

CHADDERTON LOCAL BOARD

Tuesday 20 May 2008 at 6.30pm

Members Present:

Phil Rogers; Colin McLaren; Ian Whitehead; Pauline Richardson; Amina Begum; Isobel Adam

FCHO Officers Present:

Krystal Schirwing, Sarah Mitten; Elaine Morgan; Susanne Knapper, Ged Reilly; Martyn Pickles Janet Nuttall (minute taker)

Others Present:

Lorraine Burrows (OMBC)

Meeting Convened At:

Pauline Richardson convened the meeting at 6:35pm

Sarah Mitten was welcomed as the new link officer, replacing Nick Summerscales

Item 1 Apologies:

Julie Kirkham (retrospectively)

Members Absent:

None

Item 2 Declaration of Interests

There were no declarations of interest.

Item 3 Items of Urgent Business The Board were advised that Julie Kirkham has verbally tendered her notice as Chair, however Julie intends to remain as a Local Board member.

Elaine Morgan took the chair.

Ian Whitehead nominated Pauline Richardson as Chair, which was seconded by Colin McLaren.

Pauline Richardson resumed the chair.

Nominations were invited for a representative from Chadderton Local Board to sit on the Main Board as Julie Kirkham is no longer a Main Board member.

The Board were advised that 12 tenants have expressed an interest to serve on the Local Board. With this in mind, Colin McLaren proposed the decision is deferred until the next Main Board meeting.

Pauline Richardson proposed that the constitution of the Chadderton Board needs to be revised to include an annual review relating to the term of office for a member to serve on the Main Board.

Isobel Adam was nominated however as Isobel is a member of the Options Appraisal Panel this would need to be agreed with Harry Burns. Elaine Morgan will confirm the situation regarding the restrictions of serving on both the Options Appraisal Panel and the Main Board. It was resolved that Isobel Adam would be the Chadderton representative on the Main Board, but that she would be able to resign should she wish to do so.

Item Number/Title	Item 4 Approval of Minutes and Recommendations from last meeting held on Thursday 10 April 2008 and Matters Arising
Purpose	To approve the minutes and recommendations from the last meeting held on 10 April 2008 and discuss any matters arising.
Recommendations	To Board is recommended to note the contents of the minutes and recommendations.
Relevant Debate	A letter regarding the rechargeable repairs revenue has been sent to OMBC from Dave Smith. John Berry and David Smith are currently reviewing the situation and will submit a new proposal.
Resolution	The Board request feedback from Dave Smith regarding the situation of rechargeable repairs income. Colin McLaren approved the minutes seconded by Ian Whitehead.

Item 5 – Public Questions members of the public were not present

There were no members of the public present.

Item Number/Title	Item 6 Options Appraisal Update
Purpose	To inform members of the progress of Options Appraisal.
Recommendations	
Relevant Debate	<p>Lorraine Burrows reported that the stock survey for Chadderton is ahead of schedule, and that the consultants have requested that the next batch of letters are sent to tenants.</p> <p>The pocket guides have been produced, the questionnaires takes approximately ten minutes to complete and some have been returned.</p> <p>The newsletter which has details for non-English speaking tenants to gain assistance is in operation and has been used.</p> <p>The Options Appraisal panel meet regularly and have plans to visit ALMO's outside the Borough who are in a similar situation.</p> <p>Lorraine Burrows stated a decision is not expected until Autumn.</p> <p>The Stock Survey has to be completed.</p> <p>Martyn Pickles stated he has been involved in this process to ensure the property is valued fairly. Once the value is known the panel will make a recommendation to OMBC.</p> <p>An independent adviser is available to consult with tenants to ensure the process is fair and open.</p> <p>TPAS are acting as an independent advisor to the tenants.</p>
Resolution	The Board noted the report

Item Number/Title	Item 7 - Performance Report – Quarterly Update
Purpose	To update members on the quarterly performance figures.
Recommendations	The Board is recommended to note the contents of the report.
Relevant Debate	<p>Elaine Morgan advised the Board the PDA's are having a positive impact; the initial teething problems have been resolved.</p> <p>Training is on-going to ensure the full range of services are utilised by the Housing Officers.</p> <p>Elaine Morgan also reported a replacement Housing Officer, has</p>

	<p>been identified.</p> <p>Suzanne Knapper stated Highways were invited to the estate walkabout however they failed to attend.</p> <p>Elaine Morgan proposed the £9000.00 estate budget is used for small-scale projects as nominated by the Housing Officers and a report is presented to the Board which will avoid delays with completion of the projects. The Board agreed.</p> <p>Colin McLaren asked if any other money will become available which can be used to fund back projects.</p> <p>Sarah Mitten stated the staff have made suggestion for larger projects and a record is being kept of these suggestion, but that the £9000.00 estate budget will likely be used for projects costing between £200 and £300.</p> <p>Elaine Morgan stated if the Board agreed she will provide a quarterly up-date on where the money has been spent. This will be added to the performance report.</p> <p>Repairs: Ged Riley advised the Board of the positive steps have been implemented to address the backlog of repairs, which have been reduced from 4000 to 800.</p> <p>The computer system has been overloaded and a new server is to be fitted. The new procedures for processing the workload are to be presented at Main Board (tonight). A positive impact has been noted and the repairs team are expected to reach the targets.</p> <p>An Inspector has been allocated to the contact centre and by asking technical questions are able to identify tenants' requirements.</p> <p>The repairs budget has not been identified, however Ged is optimistic this information will be available by the end of this week, this will be passed on to Board members. The budget for 2007/08 was also requested to enable comparison.</p> <p>Voids: Ged Riley stated that HR are assisting with managing the sickness throughout the department this will result in an improved management of void properties. The service managers liaise effectively to move resources as necessary.</p>
Resolution	The Board accepted the proposals

