

Northwards Housing – Procurement and Property Sub-Committee Meeting

Hexagon Tower

27 February 2008 at 5.00 pm

Chair: Anna Trotman

Present

Anna Trotman (AT)	Board Member (Chair)
Sue Ratchford (SR)	Board Member
Mark Hackett (MH) (Part)	Board Member
Michelle Carmichael (MC)	Board Member
Vera Salvatore (VS)	Board Member
David Leah (DL)	Co-Optee
Pat Glazebrook (PG)	Co-Optee

In Attendance

Larry Patrick (LP) (Part)	Director of Property Services
David Heys (DH)	Head of Home Improvements (Fourways)
Diane Roberts (DR)	Governance Support Manager (Minutes)

Observers None

ITEM	SUBJECT	ACTION
1	Welcome and Introductions It was agreed that 5a under matters Arising - 11a Business and Delivery Plan 2008-2013 would be deferred until the next meeting. DL requested that the Board be made aware that the item was not circulated prior to the meeting and so it could not be considered. It was noted that the Board will consider the Plan at 11 March meeting.	
2	Confirm Quorate Quorum confirmed.	
3	Apologies for Absence None LP had sent his apologies for his late arrival to this meeting due to a meeting with South Yorkshire Procurement Group in Sheffield.	
4	Declaration of Interests/Confidential Matters/ Equality & Diversity Matters Arising Item 9a is a confidential item. There were no declarations of interest. Equality and Diversity matters arising will be covered	

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	under relevant agenda items.	
5	<p>Minutes of Previous Meeting 30 January 2008 The minutes were approved as a correct record subject to:</p> <p>Item 9a – Community Regeneration Strategy – It was requested that the plan was sent back to Sub Committee.</p>	GL
5a	<p>Matters Arising</p> <p>6d Capital Programme 2008/09 Ceiling tiles at Harry Piggot Court – DH updated the Sub Committee on the progress of the feasibility study regarding incorporating the replacement of the tiles into the current scheme. The study is still ongoing.</p> <p>6b Northwards Housing Capital Programme KPIs</p> <p>KPI 9 –AT had previously requested that the graph be adjusted to 0 as target in order to present the result more clearly. DH asked for clarity on this. 0 = on time, 5 to show over/under. The Sub Committee agreed to leave the report in its present format.</p> <p>KPI Targets for IMPACT DH reported that the targets will be reviewed at the next KPI Task Group meeting on 8th April and the recommendations will be brought to the Procurement and Property Sub Committee in May. DL queried who attends the group? DH stated that it consists of a representative from each organisation and contractors. The Sub Committee can mandate Northwards representative to take recommendations from the Sub Committee. AT suggested that the Sub Committee could use the recommendations as a benchmark to set our own targets. DL expressed his concern about a third party setting our targets.</p> <p>It was agreed that the Sub Committee would review targets at the March meeting and make recommendations to IMPACT.</p> <p>9a Community Regeneration Strategy It was confirmed that ‘inequalities’ has been removed from the strategy.</p> <p>10a Inspection Action Plan MH confirmed that he has spoken to LP regarding his concerns over the change of recording.</p> <p>11b Training The tour is still to be arranged, when the lighter nights set in.</p>	<p>PM</p> <p>DH</p> <p>LP</p>

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6	Capital Programme	
	<p>6a Traffic Light Report –Capital Investment Programme DH indicated that there is some concern about the 74% progress this is partly due to weather and Christmas close down – The effect of not opening up new properties and contractor re-start up had been underestimated. Lessons have been learned and will be applied in this years programme..</p> <p>Riverways 32037 – DL raised concerns about the finance issues. DL requested that the scale of the finance variation needs to be reported. Also, the cover report should highlight the issue in the financial implications. DH agreed to provide this information and that this needs to be reflected in future reports. DL indicated that the Sub Committee need to know the scale of variance on all schemes. DH agreed</p> <p>Wilton 32143 – MH raised his concern over the progress of this scheme. DH confirmed that a completion date of 4th April is still achievable according to the contractor.</p> <p>MH noted the high level of satisfaction and progress.</p> <p>DH suggested that a summary table of schemes be presented for ease of reference. This was agreed.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>DH</p> <p>DH</p>
	<p>6b Northwards Housing Capital Programme KPIs DH presented the report. DH reported that there was nothing of major variance to report.</p> <p>AT requested clarification of the targets developed by the Constructing Excellence in the report introduction. DH to investigate and report to next Sub Committee.</p> <p>BVP 184a - DL requested clarification of the target, DH explained that the target is to reduce non-decency by 10% pa, only 6% had been achieved to 31 December.</p> <p>AT – suggested that we split the quarterly and monthly report.</p> <p>Procurement and Property Sub Committee noted report.</p>	<p>DH</p> <p>DH</p>

