DH highlighted the recent developments of the Health and Safety Executive – Gas Installer registration (replaces CORGI) for private Landlords. DH will watch for any emerging good practice.</p> <p>Procurement and Property Sub Committee noted the report.</p>	<p>DH</p>
9	Action Plans	
	<p>9a Inspection Action Plan – Property Services LP presented the report. Voids Update – LP stated that the full report is available for him on request. A report will be submitted to Board in July. LP reported process and highlighted the action plan: this includes rehousing and some specific to P&P;-</p>	

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	<p>1. Operative / Surveyor relationship 2. Process efficiency 3. Project Board to oversee the work has been established. Recommendations are to be completed by January 2008. A 30-day turnaround target has been set. All parties have signed up to this process. Both MWL MD & NW CE's have sponsored this initiative.</p> <p>Northwards have requested that MCC consider incentive payments for any savings achieved. RCL had (due to the result of an external enquiry) carried out a void check that highlighted these issues. LP is confident we can achieve these improvements, and hopes that benefits will soon become apparent.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
10	<p>Staffing -Regeneration Officer Position Please see confidential minutes.</p>	
11	<p>Any Other Business</p>	
	<p>11a Non Construction Benefits – Manchester Working Limited First Six Months LP and RCL had agreed initially not to include MWL in this discussion to allow Sub Committee to discuss the matter. LP presented options for the Sub Committee to consider – who/where/what format the report is received; this is a way of monitoring “added value”. AT reported that the Community Projects Bird Screen was a good success. AT asked if CRB checks are being carried out for staff working with children. GL confirmed this was in place. AT noticed and error in the spelling of Damn Head (Dam) AT was concerned that no Northwards area new starters had been reported other than apprentices. LP was disappointed that 4 apprentices had been recruited outside Greater Manchester on table 3. The company was created on 1/9/06 and the timetable for registering with MANCAT was very close. GL reported that work was being done now to improve local recruitment for the next intake. AT asked if schools had been approached. GL reported that 200 expressions of interest had been received and that skills assessment was in progress and plans to provide interview skills education were in place. Sub-Committee requested that Des Smith from MWL presents the next report in 6 months. Sub Committee are happy with the layout of the report Procurement and Property Sub Committee noted the report.</p>	
	<p>11b Internal Audit Action Plan LP presented the report. 80% recommendations were completed.</p>	

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	<p>AT – Large table update those completed. LP could add the date proposed.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>11c Risk Management Strategy LP presented the report. RCL raised the reputational assessment of regeneration priority changes. The Sub-Committee agreed to recommend that this should be increased to MM. MB requested clarification of “Tenants loss of confidence”. LP suggested this was “to deliver the improvements” in context of this Sub Committee. LP reported this could be a high risk difficulties have arisen elsewhere.</p> <ul style="list-style-type: none"> a) Are the risk comprehensive? Sub-Committee agreed this b) What risks should be added or removed – RCL felt that it is too early to remove any risks and this should be subject to future review. <p>MB raised concerns that Northwards may not achieve DHS by 2010, due to Government re-profile of funds. This will be reviewed after Government Decision is made.</p> <p>Procurement and Property Sub Committee noted the report.</p>	
	<p>11d Continued Project Management Work for Eastlands Homes DH informed the Sub Committee that Eastlands Homes are seeking expressions of interest to provide the Project Management service post Northwards contract. Procurement and Property Sub Committee agreed that an expression of interest be put forward to Eastlands Homes.</p>	
	<p>11e Customer Care in Capital Programme At the last Board meeting the issue of customer care in the capital programme was raised. LP has discussed this with RCL. LP informed the Sub Committee that three two hour sessions for all capital programme staff have been held on customer service. The sessions focused on staff taking ownership of a problem and seeing it from the customers perspective. If the cost to rectify is low then staff have been empowered to resolve it. If it is more expensive solution then they are required to seek their managers approval. Feedback from the staff has shown that the sessions were well received.</p> <p>Some procedural changes have been made to improve the service and to reinforce that staff are trusted and expectations have been clarified.</p> <p>This will continue to be raised during team meetings to reinforce these expectations.</p> <p>Procurement and Property Sub Committee noted the report.</p>	

ITEM	SUBJECT	ACTION
11	<p>Date and Time of Next Meeting The next meeting will be held on Wednesday 25th July 2007 at 5.00pm. The venue for the meeting is Hexagon Tower Boardroom</p>	
12	<p>End of Meeting The meeting closed at 6:35 pm</p>	