

SADDLEWORTH & LEES LOCAL BOARD

**WEDNESDAY 14 MARCH 2007 AT 7.00PM
OLD MILL HOUSE, SPRINGHEAD, OLDHAM**

Members Present:

Brian Lord (Chair); Derek Heffernan; Val Sedgewick; Jean Bradley;

FCHO Officers Present:

Joanne Bentley, Area Service Manager; Gary Walsh, Repairs Manager, Responsive Repairs; Dave Thomas, Property Cleansing Manager; Sue Walker, Board Support Officer; Joanne Consterdine, Corporate Support

Meeting Convened At:

Brian Lord took the Chair and convened the meeting at 7.05 pm

Apologies:

Winifred Dillon

Members Absent:

Bill Hullah

Declaration of Interests:

There were no declarations of interest.

Items of Urgent Business:

There were no items of urgent business.

Item No / Title	2. Approval of Minutes and Recommendations from last meeting held on 24 January 2007 and Matters Arising
Purpose	To approve the minutes and recommendations from the last meeting held on 24 January 2007 and discuss matters arising.
Recommendations	To approve the minutes and recommendations from the last meeting on 24 January 2007.
Relevant Debate	Derek Heffernan moved and Val Sedgewick seconded that the minutes were an accurate record. Matters Arising: Members discussed Edith Bentley's resignation. Members sought clarity from Sue Walker later in the meeting with regards to Code of Conduct and whether a written resignation was required. Sue Walker confirmed she would contact Edith Bentley with regards to this. Members agreed that Joanne Bentley should send a letter to Edith Bentley thanking her for her contribution to the Board. Members then discussed replacement of the tenant member vacancy. Sue Walker confirmed she would contact Tenant Participation with regards to filling the vacancy.
Resolution	Members approved the minutes and recommendations from the last meeting.

Item No / Title	6. Repairs Reporting
Purpose	Verbal discussion led by Gary Walsh.
Recommendations	N/A
Relevant Debate	<p>Gary Walsh gave Members an overview of where repairs reporting is now and the roles and responsibilities of the senior members of the repairs team.</p> <p>Gary stated that Repairs Reporting would now be reported to all Local Board on a quarterly basis.</p>
Resolution	N/A

Item No / Title	7. Performance Report
Purpose	To inform the Board of performance in the key areas of Rent Collection, Voids re-let times, Customer Care and Neighbourhood Management.
Recommendations	The Board is asked to note and comment upon the report.
Relevant Debate	<p>Gary Walsh briefed members on some of the difficulties due to repairs now being based at Copsterhill rather than area based. Gary stated that the stats information has not operationally been set up and doesn't fit with the information shown in the report. However performance overall for the team was 98.3%.</p> <p>Gary Walsh stated problems had occurred with the staff at the Call Centre with agency staff etc with twice as many urgent jobs being logged which is why the figures seem to show we are hitting some targets and not others.</p> <p>Jean Bradley queried whether Housing 21 figures were included in this report. Gary Walsh confirmed they weren't however it was his understanding that out of 160ish jobs there had been two failures.</p> <p>Gary Walsh stated that they were currently trying to clear the back log inherited from the 6 areas and Members would hopefully see the improvements in the next quarters Performance Report.</p> <p>Gary Walsh queried whether Members were happy with the reporting format looking at repairs performance overall rather than area specific. Members agreed they would prefer area specific. Gary Walsh agreed to feed this back to Diane Thompson.</p> <p>Joanne Bentley stated that Ady Brierly was the Manager for Voids and information received from Ady about voids that were started no later than the roll out date took an average of 10.9 days, which is inside the target of 12 days for repairs. The performance of voids for Saddleworth & Lees for the 3rd quarter showed the turnaround time to be 61 days and that was due to properties in the Saddleworth & Lees Area being held pending the PFI transfer but due to high demand for properties in this area and the specific circumstances of customers, 2 properties at Hood Square had agreed to relet. The void turnaround time included all the time these voids had been held empty.</p> <p>Brian Lord queried the target agreed for the Saddleworth & Lees area with regards to Voids. Joanne Bentley stated that 48 days was the agreed target for First Choice Homes.</p> <p>With regards to Customer Care, Brian Lord asked whether there</p>

	were specific details held as to the nature of complaints received. Joanne Bentley replied that not all complaints were dealt with by the local team depending on their nature could be responded to by allocations, repairs, heating etc. and it would be difficult to find out specifically what the complaint was about other than the service area already provided.
Resolution	N/A

Item No / Title	8. Board Member Development
Purpose	To provide information on recent developments in the area of Board Member development.
Recommendations	The Board is asked/invited to: <ul style="list-style-type: none"> • Note the content of the report. • Indicate their interest in the Finance Session/Coaching Mentoring Sessions. • Comment on the usefulness of the Board bulletin and make suggestions for the topics of future bulletins. • Comment on and make suggestions for the content of the Board welcome pack. • Consider the development of a Board policy on in the area of board member's development and whether this is an area worthy of exploring.
Relevant Debate	Sue Walker presented the report and briefed Members on past and present training plans. Sue Walker stated that problems with attendance needed to be addressed and was currently looking at different ways to encourage attendance. Sue Walker agreed to forward previous bulletins to Jean Bradley. Sue Walker stated she would attend future meetings with updates on Board Member development.
Resolution	Members accepted the recommendations as set out in the report.

