

ROYTON & SHAW LOCAL BOARD

Thursday 23 October 2008 at 6.30pm

Members Present:

Philomena Dillon; Les Herring; Margaret Kelly; Maureen Peters; Sheela Vora,
David Powell; Mark Alcock; Lynn Pertoldi; David Shaw;

FCHO Officers Present:

Elaine Morgan; Lynn Phillips (Minute-taker); Dave Thomas; Ady Brierley;

Others Present:

Ann Barrow, 9 Springhill

Meeting Convened At:

Margaret Kelly took the Chair and convened the meeting at 6.30pm.

Item 1 – Election of Chair and Vice Chair

Margaret Kelly was nominated as Chair
Lynn Pertoldi was nominated as Vice Chair

Item 2 – Welcome, Introduction and Apologies:

Apologies were received from Ken Kirkland

Members Absent:

Tony Larkin

Item 3 - Declaration of Interests:

There were no declarations of interest.

Item 4	Items of Urgent Business:
Purpose	To discuss any items of urgent business.
Relevant Debate	There were no items of urgent business.
Resolution	

Item 5	Approval of Minutes and Recommendations from last meeting held on Thursday 11 September 2008 and matters arising.
Purpose	To approve the minutes and recommendations from the last meeting held on 11 September 2008 and discuss matters arising.
Recommendations	The Board is recommended to approve the minutes and recommendations.
Relevant Debate	
Resolution	The Board approved the minutes of the last meeting held on 11 September 2008 as an accurate record, with no amendments.

Item 6 – Public Questions

Name	Ann Barrow, 9 Springhill
Question	Alleyways around Springhill are problematic.
Response	<p>Elaine Morgan explained that alley gating is a possibility but funds are not forth coming. Elaine Morgan will treat the application of alley gates as a priority when funds are available. Calling the police and getting a log number is very important. Alley gates will be fitted to areas of priority. Margaret Kelly complained it is hard to get an answer on the police's 5050 number, and police are not getting back to people after.</p> <p>Ann Barrow also wanted re-assurance that estate walkabouts will still happen after the Royton office closure. Elaine Morgan explained they will still be taking place but there will be a new way of promoting the tours.</p>

Item No / Title	Item 7 – Closure of Royton Office
Purpose	Verbal update by Elaine Morgan.
Recommendations	Members were asked to note the content of the report.
Relevant Debate	Lynn Pertoldi asked if Independent Members and leaseholders could be added to the mailing list so that they are fully informed of all activities.
Resolution	Elaine Morgan agreed to add Independent Members and leaseholders to the tenant mailing list.

Item No / Title	Item 8 – Performance Report Quarterly Update including repairs
Purpose	To update members on the quarterly performance figures.
Recommendations	The Board is recommended to note the contents of the report.
Relevant Debate	<p>David Powell would like to know how Royton & Shaw compares with the other areas. Elaine Morgan explained that each area has its own problems. For example, rent collection rates, housing benefit claims and water rates charges were discussed and why these figures can differ by area. Les Herring stated it would be good to know the ranking of the Royton & Shaw area, and then the Board can challenge why, for example, the ranking is low.</p> <p>A long debate into the production of performance statistics by area ensued. Lynn Pertoldi said that when she commenced as a Board Member, systems were simpler and figures easy to extract. Performance has improved, but the individual area figures are no longer there. Lynn Pertoldi explained that Elaine Morgan could supply statistics at a local level but this would take up a large part of her time. Elaine Morgan can not be present on estates and collating figures. It is up to the board to decide the best use of Elaine Morgan's time. For example, Lynn Pertoldi stated that rent collection figures for the borough are good, and Royton's performance is better than this, but it would take Elaine Morgan time to produce the exact figure. Lynn Pertoldi asked the Board to decide if they would like detailed performance figures or Elaine Morgan working in a customer facing roll. Les Herring disagreed, and thought the information is already there. Elaine Morgan explained how she would have to break down the figures and work out the rankings. Elaine Morgan is supplied with the rankings by area. Elaine Morgan added she is challenged by FCHO as to why Royton's performance ranking at any one time is how it is.</p> <p>Ady Brierley explained how, if a department is centralised such as repairs, it would take a huge amount of time to break down the</p>

figures per area.

Lynn Pertoldi argued again that performance for the whole organisation should be pushed forward, and consider area performance only where the statistics are readily available. Les Herring could not understand why, for a large organisation such as FCHO, it would not want to know how each area and service is performing.