Item Number/Title	Item 8 – Service Excellence
Purpose	Verbal update by Kristel Schirwing
Recommendations	N/A
Relevant Debate	<p>Krystal Schirwing stated:</p> <p>The lettable standard booklet has been produced and is to be presented to DMT for approval.</p> <p>A group is to be formed to produce a booklet which covers repairs and heating standards. Disabled adaptations are to be reviewed in consultation with Social Services during a meeting scheduled for 23 May 2008.</p>

	<p>A kite mark accreditation which will help FCHO bid for contracts is to be investigated. This has been awarded to three-star ALMOs and costs £8000.00.</p> <p>Complaints/satisfaction report:</p> <p>25% of work completed is issued with a feedback survey. The return is higher than when all repairs were targeted. The figure appears higher, however this is due to consistency of recording data.</p> <p>The decorating service has proved popular and is to be advertised in the March newsletter. Other services for example plumbing will also be advertised.</p>
Resolution	The Board noted the report

Item Number/Title	Item 9 – Capital Programme
Purpose	Verbal update by Martyn Pickles.
Recommendations	N/A
Relevant Debate	Martyn Pickles stated the proposed schemes are to be completed during the financial year 2008/2009 but are subject to review by FCHO.
Resolution	The Board noted the contents of the update.

Item Number/Title	Item 10 – Annual Plan
Purpose	To discuss the Local Board Annual Plans for 2008/09
Recommendations	Board members are requested to discuss and suggest items for the Local Board Annual Plans 2008-2009.
Relevant Debate	<p>Sarah Mitten proposed that the document will include: a message from the Chair and from the Chief Executive; what was said last year, and what was achieved last year; key priorities for this year as identified at the Quarterly Networking sessions; and a section on the Cleaner, Safer, Greener agenda. A draft will be presented at the next meeting.</p> <p>Ian Whitehead proposed to agree a draft when a full compliment of members are present.</p>
Resolution	N/A

Item Number/Title	Item 11 – Environmental Report – Including Formal Estate Inspection dates for the next twelve months
Purpose	<p>To update the Chadderton Local Board on completed inspections from 2007-2008.</p> <p>To inform on proposed Formal Estate Inspection dates for 2008-2009.</p>
Recommendations	<p>To agree the contents of the review.</p> <p>For Board Members to agree attendance at the inspections timetabled for 2008-2009.</p>
Relevant Debate	<p>Suzanne Knapper has invited representatives from Street Scene, Highways, the Police and the Youth Service.</p> <p>Park Estate was well attended however any suggestions to improve attendance are welcome.</p> <p>17 Questionnaires have been sent out only one has been returned. Ian Whitehead apologised. He stated that he may have a problem with July. Pauline Richardson can attend at 6pm.</p>

Resolution	The Board noted the report
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Item Number/Title	Item 12 – Progress of Funding Group
Purpose	Verbal update by Susanne Knapper.
Recommendations	
Relevant Debate	The funding group was formed in December 2007 and held the last formal meeting in March 2008. The team are able to meet informally. The group are able to assist residents to access funding. FCHO is not able to submit an application on behalf on any group. Susanne Knapper will ascertain if any training is available for tenants.
Resolution	The Board noted the report

Item Number/Title	Item 13 – Standing Items
Purpose	Items for future meetings and forward planning.
Recommendations	
Relevant Debate	Sarah Mitten will report at the next meeting on the year-end spend for the estate budget.
Resolution	

Item Number/Title	Item 14 – Any other Business
Purpose	To discuss any other items of business raised by members.
Recommendations	N/A
Relevant Debate	There were no other items of business.
Resolution	N/A

Item Number/Title	A - Report for information only: Painting Programme 2008 - 09
Purpose	The purpose of this report is to present Local Boards with a 2008-2009 painting programme for communal staircases and garages across the borough.
Recommendations	For information only.
Relevant Debate	As stated in the report the programme will be £19,000 short to complete the proposed work. Colin McLaren asked how this is to be addressed. Ged Reilly stated he did not have the information however he will be able to provide feedback. The highest cost is labour and Ged stated alternative possibilities are being investigated. Colin stated this needs to be addressed sooner rather than later
Resolution	The Board noted the report

Item Number/Title	B - Report for information only: Gas Servicing Update programme
Purpose	The purpose of this report is to present Local Boards with an update on the Gas Servicing Programme
Recommendations	For information only.
Relevant Debate	Sarah Mitten highlighted the report which stated officers had not been able to gain entry to 94 properties and these were being dealt with by the legal team. As at 7 th May access had not been gained to 11 properties in Chadderton. There has been an 87% success rate in gaining access on the first visit.

	<p>Ian Whithead is concerned the records show action is being taken to address these issues.</p> <p>Ian Whitehead asked whether gas service checks at the end of tenancy complied with procedure.</p> <p>Sarah Mitten advised that properties are de-commissioned and re-commissioned at a change of tenancy and that a copy of the current gas service certificate is handed to new tenants.</p>
Resolution	The Board noted the report

Meeting Closed At:

The Chair closed the meeting at 8.35pm

Item 10 - Next Meeting Date

Thursday 3 July 2008 at 6.30pm

Venue: Over 60's Centre, 298A Broadway, Chadderton OL9 09QU

Apologies to: Corporate Support Team

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