Item No / Title	9. Local Board Annual Plans
Purpose	To seek approval for the content, format and distribution of a Local Board Annual Plan for 2007/08.
Recommendations	The Local Board is asked to comment on the suggested format of the annual plan, as well as make recommendations for its content and distribution.
Relevant Debate	Sue Walker presented the report and stated that this year the annual plans would be much clearer with more detailed information in order to help raise the profiles of the local boards. Sue informed members the Annual Plans would be distributed late May/June 2007.
Resolution	Members accepted the recommendations as set out in the report.

Item No / Title	10. Local Board Meeting Dates
Purpose	To seek Members' approval of dates for Saddleworth & Lees Local Board meetings from April 2007 to April 2008.
Recommendations	The Board are asked to approve the dates as set out below, which include a recess during August as agreed at a meeting of the Local Board Chairs on Friday 9 February 2007. <ul style="list-style-type: none"> • Wednesday 25 April 2007 • Wednesday 13 June 2007

	<ul style="list-style-type: none"> • Wednesday 25 July 2007 • Wednesday 12 September 2007 • Wednesday 31 October 2007 • Wednesday 19 December 2007 • Wednesday 30 January 2008 • Wednesday 12 March 2008 • Wednesday 23 April 2008
Relevant Debate	<p>Members agreed to the dates as set out in the report.</p> <p>Derek Heffernan requested his apologies be noted for the meeting on 25 April 2007.</p>
Resolution	Members agreed to the recommendation as set out in the report.

Item No / Title	11a. Items for Future Meetings
Purpose	Board Members are invited to suggest possible items for future meetings.
Recommendations	N/A
Relevant Debate	Members had no items for future meetings.
Resolution	Not applicable.

Item No / Title	13b. Feedback from Main Board
Purpose	To update Members of discussion at the previous Main Board meeting.
Recommendations	N/A
Relevant Debate	<p>Jean Bradley briefed Members on the Main Board De-brief from Hugh Broadbent.</p> <p>Jean informed Members that the trip to Bolton had been cancelled and rescheduled for 15th March 2007 with the visit to Kirklees was scheduled for 20th March 2007.</p> <p>Jean also informed Members that there is a Disabled Adaptations show on at the Link Centre on 27th March. Brian Lord stated he had already attended and recommended Members visit.</p> <p>Jean Bradley informed Members that Housing 21 would be providing rent cards which tenants could complete themselves.</p>
Resolution	Members noted the contents of the report.

Item No / Title	14. Any Other Business
Purpose	Members are invited to discuss any items of other business.
Recommendations	N/A
Relevant Debate	<p>Joanne Bentley stated that new venues for the Saddleworth & Lees Local Board were being sought to attract people from different areas. Joanne Bentley questioned whether the time of the meeting could be moved to an earlier time. Members agreed to the change of venues and also to the change of time however Joanne Bentley agreed to speak with Winifred Dillon to find out whether this would clash with her work commitments.</p> <p>Brian Lord informed members that he had chased and written again regarding the refuge island on Oldham Road and will advise members of any further developments in this regard.</p> <p>Sue Walker informed Members that she had written to 500 leaseholders and would be attending a Leaseholder Forum with regards to leaseholder membership on the Local Boards.</p>

Resolution	N/A
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PUBLIC QUESTIONS

Brian Lord stated that members of the public had attended at 6.00pm to address various issues with Jacqui Thornton from Housing 21.

Various issues were raised but discussions were mainly regarding the trees and environmental schemes. Brian Lord stated that £10,000 had been put aside however was unaware that this had been spent.

Joanne Bentley stated that the work approved by the Local Board would be addressed by Emmanuel Whittakers imminently however there would be a slight overspend on what had been agreed.

Gary Walsh confirmed that the money committed had been signed off and Hood Square had been put at the top of the schedule.

Meeting Closed At:

Brian Lord closed the meeting at 8.13 pm

Next Meeting Date:

Wednesday 25th April 2007, Time and Venue to be advised.

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

Signed: _____

Minutes Agreed on: _____
(Date)