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	<p>6c Capital Programme 2008/09</p> <p>DH presented the report.</p> <p>DH explained that re-profiling needs to be carried out due to the extra funds which have been brought forward. DH also highlighted the effect that this will have.</p> <p>DL requested why there is variance in costings in schedule without explanation. DH explained this could be due to the size of properties, number of windows required.</p> <p>DL requested that a report be brought to the next Sub Committee to explain NH92 / NH118 as an example. This was agreed.</p> <p>Procurement and Property Sub Committee approved the change to the 2008/09 work programme and recommended that it be taken to the Board for approval and publication</p>	<p>DH</p>
10	Team Improvement Plans	
	<p>10a Technical Services Team Improvement Plan</p> <p>DH presented the report. DH agreed to change the colours used within the report to provide clarity.</p> <p>DH highlighted the positive effect of the following;</p> <ul style="list-style-type: none"> • E&D work • Co-location of staff • Efficiency savings in procurement. <p>VS queried Value for Money and quality due to efficiency savings in procurement. DH stated that we have not compromised on quality eg. A door which previously cost £600, now costs £300 for the same quality. In addition, residents were involved in the selection process of this component.</p> <p>Procurement and Property Sub Committee noted report</p>	<p>DH</p>
8	Servicing	
	<p>8a Gas Servicing</p> <p>DH presented the report.</p>	

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	<p>NHL091 – target exceeded for 6 consecutive months. NHL092 - 7th month with no properties over 16 months. This is due to co-location and the new system.</p> <p>Home Fire – DH explained that our gas engineers have been trained by the Fire Service to give this advice.</p> <p>AT queried why this additional service will cost £100k? DH indicated that this is to cover labour costs which will equate to £22 per property including admin time and a 30 minute visit per property. DH to confirm the actual reason for the additional cost and resubmit the report for approval to the next Sub Committee.</p> <p>Procurement and Property Sub Committee noted report</p> <p>8b Water Quality Testing and Legionella Risk Assessment</p> <p>DH presented the report.</p> <p>VS raised her concerns regarding the quality of water in tower blocks and the addition of fluoride in the future. AT stated that fluoride will not be added to water yet – it is currently added to school milk (by choice) to increase dental health. MH suggested that a briefing on water quality should be brought to the Sub Committee as a separate issue.</p> <p>AT requested that charging for water testing be investigated.</p> <p>Procurement and Property Sub Committee noted report</p>	<p>DH</p> <p>DH</p> <p>DH</p>
	<p>LP joined the meeting and apologised for his lateness.</p> <p>AT explained the process to set KPIs. LP agreed with the recommendations of the Sub Committee.</p> <p>MH left the meeting.</p>	
7	Responsive Repairs	
	<p>7a Responsive Repairs Performance Report</p> <p>LP presented the report and alerted the Sub Committee to some samples being very low and thus the results both good and bad are questionable.</p> <p>NHL808 – AT queried whether this will be reinvestigated when satisfaction has still not been received. LP indicted that some dissatisfaction can not be resolved. LP agreed to include a note in the report in future of reason of outstanding dissatisfaction.</p> <p>DL indicated that he feels these are ambitious targets and should</p>	<p>LP</p>

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	<p>be adjusted to be realistic. LP said this would be considered for next year as we will be making recommendations in March for 08/09. DL – during the period we should be open to discussion to benchmark with other organisations.</p> <p>Procurement and Property Sub Committee noted report.</p> <p>7b Update on Improvements Implemented to Increase efficiency in Voids Management</p> <p>LP presented the report</p> <p>This report present three specific areas of work that have been achieved in order to inspect or repair properties faster.</p> <p>Procurement and Property Sub Committee noted report.</p> <p>7c Void Process Review</p> <p>LP presented the general report.</p> <p>A target of 250 voids had been set for the end of December 2007. Currently voids are at 217.</p> <p>58 days improvement but turnaround is still bottom quartile. However both void numbers and void rent loss are showing a significant improvement.</p> <p>It is clear that more work is to be done, but significant improvements have been made. DL asked if squatting is a problem and had concerns about keys on site for this reason. LP confirmed this has not been a problem since Hulme. DL had concerns about top quartile by 2010 being a target, it may be better to be an aim as this could be ambitious again.</p> <p>Noted subject to agreement that there is</p> <p>“ambition to become a top quartile performer”</p> <p>AT asked what is the difference between management and non management voids.</p> <p>LP reported that the 180 voids on Monday were being taken through inspection/repair or ready for let. Non management voids are more complicated, 2 are unauthorised occupancy, 3 are for sale, 3 are awaiting underpinning, 6 are fire burn-outs (some only 1 week void) a few are still due to awaiting Decent Homes work. AT asked how many properties are used as offices/showhomes? LP reported that non are void – they are all let and rent is paid by the contractor.</p>	

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	<p>Procurement and Property Sub Committee noted report.</p> <p>7d Update from the Repairs and Improvements Forum – January 2008</p> <p>DL asked if IMPACT Framework Contract had been subject to OJEU process. LP confirmed this was the case.</p> <p>Procurement and Property Sub Committee noted report.</p> <p>7e Update on the Saturday morning and early evening appointment trail – responsive repairs</p> <p>LP gave a verbal update. He is investigating some contractual issues and costs with MWL so has withheld the report until this is resolved and Sub Committee can accurately understand the costs.</p> <p>Northwards are continuing with this scheme as it has been a success for both organisations, and gives secondary savings to MWL. Through reduced no access.</p> <p>Sub Committee agreed to defer this to a future meeting.</p>	<p>LP</p>
9	Regeneration	
	<p>9a Management Transfer of Additional Properties from Manchester City Council to Northwards Housing</p> <p>See confidential minutes.</p>	
11	<p>AOB</p> <p>None</p>	
11	<p>Date and Time of Next Meeting</p> <p>The next meeting will be held on Wednesday 26th March 2008 at 5.00pm. The venue for the meeting is Hexagon Tower Boardroom</p>	
12	<p>End of Meeting</p> <p>The meeting closed at 6.50 pm</p>	