Margaret Kelly continued to argue that as a Local Board it is important to know how Royton & Shaw is performing. Sheela Vora asked for an explanation of how difficult it would be to supply performance figures for centralised services by area. Ady Brierley explained the difficulty's involved. IT systems and software were discussed.

Les Herring asked how are Members to know if tenants are being treated fairly by area from a service. David Shaw and Ady Brierley gave a full explanation including how meaningful the figures actually are: i.e. some repairs to houses take longer than flats, and if an area has more flats than houses then performance in this area would be skewed.

Sheela Vora stated that the Board should be provided with the statistics they ask for, as the Local Board is feeling de-valued. The local area needs targets to aim for. Elaine Morgan added an away day is being organised for this particular reason.

Repairs were challenged by David Alcock and performance explained by Dave Thomas: urgent and non-urgent repairs. Margaret Kelly added she had heard that boilers were not to be replaced until boilers go kaput. Margaret Kelly added there have been numerous complaints about Apollo at Main Board level. Lynn Pertoldi suggested Martin Latham and a senior officer from Apollo attend a future Board meeting to answer questions. Margaret Kelly said tenants think Apollo are very bad. Sheela Vora has expressed concerns in the past and has had some very poor experiences: the issue appears to be communication and record keeping. Elaine Morgan requested specific examples for Apollo to answer to. Les Herring stated the Board expects solutions, not complaint after complaint. Sheela Vora has kept a log of complaints: she suffered a loss of heating and hot water for four days. David Powell recounted a complaint against Apollo forwarded to him by a tenant.

Lynn Pertoldi suggested a separate meeting with a small agenda to relay complaints to Apollo. Les Herring said the contract holder is responsible for the management of Apollo. The Main Board should sort this problem out, not the Local Board.

Target for voids is excellent. FCHO are in the top 25% of ALMO's and the team has done a phenomenal job. More voids have been received this year and yet performance has increased.

ASB: David Powell asked how long on average does it take to sort out ASB? Elaine Morgan explained it's difficult to comment on individual cases, but gave an overview of timescales and resources involved. Elaine Morgan also gave the meeting an overview of the problems in the Local area and the lack of parental responsibility. Sheela Vora added kids have nothing to do. Margaret Kelly answered that kids today have more to do to occupy them than many years

	ago: it's parenting that is the problem.
Resolution	Please refer to item 10: Standing Item's

Item No / Title	Item 9 – Marketing & Communications
Purpose	To report back to Board members on the comments of Local Boards regarding the Communications & Marketing approach and to advise on the next steps.
Recommendations	Board members are asked to note the summary of all Local Boards' comments regarding the Communication & Marketing approach by FCHO and to note the next steps officers will take.
Relevant Debate	Les suggested that last weeks positive article in the Oldham Chronicle is needed more often.
Resolution	

Item No / Title	Item 10 - Standing Items (a) Items for Future Meetings and Forward Planning
Purpose	Board members are invited to suggest possible items for future meetings.
Recommendations	The Board is recommended to note and discuss the contents of the forward planning timetable and suggest possible items for future meetings.
Relevant Debate	Margaret Kelly was disappointed the police were not present, but does not want a traffic based PCSO to attend. Lynn Pertoldi suggested that the road traffic report be replaced by the presence of Martin Latham and a rep from Apollo. Another debate ensued regarding Apollo. Lynn Pertoldi suggested Andrew Heugh attend to explain digital TV. Margaret Kelly still wants a police officer to present ASB. Elaine added the Customer Involvement Strategy to the future agenda.
Resolution	Members agreed to invite Martin Latham and Andrew Heugh to a future meeting in addition to a senior staff member from Apollo. Members agreed to add ASB to a future agenda. Members agreed to add Elaine's suggestion of the Customer Involvement Strategy to the next Local Board meeting.

Item No / Title	Item 11 - Any Other Business
Purpose	To discuss any other business.
Recommendations	
Relevant Debate	Margaret Kelly wanted to know if Matthias Pilling House could be used for meetings again. Elaine Morgan thought not, but a survey of the building will be done as it has not been used for some time,
Resolution	N/A

Item 12 - Next Meeting Date:
Thursday 4 December 2008 at 6.30pm
Venue: St Paul's Methodist Church, Royton

Meeting Closed At:

Margaret Kelly closed the meeting at 8.15pm

Apologies to: Corporate Support Team
Telephone: 0161 770 3536 / 3571 / 3576
Email: fcho.corporate.support@oldham.gov.uk